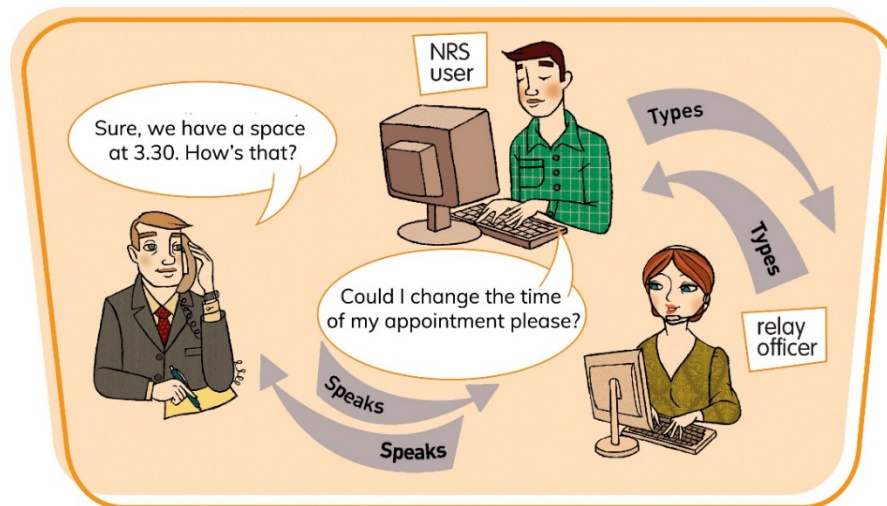




## Fact sheet 1—Internet Relay

In Internet Relay calls you type your side of the conversation and read the responses on your computer, tablet or smartphone. This NRS call option can be used by anyone who is deaf, can't hear well or has difficulty using their voice.



### What equipment is needed?

An internet connection and a computer, tablet or smartphone. Calls are made through the NRS app or the [Internet Relay call page](https://communications.gov.au/accesshub) available on [communications.gov.au/accesshub](https://communications.gov.au/accesshub).

### How much will it cost?

Most Internet Relay calls can be made without any additional cost to the user. However, broadband data costs will apply. Text based messaging uses very small amounts of data so Internet Relay is likely to be cheap to use, depending on the user's data plan.

### Things to remember

- The NRS app offers additional benefits for Internet Relay users. Users can pre-set start up messages to begin a call, and insert pre-stored quick phrases and profile information as well as GPS location details during a call.
- Users need to register and login to the [Internet Relay call page](https://communications.gov.au/accesshub) to receive calls.
- For a detailed step-by-step explanation about how to use this option, read the Internet Relay and the NRS app instruction sheets on [communications.gov.au/accesshub](https://communications.gov.au/accesshub).

The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

- Email [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
- Phone 1800 555 660
- SMS 0416 001 350.