



An Australian Government Initiative



Fact sheet 7—Teletypewriter (TTY) options

What equipment is needed?

You will need a TTY (also known as a teletypewriter or a textphone) and a landline connection.

How much will it cost?

A TTY call will cost around the same as a local call. On application, users can usually rent a TTY for about the same cost as an ordinary phone through the [disability equipment programs](#) offered by Telstra or Optus.

Things to remember

- There are three legacy TTY call options: Type and Read, Type and Listen and Speak and Read.
- A number of NRS call options can be used instead of these legacy options, without the use of a TTY. Internet Relay or SMS Relay can be used instead of Type and Read; and web browser Captioned Relay can be used instead of Speak and Read.
- For more information on these newer options, read the Internet Relay, SMS Relay, NRS app and web browser Captioned Relay fact sheets on the website.
- For a detailed step-by-step explanation about how to use the TTY options, read the TTY instruction sheets on the website.

Helpdesk

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
- phone 1800 555 660
- SMS 0416 001 350
- TTY 1800 555 630
- Fax 1800 555 690.