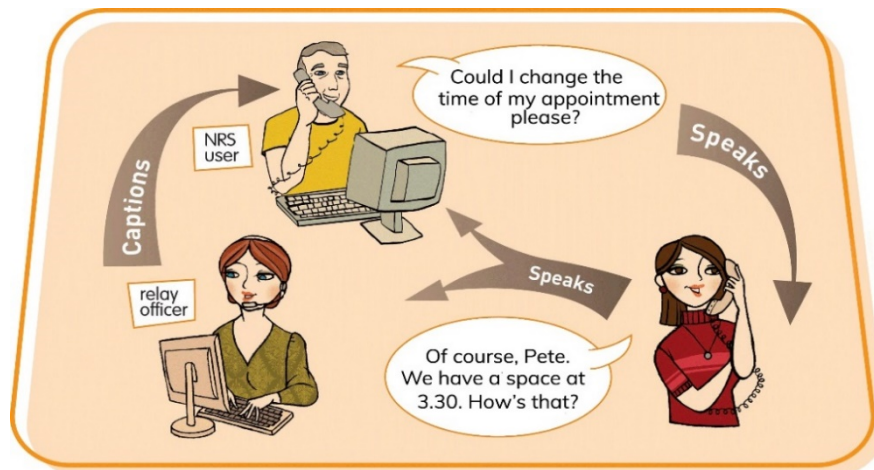




## Fact sheet 5—web browser Captioned Relay

In web browser Captioned Relay calls you speak directly to the other person. You can listen to their responses or wait to read them a few seconds later on your screen after they have been captioned by the relay officer. This NRS call option is useful if you have a hearing impairment and prefer to use your own voice.



### What equipment is needed?

A phone and a device with an internet connection. For example, a landline phone and a computer OR just an internet connected mobile phone.

### How much will it cost?

Web browser Captioned 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 web browser Captioned Relay is likely to be cheap to use, depending on the user's data plan.

### Things to remember

- If using an internet connected mobile phone, the caller will need to use speaker mode or use a headset so that they can speak into the phone and read the captions at the same time.
- Users need to register and login to the [Captioned Relay call page](#) to receive calls.
- For a detailed step-by-step explanation about how to use this option, read the web browser Captioned Relay instruction sheets on the website.

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.