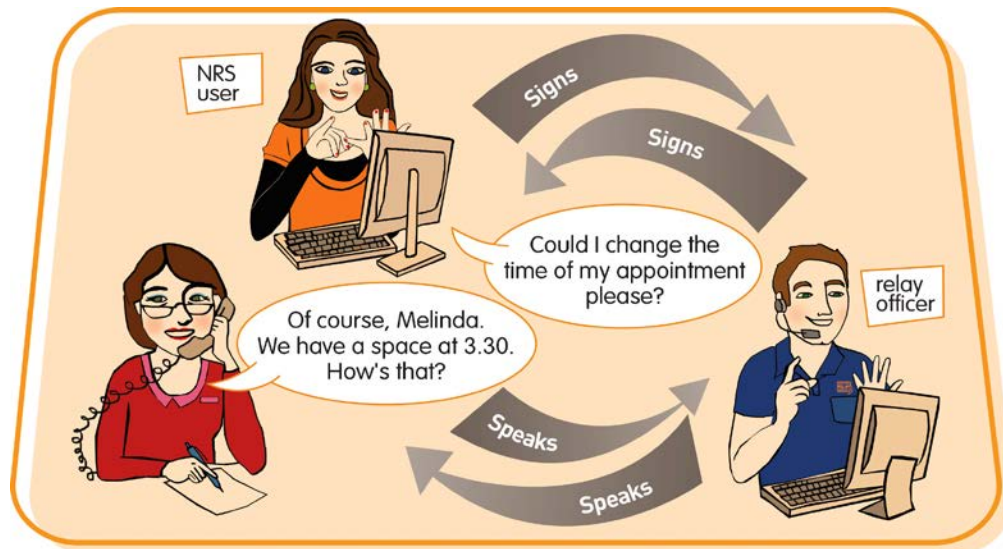




## Fact sheet 4—Video Relay

In Video Relay calls you sign your side of the conversation and the relay officer will sign the responses of the other person back to you. This NRS call option is suited for people who want to make a call using Auslan to someone who speaks English and uses an ordinary telephone.



### What equipment is needed?

A computer, tablet or mobile phone with Skype downloaded, a high-definition webcam, and an internet connection with both download and upload speeds of at least 1.5 megabits per second.

### How much will it cost?

Video Relay calls can be made without any additional cost to the user. However, broadband data costs will apply when making a video connection to the NRS, with costs dependent on the user's data plan.

### Things to remember

- Video Relay is available 7am to 6pm (Eastern Standard Time) Monday to Friday except for national public holidays.
- Video Relay calls can be made using the NRS app. It is easier to switch to other call options such as Internet Relay through the app if Video Relay calls aren't available at the time.
- For a detailed step-by-step explanation about how to use this option, read the Video Relay information 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.