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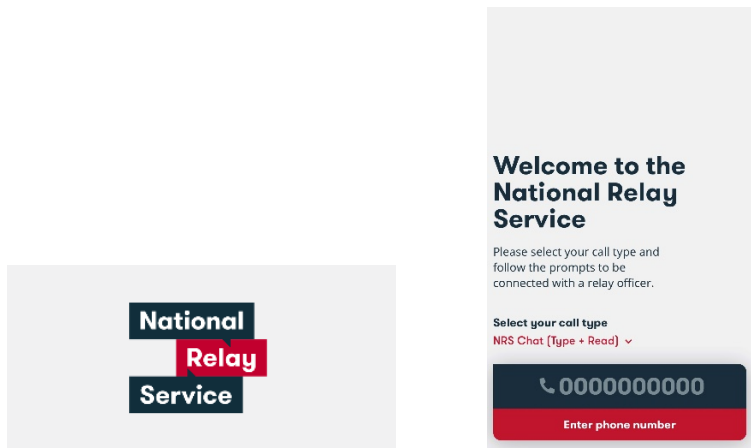
## Fact sheet 3—NRS app

### What equipment is needed?

An Apple or Android smartphone or tablet and an internet connection is needed to download and use the NRS app.

### How much will it cost?

The app is free. Broadband data costs will apply to download the app and make calls. The app is called 'NRS' and is recognisable by the National Relay Service logo below left.



### Things to remember

- The NRS app allows users to access a number of call options, including NRS Chat, Voice Relay and NRS Captions. Video Relay will be available on the app shortly.
- The new app has been redesigned to be more user friendly and accessible and will be further developed over the coming months with more features and enhancements added, based on user feedback.
- If you have feedback on the new app, please contact the NRS Helpdesk using the details below.

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
- [Online contact form](#).