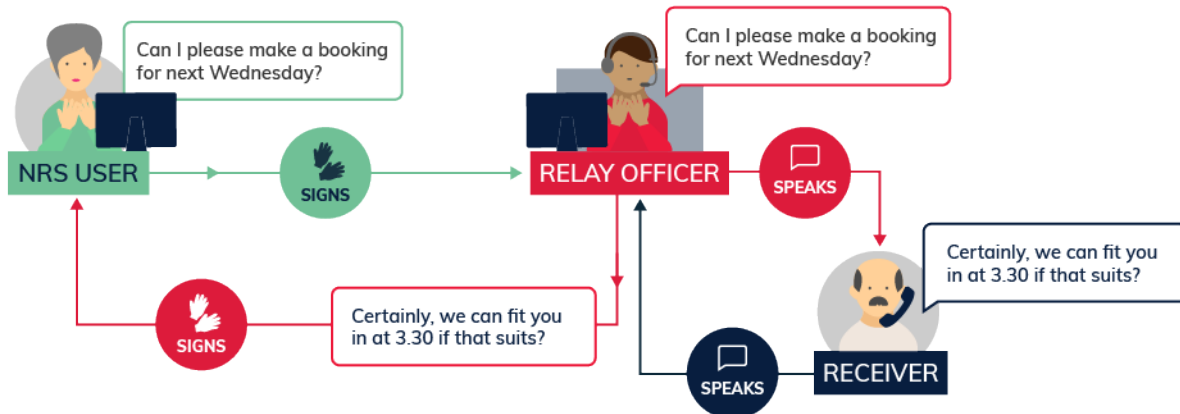




Fact sheet 4—Video Relay

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 a high-definition webcam, and an internet connection with both download and upload speeds of at least 1.5 megabits per second. Video Relay calls can be made directly through Skype or by using the NRS app.

How much will it cost?

Video Relay calls can be made without any additional cost to the user (both Skype and the NRS app are free to download). 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.
- For a detailed step-by-step explanation about how to use this option, read the Video Relay information sheets on [Service Features](#) page of 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
- phone 1800 555 660
- SMS 0416 001 350.