



# Make a Voice Relay call

## Step-by-step instructions

1.



Dial **1300 555 727**

2.

### Select your call type

**Voice Relay (Assisted Speak + Listen)** ▾

If you are hard to understand on the phone, have a conversation with the assistance of a relay officer (a connected mobile service is required.)

**Connect with a relay officer**

Or you can make a Voice Relay call using the NRS app.

Select **Voice Relay (Assisted Speak + Listen)** and tap **Connect with a relay officer**.

3.



Listen to the message. You will be asked to press **1** if you want to make a call to emergency services.

Just wait on the line if it's a normal call.

4.



The Relay Officer will:

- Ask if you want to discuss the call first
- ask for you for the area code and phone number to call or the name on your Caller List.

5.



The Relay Officer will dial the number.

Wait for the Relay Officer to introduce your call to the other person.

Wait until you hear “Go ahead caller”.

6.



Talk to the person you have called.

The Relay Officer will help if the person can't understand you.

7.



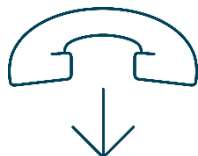
When finished say “Goodbye”.

8.



The Relay Officer will ask if you would like to make another call.

9.



If yes, give the name or phone number or end the call.