





Receive a Voice Relay call

Step-by-step instructions

1. To receive a Voice Relay call through the NRS, your caller will need to call the NRS on 1300 555 727 and:
 - provide your number and name; and
 - ask to be connected to you.

2.  Your telephone will ring. Answer the call.

3.  Listen to the Relay Officer.

4.  Talk to the person who called you.

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

6.



When finished, say 'Goodbye' and end the call.