The new NRS contract:

Services options by device, functions & user preference

Mobile phone



Signing

Auslan users can use a mobile phone to:

- Make a Video Relay call using Skype (improvements to Video Relay planned)
- Make a Video Relay call through the NRS App (improvements to Video Relay planned)



Text

Users who can't hear and prefer to text/type can use a mobile phone to:

- > Make an SMS Relay call
- > Make an Internet Relay call using the NRS App



Voice and captions

Users with some hearing who prefer to speak, listen to the other person, and read captions can use a mobile phone to:

> Make a Captioned Relay call through the NRS App



Voice and/or text

Users who can hear but are hard to understand on the phone can use a mobile phone to:

- Make a Text and Listen call (New service)
- > Make a Speak and Listen call
- > Make a Speak and Listen call through the NRS App with optional text





Text

Users who can't hear and prefer to type can use a TTY to:

> Make a Type and Read call

Users who can hear but are hard to understand on the phone can use a TTY to:

› Make a Type and Listen call



Voice and captions

Users with some hearing who prefer to speak, listen to the other person, and read captions can use a TTY to:

 Make a Speak and Read call (New feature — ability to listen to the other person)

Computer/tablet



Signing

Auslan users can use a computer or tablet to:

Make a Video Relay call using Skype (improvements to Video Relay planned)



Text

Users who can't hear and prefer to text/type can:

- > Make an Internet Relay call using a computer
- Make an Internet Relay call through the NRS App on a tablet



Voice and captions

Users with some hearing who prefer to speak, listen to the other person, and read captions can:

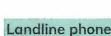
- Make a Captioned Relay call using a computer and a landline or mobile phone
- Make a Captioned Relay call through the NRS App on a tablet and a landline or mobile phone



Voice and optional text

Users who can hear but are hard to understand on the phone can:

 Make a Speak and Listen call through the NRS App on a tablet with optional text





Voice

Users who can hear but are hard to understand on the phone can use a phone to:

Make a Speak and Listen call



Voice and captions

Users with some hearing who prefer to speak, listen to the other person, and read captions can:

 Make a Captioned Relay call using a landline and a computer, tablet or smartphone