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communications.gov.au/accesshub

# Fact sheet 7—Teletypewriter (TTY) options

## What equipment is needed?

You will need a TTY (also known as a teletypewriter or a textphone) and a landline connection.

## How much will it cost?

A TTY call will cost around the same as a local call. On application, users can usually rent a TTY for about the same cost as an ordinary phone through the [disability equipment programs](https://www.communications.gov.au/what-we-do/phone/services-people-disability/access-specialist-phone-equipment) offered by Telstra or Optus.

## Things to remember

* There are three TTY call options: Type and Read, Type and Listen and Speak and Read.
* For a detailed step-by-step explanation about how to use the TTY options, read the TTY instruction sheets on the website.

## Helpdesk

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
* TTY 1800 555 630
* Fax 1800 555 690.