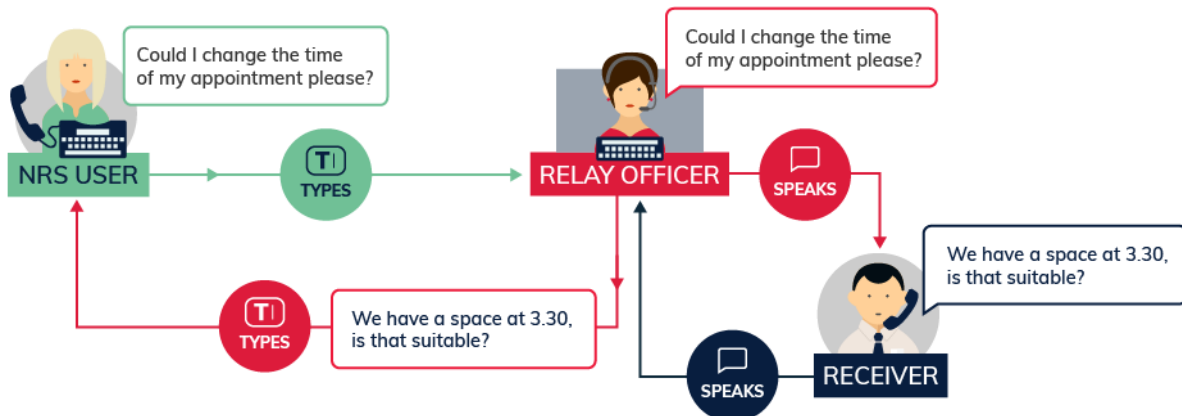




Fact sheet 7B—TTY—Type and Read

In TTY Type and Read calls you type your side of the conversation on a TTY and read the responses from the other person on the TTY which have been typed by the relay officer.



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 the same as any other call to a 13/1300 phone number depending on your phone plan. At the end of each call, the relay officer will offer the option of making another call. On [application, users can usually rent a TTY for about the same cost as an ordinary phone through the disability equipment programs](#) offered by Telstra or Optus.

Things to remember

For a detailed step-by-step explanation about how to use this TTY option, read the TTY Type and Read instruction sheets on the [Service features webpage](#) on Accesshub.

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
- phone 1800 555 660
- SMS 0416 001 350
- TTY 1800 555 630
- Fax 1800 555 690.