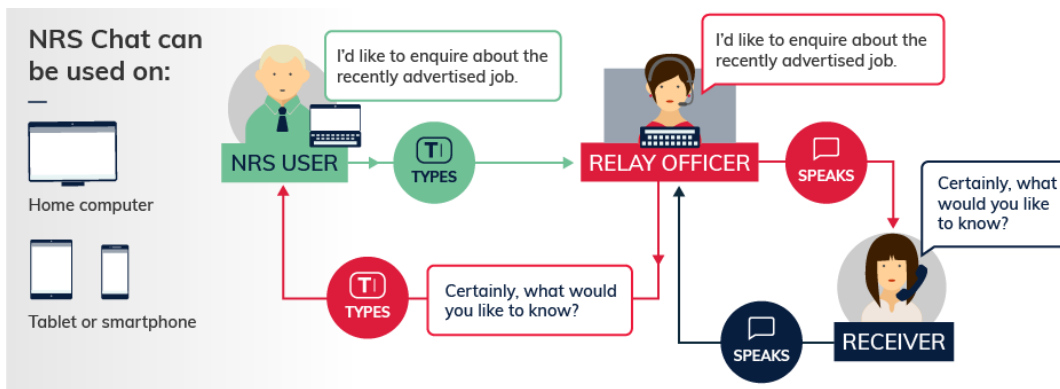




# Fact sheet 1—NRS Chat

January 2021

In NRS Chat calls you type your side of the conversation and read the responses of the other person on your computer, tablet or smartphone. This NRS call option can be used by anyone who is deaf, can't hear well or has difficulty using their voice.



## What equipment is needed?

An internet connection and a computer, tablet or smartphone. Calls are made through the NRS app or the [NRS Chat call page](#) available on [Accesshub](#).

## How much will it cost?

Most NRS Chat calls can be made without any additional cost to the user. However, broadband data costs will apply. Text based messaging uses very small amounts of data so NRS Chat is likely to be cheap to use, depending on the user's data plan.

## Things to remember

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

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
- [Online contact form](#).