



## FAQs: Changes to the NRS

Concentrix Services Pty Ltd has been selected as the new provider to deliver the National Relay Service (NRS) for the next 3 years bringing new features and enhancements. For most users, all existing relay call options will remain unchanged and no action is needed. Users of the CapTel handset will need to switch to an alternative solution to continue using the NRS.

### What is changing under the new National Relay Service (NRS) contract? What is staying the same?

All existing relay services will continue beyond 1 February 2020, with the exception of access to Captioned Relay options through the CapTel handset which will no longer be supported from 1 February 2020. Apart from users of a CapTel handset, users of relay services do not need to make any changes to how they access services.

New additions to the NRS include a Text and Listen SMS Relay service for people who have a speech impairment and Captioned Relay options for the Internet relay call page. The Text and Listen service will enable people with speech impairments to hear the other side of the conversation. The new Internet Relay service will allow users to speak their side of the conversation and to listen to the other side of the conversation, supported by captioning on a screen.

### What is happening with the CapTel service?

Access to a captioned relay service through the CapTel handset will not be supported under the new NRS arrangements. Alternative captioned relay services will be provided. CapTel handset services will be available until 31 January 2020.

### What are my communications options without the CapTel service?

Text and video-based mainstream communication options have become more popular and widely available since 2013 when Captioned Relay was first introduced. These options include texting, email, instant messaging and video calls.

The new Internet Relay service will also offer a similar functionality to the Captioned Relay service but will not be delivered through the CapTel handset.

The NRS Helpdesk is here to support CapTel users to transition to other suitable options. You can contact the [NRS Helpdesk](#) for help finding an alternative solution that meets your needs.

For more information about the range of communication options available visit [Accesshub](#).

All other NRS call options will continue to be available to users.

### I have a hearing impairment but prefer to speak my side of the conversation. What alternatives do I have?

Mainstream communications services that use automated captioning technology are becoming more common internationally and in Australia. For example, the latest version of Skype offers an automated captioning service. These options may be suitable for some Captioned Relay users.



The new Internet Relay service will allow users to speak their side of the conversation and to listen to the other side of the conversation, supported by captioning on a screen.

Users who prefer to speak their side of the conversation can still do so using the NRS Speak and Read option with a TTY Uniphone.

## How do I get a TTY?

TTY Uniphones are available under the Telstra and Optus Disability Equipment Programs. More information about these programs is available on the [Telstra](#) and [Optus](#) websites.

If you are a CapTel user who requires a TTY Speak and Read service, contact the [NRS Helpdesk](#).

## How do I use a TTY?

You can find information and instructions on how to use a TTY on the Accesshub [Service features](#) page. For further assistance, contact the [NRS Helpdesk](#).

## I use a CapTel handset because I don't have internet access. What should I do?

CapTel is currently delivered via the internet so if you have a CapTel handset, then you have internet access.

Alternative options for accessing a captioned relay service will be available, including through the internet relay service but you will need a smartphone, tablet or computer.

