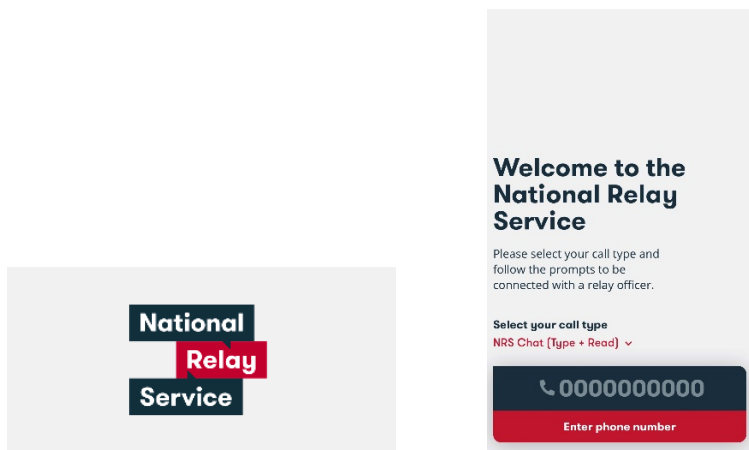# Fact sheet 3—NRS app

What equipment is needed?

An Apple or Android smartphone or tablet and an internet connection is needed to download and use the NRS app.

How much will it cost?

The app is free. Broadband data costs will apply to download the app and make calls. The app is called 'NRS' and is recognisable by the National Relay Service logo below left.

Things to remember

- The NRS app allows users to access a number of call options, including NRS Chat, Voice Relay, NRS Captions and Video Relay.
- The new app has been redesigned to be more user friendly and accessible and will continue to be further developed with more features and enhancements added based on user feedback.
- For a detailed step-by-step explanation about how to use each call option through the app, read the information sheets for each call option on the Service Features page of Accesshub.
- If you have feedback on the new app, please contact the NRS 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
- Online contact form.