



NRS—Instruction sheet 6.2—Voice Relay— answering a call

To receive a Voice Relay call through the NRS, a caller will need to call the NRS on 1300 555 727 and:

- provide your number and name
- ask to be connected to you.

Step-by-step instructions

Step number	Image	Instruction
1		Your telephone will ring.
2		Pick up handset (or press speaker button or switch).
3		Listen to relay officer (RO).
4		Say your Caller Code when asked (if you have one).
5		Talk to the person who called you. The RO will help if the person can't understand you.
6		When finished, say 'goodbye'.
7		Hang up the phone.

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
- TTY 1800 555 630
- Fax 1800 555 690
- [Online contact form](#).

Hints

- The RO may ask for your Caller Code when you receive a call. Your caller will be put on hold, for your privacy, while you give your code.
- Do not tell anyone else your Caller Code.
- People calling you do NOT need your Caller Code.
- To find out more about getting a Caller Code, how to have your usual call number set up and recording your call preferences, complete the new profile form on the [Services Features page](#) on Accesshub.