# Submission: Sustain the National Relay Service and improve communications accessibility for people with disability: 2016 and beyond

## This submission can be published on the World Wide Web

Yes

## Date of submission

28 April 2016 (verbal submission made through the National Relay Service)

## Logo of organisation—if an organisation making this submission

N/A

## Name and contact details of person/organisation making submission

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## General comments

* Relies 100% on the National Relay Service (NRS)
* Removing the NRS would be like cutting off life-support
* Medical people do not use email or mobile phones, must be contacted on usual telephone lines
* Standard phone line is very reliable, no problems experienced
* TTY user for a long time
* TTY provided by Telstra for $3-4 per month
* Disability laws should still apply no matter what when contract finish in 2018
* Old technology not compatible with telephone and broadband changes
* Telecommunication providers should put out money to bring in new telephones
* Looking for 100% efficient replacement
* Hopes for positive outcomes from consultation process