

# The new NRS contract:

## Services options by device, functions & user preference

### Mobile phone



#### Signing

Auslan users can use a mobile phone to:

- › Make a **Video Relay call using Skype** (improvements to Video Relay planned)
- › Make a **Video Relay call through the NRS App** (improvements to Video Relay planned)



#### Text

Users who can't hear and prefer to text/type can use a mobile phone to:

- › Make an **SMS Relay call**
- › Make an **Internet Relay call using the NRS App**



#### Voice and captions

Users with some hearing who prefer to speak, listen to the other person, and read captions can use a mobile phone to:

- › Make a **Captioned Relay call through the NRS App**



#### Voice and/or text

Users who can hear but are hard to understand on the phone can use a mobile phone to:

- › Make a **Text and Listen call** (New service)
- › Make a **Speak and Listen call**
- › Make a **Speak and Listen call through the NRS App with optional text**

### TTY



#### Text

Users who can't hear and prefer to type can use a TTY to:

- › Make a **Type and Read call**

Users who can hear but are hard to understand on the phone can use a TTY to:

- › Make a **Type and Listen call**



#### Voice and captions

Users with some hearing who prefer to speak, listen to the other person, and read captions can use a TTY to:

- › Make a **Speak and Read call** (New feature — ability to listen to the other person)

### Computer/tablet



#### Signing

Auslan users can use a computer or tablet to:

- › Make a **Video Relay call using Skype** (improvements to Video Relay planned)



#### Text

Users who can't hear and prefer to text/type can:

- › Make an **Internet Relay call using a computer**
- › Make an **Internet Relay call through the NRS App on a tablet**



#### Voice and captions

Users with some hearing who prefer to speak, listen to the other person, and read captions can:

- › Make a **Captioned Relay call using a computer and a landline or mobile phone**
- › Make a **Captioned Relay call through the NRS App on a tablet and a landline or mobile phone**



#### Voice and optional text

Users who can hear but are hard to understand on the phone can:

- › Make a **Speak and Listen call through the NRS App on a tablet with optional text**

### Landline phone



#### Voice

Users who can hear but are hard to understand on the phone can use a phone to:

- › Make a **Speak and Listen call**



#### Voice and captions

Users with some hearing who prefer to speak, listen to the other person, and read captions can:

- › Make a **Captioned Relay call using a landline and a computer, tablet or smartphone**