**How do I call a deaf or speech-impaired person using NGT?**

**1. Call 18002 or their TextNumber**

Many NGT app and textphone users have TextNumbers. These are unique numbers that connect callers to the deaf or speech-impaired person and a Relay Assistant without having to dial **18002** first.

TextNumbers start with **03306** or **07777**.

If the number does not start with either of these, dial **18002** followed by the full phone number (including the dialling code).

**2. You’ll connect to a Relay Assistant**

You'll hear an automated message to let you know that the other person has connected while you wait for a Relay Assistant to join.

When the Relay Assistant is connected, they'll act as a relay between you and the deaf or speech-impaired person.

**3. Can the person you’re calling talk?**

If the person you're calling can talk but can't hear, they may choose to speak to you directly and read your responses as the Relay Assistant types them.



**4. Start the conversation**

When it's your turn to speak, talk directly to the deaf or speech impaired person.  The Relay Assistant will type everything you say and that's *everything* so please don't speak too quickly.

It's just like a normal conversation except you pause while the Relay Assistant types what you've said and the other person types their reply.



**5. Finish the call**

When you've finished your conversation just hang up as normal.