

# WORKING WITH...

## THE NEXT GENERATION TEXT SERVICE

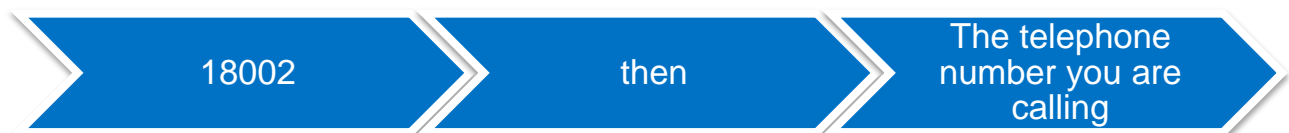


## What is the Next Generation Text Service?

The Next Generation Text (NGT) Service is a free service which enables users of standard voice telephone to communicate with users of TextPhones and vice versa. When you place a call using the NGT service, you are connected via a Text Relay Assistant. Their job is to read the text side of the conversation to the voice phone user and transcribe the voice phone user's speech into a TextPhone.

## Making a call to a TextPhone

To make a call to a number that may be answered by a TextPhone, simply dial:



Note that there may be a slight delay until a Text Relay Assistant becomes available. During this time, the voice user will hear a recorded message stating:



If the call is answered by a voice telephone, the call will bypass the NGT Service and you can talk with the person who has answered. If at any point the call is switched from a voice telephone to a TextPhone, then it will automatically attempt to route through the NGT Service. There may be a

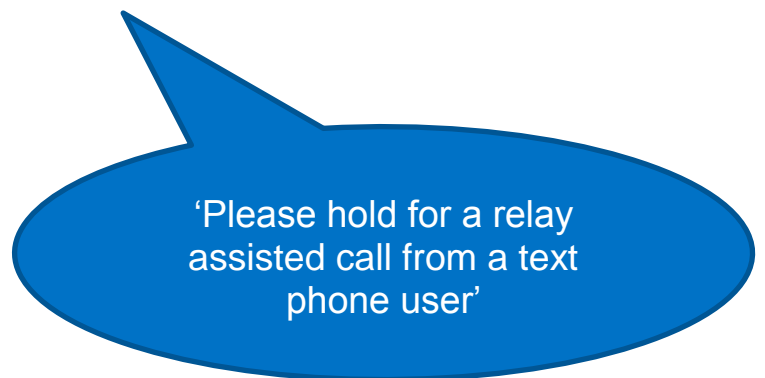
slight delay until a relay assistant is available. You will hear the same recorded message.

### **Receiving a call from a TextPhone**

As all voice telephones are capable of receiving calls via the NGT Service, you could potentially receive a call using this service.

If someone dials you from a TextPhone using this service, when you answer, you will hear a recorded message stating:

Once a Text Relay Assistant is available, they will advise you that you have received a call from a D/deaf or speech impaired person and that they will be relaying the call.



### **During the call**

When you have finished speaking and would like the relay assistant to send the message, you must say '**Go ahead.**' If you don't, the relay assistant will assume that you are thinking what else to say and not send the message to the TextPhone.

### **Ending a call**

As the voice phone user, you simply say 'bye' or 'goodbye' which indicates to the relay assistant that you are ending the call.

For more information about the NGT Service please visit <http://ngts.org.uk/>

This guide can also be provided in Braille, audio cassette disk, large print or other languages on request by phoning 01935 385240

Este folheto está disponível em Português por telefone 01935 385240

Ta broszura jest dostępna w języku polskim, poprzez kontakt telefoniczny 01935 385240

Эта листовка доступна в русском языке, по телефону 01935 385240

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