

Text Relay

Eligibility

Available to all KCOM customers. Customers do not need to be registered to use this service.

Service History

TypeTalk is the National Relay service which uses operators to support communication between customers who are unable to communicate without assistance on the standard public telephone network.

Callers who are either hearing or speech impaired can communicate using a text phone. A textphone is specialised equipment which allows users to type a message using a keypad on their specialised phone, which is passed to the called parties textphone via the public telephone network.

Without the use of a relay operator, textphone users cannot communicate with individuals who do not have a textphone or vice versa. The national relay service provides the link by 'relaying messages' between the two parties.

Customers can access TypeTalk via a system called Text Relay. Text Relay makes the process of communicating using a textphone and a Relay Operator much easier.

Text Relay is a system provided by BT that KCOM interconnects with, to allow customers in the KCOM network area access to the benefits that the system provides.

Service Description

To make a call via the Text Relay system, users dial a short code access number, followed by the telephone number they are calling. The system will detect whether a TypeTalk Relay Operator is required and provide the relay service as necessary.

There are three short code access numbers which should be used:

18001 - For Text Calls

If a textphone user makes a call, they should dial 18001 before the number they are calling. There is no need to pause after dialling 18001.

18002 - Voice Call

Voice users should use Text Relay when they wish to communicate with a textphone user. Callers should dial 18002 before the number they are calling. There is no need to pause after dialling 18002.

18000 - Emergency call

If a textphone user wants to make a call to the emergency services (a 999/112 call) they should dial 18000. The call will be placed to the emergency services via the relay service (this will be a free call with resilient functionality in line with direct 999 PSTN services).

When dialling 18001 or 18002, a Relay Operator will provide voice to text or text to voice conversion, while text-to-text calls will not use an operator.

Charging Structure

Business Line Call Charges

Code	Type Of Call / Destination	Local Tariff		UK National Tariff	
		Pence Per Call (At All Times)			
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
K ^a	KC Local ~ Calls between KCOM customers (untimed)	0.00	0.00	0.00	0.00

^a Excluding calls to KCOM indirect customers and ISDN data calls, and calls to numbers in chargeband L.

Code	Type Of Call / Destination	Local Tariff		UK National Tariff	
		Pence Per Minute (At All Times)			
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
A1	Regional to Adjacent Exchange	0.00	0.00	0.00	0.00

Code	Type Of Call / Destination	UK National Tariff	
		Pence Per Minute (At All Times)	
		Exc. VAT	Inc. VAT
A2	Regional up to 56 km (35 miles)	0.00	0.00
B	National Destinations	0.00	0.00

All Other Business Telephony Tariff's

For customers on all other business telephony tariff's alternative call charges apply, when making calls via the Text Relay system.

Mobile 20% rebate (applicable text element)

DQ 118 0% rebate

IDQ 118 0% rebate

International 0% rebate

Premium 0% rebate

Personal Numbers 0% rebate



Calls, which are charged through a third party, will continue to be charged by third party with no rebate applied via Text Relay i.e. either to or from operator services or charge card options.

Non Geographic National Calls (other than to 0870 numbers) 0% rebate.