Deaf or speech impaired person **types or talks**

Relay Assistant **talks**

Hearing person **listens**

Deaf or speech impaired person **reads**

Relay Assistant **types**

Hearing person **talks**

Deaf or hard of hearing?

If you need to call us, there's a service that can help.

Relay UK.

Search for Relay UK on the App Store for iPhone or iPad and at Google Play for Android devices.

relayuk.bt.com

Relay UK | Provided by BT

Deaf or speech impaired person **types or talks**

Relay Assistant **talks**

Hearing person **listens**

Deaf or speech impaired person **reads**

Relay Assistant **types**

Hearing person **talks**

Customers with hearing loss can contact us by phone using a Relay Assistant

You can help ensure their customer experience is smooth.

Find out more at
relayuk.bt.com

Relay UK | Provided by BT

Deaf or speech impaired person **types or talks**

Relay Assistant **talks**

Hearing person **listens**

Deaf or speech impaired person **reads**

Relay Assistant **types**

Hearing person **talks**

Taking calls from customers with hearing loss

Sometimes you'll get calls from a Relay Assistant, acting on behalf of a deaf customer.

If you do, remember these three simple steps:

01

Talk as if speaking to the customer

02

Give the Relay Assistant time to type your response

03

Wait for the customer to type / speak their response back

Find out more at
relayuk.bt.com

Relay UK | Provided by BT