

Frequently Asked Questions (FAQ's):

Telkom's National Relay System

1. What is Telkom's National Relay System?

The National Relay System ("NRS") enables registered Telkom Postpaid, TopUp (Hybrid) and Prepaid customers with a valid Telkom mobile SIM card, who have either hearing- and/or speech impairment or are deaf persons to be able to contact hearing people of organizations or hearing family and friends, in real-time and on their own by using the NRS platform.

2. Which customers may use the NRS?

Deaf, hearing- and speech-impaired Telkom mobile customers, both Postpaid, TopUp (Hybrid) and Prepaid customers with a valid Telkom mobile SIM card.

3. Do I have to be registered to use the NRS?

Yes, you must be registered to use the NRS platform. Telkom has partnered with Kutoa Solutions to provide these NRS services.

The portal can be accessed via the Telkom website at www.telkom.co.za click on **Help** at the top of the page and then **National Relay System** or alternatively, access directly from the following URL: <https://telkom.nrsportal.co.za>

Please click on this link to sign up for the Telkom National Relay System services (NRS) <https://telkom.nrsportal.co.za>

Your Telkom mobile number will be used to register for the NRS service during the sign-up process. Please refer to question 17.

Before registering to use Telkom's National Relay System (NRS) please review the Kutoa Privacy Statement at the bottom of the website link <https://telkom.nrsportal.co.za> . The privacy statement explains how we collect, use, and safeguard the data obtained and also explain the interpreter as a trained NRS agent who is a SA Sign Language Interpreter (SASLI), acting as a proxy for persons with disabilities who have either hearing- and/or speech impairment or are deaf persons utilizing the NRS platform for services.

You must read this statement carefully to understand our practices regarding your privacy.

The privacy statement can be accessed at the following link: <https://telkom.nrsportal.co.za/privacy-statement>. You can choose not to register for the service or to continue making a call, should you disagree with the privacy statement.

4. How do I register my disability to use the service?

Telkom has partnered with Kutoa to provide these NRS services. Please click on this link <https://telkom.nrsportal.co.za> to sign up for the Telkom National Relay System services. During the registration process, you will be asked to provide your name, Telkom mobile number, and the nature of your disability.

The Registration Process is as follows:

- Telkom customers sign up online on the customer portal detailing their name, phone number, and communication preference (<https://telkom.nrsportal.co.za>);
- The portal will validate the number as a valid Telkom number; Only Telkom customers may register to use the service, excluding numbers from other Mobile operators. If you are a customer of another mobile operator, please contact your provider directly to determine if they offer similar NRS services.
- You will be authenticated via a One-Time Pin (OTP). (This ensures that only Telkom authenticated subscribers can place calls through the Telkom NRS Portal).
- You may then create Portal login credentials.
- Following the registration, customers are then able to access the NRS Portal and use the NRS service as required by entering the Telkom mobile number as well as the password.

5. What type of National Relay System services will be available via the NRS platform?

Text and read functionality are only available whilst on the video call with the SA Sign Language Interpreter via the Chat functionality on the portal.

- Voice relay (speak and read) – when you can speak but cannot hear well (hearing loss).
- Text relay (text and read) - when you are deaf, cannot hear well or have difficulty using your voice.
- Live Chat relay (type and read), when you are deaf, cannot hear well or have difficulty using your voice.
- Captioned telephony relay (speak and read) – when you can speak but cannot hear well.
- Video relay – when you use South African Sign Language.

6. Operating hours and availability

- Telkom's NRS will be available weekdays from 09:00-18:00, excluding public holidays; **these are subject to change from time to time based on demand.**
- Telkom does not accept any liability if 3rd parties services or equipment are unable to fulfil the customer's requests, or experience service interruptions.

7. Emergency numbers

- Please note that for emergency calls the SA Sign Language Interpreter will contact emergency services on behalf of the NRS customer. Please supply all relevant information to the Interpreter. The response times from emergency services are aligned to provincial response times. The National Relay System (NRS) cannot be held responsible for any failures

to respond when using the service. **Should you require emergency services outside of the NRS Contact Centre hours (weekdays from 09:00 – 18:00 excluding public holidays), please contact the emergency services directly.**

- The primary objective of the National Relay System is NOT to replace existing national emergency numbers; please still use NRS as before. The NRS enables communication or a national relay service via an Interpreter between either hearing- and/or speech impairment or deaf persons to be able to contact hearing people. The NRS portal facilitates these calls and is provided based on best-effort delivery.
- NRS cannot be held accountable for any failures to respond or perform when using the service.

8. What languages are supported at the Telkom NRS Contact Centre

During the launch phase, only English will be supported by the SA Sign Language Interpreter, based on the demand for the service and actual usage, this may be reviewed.

9. How do I contact the Telkom NRS Contact Centre?

Please click on this link <https://telkom.nrsportal.co.za> to sign up for the Telkom National Relay System services.

10. Will I be charged when using the Telkom NRS?

Telkom will provide the National Relay System services free of charge for Telkom consumers using a Telkom SIM.

You will be required to have data available, and depending on your internet provider, data may be chargeable by your Service Provider. When accessing the NRS platform from your mobile device data will also be chargeable or data from your mobile plan will be utilized. You will not be able to access the platform without any data available.

Requesting any services where any costs/charges/call-out fees etc. are incurred is for your own cost.

Telkom's NRS will not function as a payment gateway or to subscribe to any services/products. You need to manage any payments/subscriptions yourself.

11. What devices do I need to make relay calls?

You need to ensure that, at your own cost, you have access to a mobile phone with available data or alternatively a computer with internet access to contact the NRS platform when making a video and live chat call. To use the video relay service, please ensure that your device is capable of video calling.

12. How do I make a NRS call?

Open the link from the Telkom Website and enter the login details once you have registered:

<https://telkom.nrsportal.co.za>

When making a relay call, you need to provide the following information to the interpreter when starting a call:

Your name, the area code and number you want to call, the name of the person you are calling and a message for the hearing person.

13. Who can I contact through a NRS call?

Contact third parties such as businesses and organizations, to make bookings at a restaurant, hotel or guest house or make appointments with a medical doctor.

Contact Telkom Call Centre for any information about our products or any other queries such as billing, payments, cancellation, or upgrade queries.

Contact emergency services to request police, fire, ambulance, medical services etc.

14. What is a NRS video relay call?

A video call via our NRS service connects you to a specially trained NRS agents who are SA Sign Language Interpreters. These agents will assist you in interpreting your message to hearing persons using a phone whilst simultaneously signing their responses and conversation to you via the video relay call or NRS platform.

A video interpreting service provides instant communication, on demand, between a South African sign-language interpreter and a customer (who is deaf/hearing impaired) and a third-party through a SASL interpreter, where the parties are in different locations. The NRS system offers the following relay services: type and read; speak and listen; SMS captioned telephony and video whilst in the call via chat functionality.

The NRS interpreter acts as a “relay” or a “bridge” between people with hearing or speech impairments and hearing individuals, via the NRS platform.

15. Will emergency calls be prioritized?

Yes, emergency video calls will be prioritized and will be presented to the first available NRS agent.

Please refer **Operating hours and availability**

- Telkom’s NRS will be available weekdays from 09:00-18:00 excluding public holidays; **these are subject to change from time to time based on demand.**

All other calls will be managed on a “first available basis” – calls are answered by the Interpreter in the order in which they are presented in the queue. You will be able to see your call position, while waiting in the queue. Any call made to an emergency number will go to the number 1 position in the queue and will be presented first to the NRS agent.

16. How do I contact emergency services?

Open the link from our website and enter the login details once you have registered:

<https://telkom.nrsportal.co.za>

Ensure that 3rd party pop-ups on your web browser are not blocked.

Click on the icon “Make a call.”

Please insert the telephone number of the person or business you would like to dial in the keypad below. A video call via our NRS service will be set up to connect you to a trained NRS agent who is a SA Sign Language Interpreter. These agents will assist you in interpreting your message to hearing persons using a phone whilst simultaneously signing their responses and conversation to you via the video relay call on the NRS platform.

Please note that the National Relay System platform and our interpreters will be available weekdays from 09:00 - 18:00, excluding public holidays, to assist you.

17. What if I am a Telkom fibre customer and not a Telkom mobile customer?

The National Relay System enables registered Telkom Postpaid, TopUp (Hybrid) and Prepaid customers with a valid Telkom mobile SIM card, who have either hearing- and/or speech impairment or are deaf persons, to be able to contact hearing people using the NRS platform. Your Telkom mobile number will be used during the registration process to gain access to the platform.

Telkom provides the National Relay System services free of charge for Telkom customers using a Telkom SIM.

If you are a Telkom fibre customer and a mobile customer of a different mobile network, you will need to register for the NRS service with your current mobile network provider. Alternatively, you can also port your mobile number to Telkom and use any of our mobile products and services or sign up for a new mobile service at any Telkom Shop, online at Telkom.co.za, or by calling us on 10213.

18. Who may I contact if I experience any issues registering on the NRS Portal or making calls via the NRS Portal?

Any registration or assurance issues w.r.t. logging in to or registering on the NRS Portal as well as placing outgoing calls through the Interpreter, will be managed by Kutoa Solutions. Telkom has partnered with Kutoa Solutions to provide these NRS services.

The below information will assist you in raising any difficulties you may experience with the NRS portal:

- a. Customers may log any problem issue with Kutoa directly by sending a mail to support@nrsportal.co.za
- b. Issues can also be reported via the Kutoa helpdesk on +27 87 015 0250.
- c. Issues that will be handled by Kutoa include:
 - i. NRS Portal registration,
 - ii. Logging into NRS Portal, difficulties logging in,
 - iii. NRS Portal Password resets,
 - iv. MSISDN number changes/updates,
 - v. Any Interpreter queries, queuing times, interactions
- d. These contact details are also on the NRS landing page at the bottom.

19. Indemnity

- The Customer releases Telkom from all liability to the maximum extent permitted by law, and agrees to indemnify and hold Telkom, its officers, employees and agents free and harmless from any and all costs, losses, expenses, damages (direct, indirect, consequential or

otherwise), claims, suits, causes of action or any other liability or responsibility whatsoever arising from using the NRS.

- The Customer acknowledges that it is aware and accepts that Telkom has onboarded a 3rd party service provider to supply all NRS services on behalf of Telkom.
- The customer acknowledges that it shall review the above-mentioned 3rd party service provider' website terms and conditions before registering for the Telkom NRS services.
- The Customer acknowledges that any liabilities that may arise because of services provisioned by the 3rd party service provider shall be borne by the 3rd party service provider and not by Telkom.
- Please refrain from using the NRS service for unlawful or unintended purposes. Should you show behavior that is abusive, insulting, or offensive, Telkom reserves the right to end or block the call as well as access to the NRS portal.

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