

Text telephony

Text telephony on Eniro 118 118

Eniro 118 118 provides a relay service for phone calls between text phones and standard voice phones commissioned by the Swedish Post and Telecom Agency (PTS). This means about 12,000 customers of the relay service in Sweden can make calls between a text phone and an ordinary telephone.

It is mostly those who are deaf, deaf-blind, hearing impaired or speech impaired that use a text phone. They can communicate with each other by using text phones, but when they need to make a call to someone else then the relay service helps them make the call. The relay service is just as reliable as for users who need to make a call to a text phone user from a standard voice phone.

Relay word for word with strict confidentiality

The relay operator relays the call word for word between the text phone customer and the hearing customer. They relay speech-to-text and text-to-speech.

The relay operator can also send text messages (SMS) and telefacsimiles via the relay service.

As a customer of the relay service for text phones, you can feel safe in your communication because all text telephony personnel are required to sign a confidentiality agreement and are bound by law to observe professional confidentiality. All calls regarding text telephony are relayed under complete secrecy.

Text telephony on the internet

With text telephony on the internet you can use the service from a computer with an internet connection wherever you are, whether you are in Sweden or not.

From **www.texttelefoni.se** you can reach the internet portal for the relay service.

Everybody can reach text telephony round the clock

There are two phone numbers for the relay service.

- From a text phone the number is **90 160**.
- From a regular voice phone the number is **90 165**.
Calling from a mobile, you need to enter an area code before **90 165** (any area code will do).

Everybody can use the relay service, no matter which network operator you use. The relay service for text phones is open round the clock every day of the year.

Text telephony is a charge-free service

The rates are the same as for a call that has been put through automatically, in accordance with the rates of the network operator being used. The relay service offered by text telephony is always free of charge.

Office hours

Text telephony is open
24 hours a day,
365 days a year.