



# RNID typetalk

## Outreach Service

Typetalk's Outreach Service consists of a team of eight dedicated Co-ordinators who cover the UK. Their role is to raise awareness of Typetalk and to offer support to people who need advice and guidance on how to use the service. See overleaf for the name of your Regional Outreach Co-ordinator.

The Team can be contacted by calling the Customer Support Department on freephone 18001 0800 500 888 (textphone), 0800 7311 888 (hearing people), Monday-Friday 8am-8pm, Saturday & Sunday 9am-5pm, email: [helpline@rnid-typetalk.org.uk](mailto:helpline@rnid-typetalk.org.uk) or fax 0151 709 8119.

### Home visits

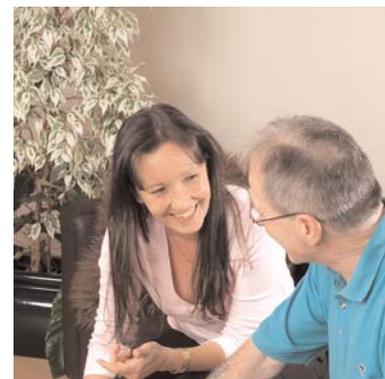
Typetalk Customer Service Team offer advice and guidance over the telephone on any issue relating to Typetalk, TextDirect and Textphones. However, if you still feel you need further support on using your textphone with Typetalk then we can arrange for a Regional Outreach Co-ordinator (ROC) to visit you at home. A member of the Customer Service Team can arrange this for you.

### Presentations

The Outreach Team often visit organisations, both large and small, to inform them of the Typetalk and TextDirect service. Visits are free of charge, however we gratefully accept travel expenses or donations from organisations for our services. If you have a group of customer facing employees who would benefit from knowing how to handle telephone calls from deaf people then do not hesitate to contact our Customer Service Team to arrange a visit.

### Exhibitions

The Team attend many exhibitions up and down the country. At these events, many of which are free to the general public, you can speak to a Regional Outreach Co-ordinator about Typetalk, TextDirect and your textphone. Our staff give free, friendly advice about the service and can give you a free information pack to take away with you.



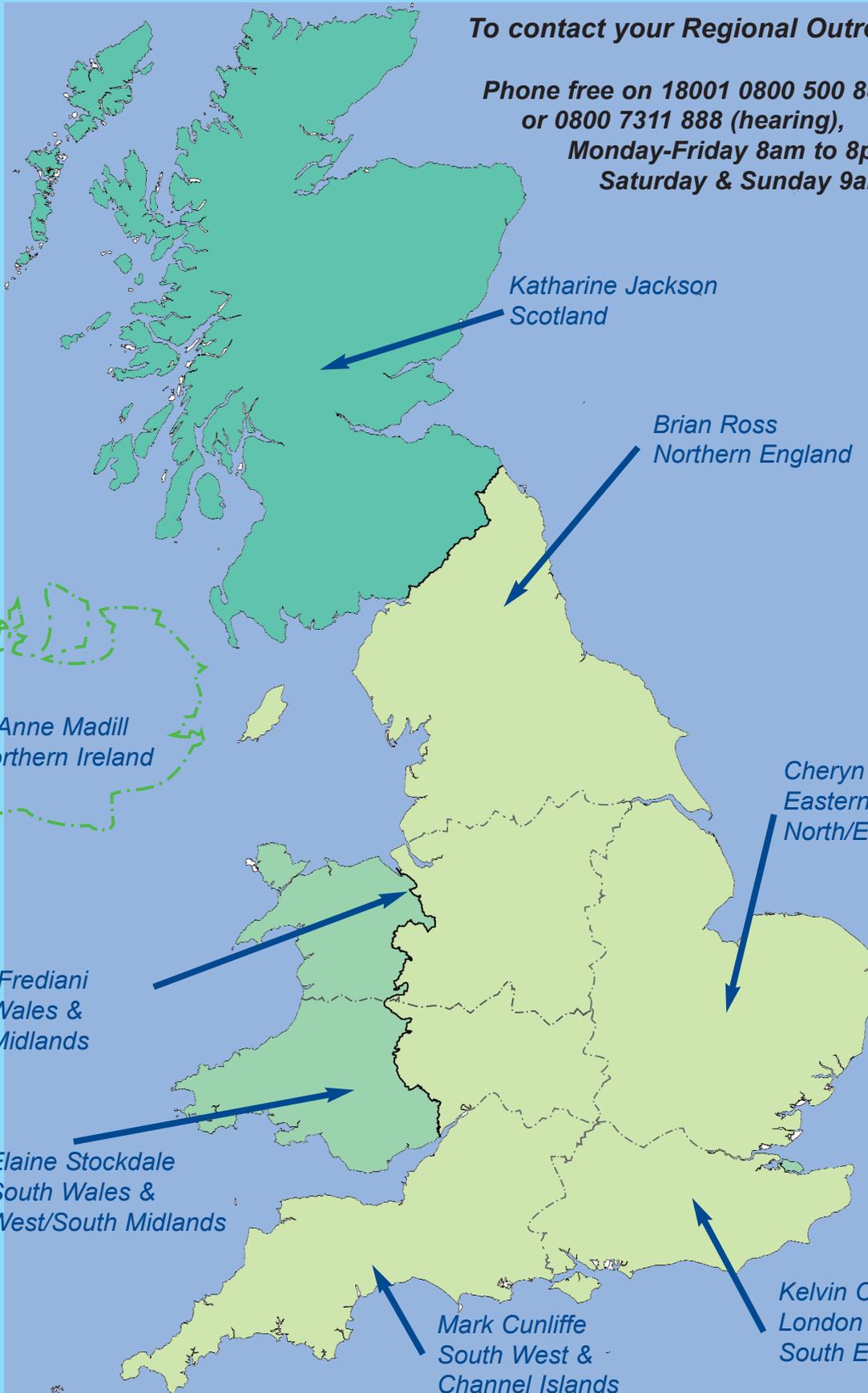
Certificate number .....547/94.....

Text user prefix 18001  
Hearing user prefix 18002  
**Emergency 18000**



**To contact your Regional Outreach Co-ordinator:**

**Phone free on 18001 0800 500 888 (textphone)  
or 0800 7311 888 (hearing),  
Monday-Friday 8am to 8pm,  
Saturday & Sunday 9am to 5pm.**



*Katharine Jackson  
Scotland*

*Brian Ross  
Northern England*

*Anne Madill  
Northern Ireland*

*Cheryn Rook  
Eastern England &  
North/East London*

*Sheila Frediani  
North Wales &  
North Midlands*

*Elaine Stockdale  
South Wales &  
West/South Midlands*

*Mark Cunliffe  
South West &  
Channel Islands*

*Kelvin Currie  
London &  
South East England*

## **For further help and advice**

Customer Support (Text) - 18001 0800 500 888

Customer Support (Hearing) - 0800 7311 888

Switchboard - 0151 709 9494

Fax - 0151 709 8119

email - [helpline@rnid-typetalk.org.uk](mailto:helpline@rnid-typetalk.org.uk)

Website - [www.typetalk.org](http://www.typetalk.org)

Registered Charity No: 207720

In an Emergency dial 18000

Text user prefix - 18001

Hearing user prefix - 18002

Text users calling from abroad - +44 151 494 1260

Hearing users calling from abroad - +44 151 494 2022

Available in large print and braille

Last Updated - Sept 05