

TEXT RELAY

Text Relay service at Eniro 118 118 AB

Eniro 118 118 provides the Text Relay service on behalf of the Swedish Post- and Telecom Authority (PTS). This means that textphone users in Sweden are able to make calls to ordinary (landline, mobile or IP-based) telephones in companies and authorities, as well as to private individuals.

It is primarily people who are deaf, hard of hearing or speech-impaired who have textphones. They are able to communicate with each other using their textphones, but the Text Relay service helps when they need to make calls to others. The Text Relay service is also the obvious choice for people who need to make a call to a textphone user.

Confidential word-for-word relay

Our staff at Text Relay service relay the calls word-for-word between the parties involved. They relay voice to text and text to voice. As a Text Relay service customer you can be completely assured that your communication is secure since all staff are bound by confidentiality agreements, in accordance with the Electronic Communications Act.

Text Relay service via the internet

Text Relay service via the internet opens new doors towards the whole world. It is possible to call anyone, anywhere with the aid of a computer.

There are two ways to reach Text Relay via internet – either by visiting www.texttelefoni.se and using the internet portal, or by using Google Talk.

The Text Relay service is free of charge

Calls which are relayed via Text Relay are free of charge.

Opening hours

Text Relay service is open 24 hours a day, all year round.
Everyone can use Text Relay, regardless of which operator you are with.

Do visit our website www.texttelefoni.se, where you can read more about the service.

You can call Text Relay service in different ways:

Textphone: +46 (0)20 600 600

Voice telephone: +46 (0)20 600 650

IP-telephone, text: texttelefon@texttelefoni.se

IP telephone, voice: taltelefon@texttelefoni.se

Numbers to reach Text relay service from abroad:

Textphone: +46 776 600 600

Voice telephone: +46 776 600 650

Contact our Customer Service:

Textphone: +46 (0)20 600 690

Voice telephone: +46 (0)20 11 84 73

IP telephony: kundtjanst@texttelefoni.se

Email: texttelefoni@eniro.com

Fax: +46 (0)20 36 46 57

Customer Service is open weekdays from 8am to 5pm