













# Instruction sheet 2.4—SMS Relay (Text and Listen)—making a call

## Step-by-step instructions

Step number	Image	Instruction
1		Send an SMS to <b>0423 677 767</b> . Put your phone on speaker or use earphones.
2		Include this information in the SMS: <ul style="list-style-type: none"><li>• Area code and number you wish to call</li><li>• Your name</li><li>• Name of person you are calling</li><li>• Message for the other person</li><li>• TL (Text and Listen)</li><li>• Ask for a response to your message if you want one</li><li>• GA (Go ahead) at end of message.</li></ul>
3		Wait for an automated welcome text message from NRS to confirm the SMS has been received.
4		Wait to be transferred to a relay officer (RO). Wait for the RO to dial number and relay your message to the other person. Wait for an automated message telling you the RO is setting up the call for SMS Text and Listen.
5		Wait for your phone to ring. Answer the call to listen to the other person.
6		If you need to respond, send another text message. Type GA at end of your message if you want the other person to respond or type SKSK (Stop Keying. Stop Keying) if you have finished your call.

Step number	Image	Instruction
7		Hear the other person ending the call.
8		Read 'RO here, would you like to make another call?'
9		If yes, send a reply SMS with the phone number you want to call and details of the message.
10		If no, end the call with the RO.

## NRS Helpdesk

The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

- Email [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
- Phone 1800 555 660
- SMS 0416 001 350
- Fax 1800 555 690.

## Hints

- Ask the other person for a response if needed.
- In your text message, be specific, offer options if possible.
- E.g. Which time is best: 10am or 4pm? Rather than: Can we change the time?
- If you don't respond within two minutes, the relay officer will ask for a response. If there is no response after another two minutes, then they will end the call.

## Extra abbreviations

[F]	female
[M]	male
B4	before
GR8	great
NBR	number
PLS	please
R	are
SRY	sorry
THX	thanks
U	you