Commonwealth Crest and NRS logo

Commonwealth Crest and National Relay Service logo with the words 'An Australian Government Initiative'.

https://www.infrastructure.gov.au/accesshub

# Instruction sheet 2.2—SMS Relay—answering a call

**August 2022**

To receive an SMS Relay call through the NRS, a caller will need to call the NRS on 133 677.

## Step-by-step instructions

|  |  |  |
| --- | --- | --- |
| **Step number** | **Image** | **Instruction** |
| 1 | Cartoon image of phone with a hand pressing buttons. | You will receive an SMS from **NRS** from the number 0481612432.  “This is a message from the NRS. Someone is contacting you via SMS – Receive a call. Please reply to this message to start your NRS session.”  Your reply will initiate the session and loop in a Relay Officer. |
| 2 | Cartoon image of phone with a hand pressing buttons. | Reply to message:  ‘This is (your name).  GA (Go ahead)’.  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.  You will then receive this message,  “Your caller has disconnected, and the session has expired. If you want to initiate the call, you can contact the NRS for SMS – Make a call via 0423677767 |
| 3 | Cartoon image of palm of hand ‘STOP’ symbol. | Wait for message from your caller.  Wait for GA at end of message. |
| 4 | Cartoon image of phone with a hand pressing buttons. | If you need to respond, send your reply message.  Type GA at end of message if you want your caller to respond or type SKSK (Stop Keying. Stop Keying) if you have finished your call. |
| 5 | Cartoon of a person waving goodbye. | Read SKSK from your caller.  Call is finished.  You will then receive this message,  “Your caller has disconnected, and the session has expired. If you want to initiate a call, you can contact the NRS for SMS – Make a call via 0423677767. |

## Automated Messages

**1 – If you do not reply to the initial message after 180 seconds, you will receive this automated message prompting for a response every 180 seconds:**

“Your caller is still on the line. Please reply to this message to start your NRS session.”

**2 – You will receive this automated message when your caller disconnects, or the 12-minute default wait time has passed:**

“Your caller has disconnected, and the session has expired. If you want to initiate a call, you can contact the NRS for SMS – Make a call via 0423677767.”

**3 – You will receive this automated message if you contact 0481612432 and there is no active SMS – Receive a call session:**

“You currently do not have a caller waiting for SMS – Receive a call. If you want to initiate a call, you can contact the NRS for SMS – Make a call via 0423677767.”

## 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.
* 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