



Instruction sheet 2.2—SMS Relay—answering a call

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

- provide your number and name
- ask to be connected to you.

Step-by-step instructions

| Step number | Image | Instruction |
|-------------|-------|---|
| 1 | | You will see this SMS received from NRS . 'Welcome to the NRS. You have a caller waiting for you. Please reply to accept the call'. |
| 2 | | 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. |
| 3 | | Wait for message from your caller. Wait for GA at end of message. |
| 4 | | 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 | | Read SKSK from your caller. Call is finished. |

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
- 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 |