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

communications.gov.au/accesshub

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

Step-by-step instructions

| Step number | Image | Instruction |
| --- | --- | --- |
| 1 | Cartoon image of phone with a hand pressing buttons. | Send an SMS to **0423 677 767**. Put your phone on speaker or use earphones. |
| 2 | Cartoon image of phone with a hand pressing buttons. | Include this information in the SMS:   * Area code and number you wish to call * Your name * Name of person you are calling * Message for the other person * TL (Text and Listen) * Ask for a response to your message if you want one * GA (Go ahead) at end of message. |
| 3 | Cartoon image of palm of hand ‘STOP’ symbol. | Wait for an automated welcome text message from NRS to confirm the SMS has been received. |
| 4 | Cartoon image of relay officer typing on a computer and using a phone with a headset. | 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 | Cartoon image of palm of hand ‘STOP’ symbol. | Wait for your phone to ring.  Answer the call to listen to the other person. |
| 6 | Cartoon image of phone with a hand pressing buttons. | 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. |
| 7 | Cartoon image of person side view with their hand cupped over their ear to try and hear. | Hear the other person ending the call. |
| 8 | Cartoon of two eyes with two arrows pointing downwards. | Read ‘RO here, would you like to make another call?’ |
| 9 | Cartoon image of phone with a hand pressing buttons. | If yes, send a reply SMS with the phone number you want to call and details of the message. |
| 10 | Cartoon of a person waving goodbye. | 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