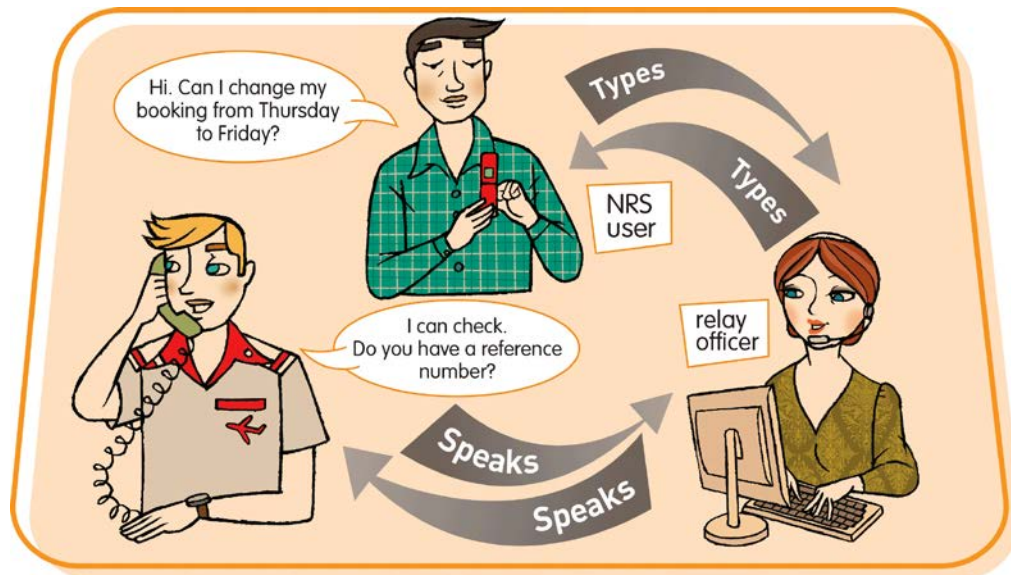




## Fact sheet 2—SMS Relay

In SMS Relay calls you type your side of the conversation on your mobile phone and read the responses from the other person when the relay officer texts them back.



### What equipment is needed?

All that is needed to use SMS Relay is a mobile phone; it doesn't need an internet connection.

### How much will it cost?

Every SMS sent to the NRS will cost the same as any other SMS message sent by the NRS user, which depends on their mobile phone plan.

### Things to remember

- SMS Relay is useful to send or receive a simple message or have a simple two or three-turn conversation. It isn't a continuous call, it's a stop-start process.
- Usually it's fast but sometimes it can take minutes or even hours before an SMS is delivered. This means it's generally not useful for long conversations.
- For a detailed step-by-step explanation about how to use this option, read the SMS Relay instruction sheets on the website.

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.