



Instruction sheet 3.3—NRS app (Internet Relay) —call to emergency services

Step-by-step instructions

Step number	Instructions
1	Open the NRS app.
2	Tap make a call .
3	From the call options screen, tap make an Internet Relay call .
4	Type 000 into the phone number box.
5	Tap connect now . The call will be given priority in the relay service call answer queue Wait to be transferred to the relay officer (RO).
6	The RO will ask which emergency service you need. Type FFF for fire, PPP for police or AAA for ambulance. Type 'GA' (Go Ahead).
7	Wait for the RO to connect you to the Emergency Services Officer (ESO). Be ready to give the address of the emergency OR insert your location using the Location button.
8	Read the ESO questions on your screen. Wait to read GA before typing your reply.
9	Type your response. Type 'GA' when finished. Keep watching your message screen and do not hang up until the RO tells you the call is finished.
10	To end call, text 'Bye, SKSK' (Stop Keying, Stop Keying). Read the ESO's goodbye.
11	Tap hang up in top right corner of the screen and again in pop-up box.

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:

- SMS 0416 001 350
- Email helpdesk@relayservice.com.au
- Phone 1800 555 660.