





# Instruction sheet 2.1—SMS Relay—making a call

## Step-by-step instructions

Step number	Image	Instruction
1		Send an SMS to <b>0423 677 767</b> .
2		Include this information in the SMS: <ul style="list-style-type: none"> <li>• Area code and number you wish to call</li> <li>• Your name</li> <li>• Name of person you are calling</li> <li>• Detailed message for the other person</li> <li>• Ask for a response if needed</li> <li>• Type GA (Go ahead) at end of message.</li> </ul>
3		Wait for an automated message from NRS to confirm the SMS has been received.
4		Wait to be transferred to a relay officer (RO). Wait for RO to dial number and relay your message to the other person.
5		Wait for greeting and response from the other person. Wait for GA at end of message.
6		If you need to respond, send another 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		Read SKSK from the other person. The call is finished.
8		Read 'RO here, would you like to make another call? GA'.

Step number	Image	Instruction
9		If yes, send a reply SMS with the phone number you want to call and details of the message.
10		If no, send reply SMS 'no thanks'. Read goodbye message from 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.
- 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 in 2 minutes, the Relay Officer will end the call. You can still call back the other person using SMS Relay, but they won't be waiting on the line for you.
- Be aware that not all of the information in your initial SMS may be relayed to the other person. You may need to provide it again in another SMS

## Extra abbreviations

[F]	female
[M]	male
B4	before
GR8	great
NBR	number
PLS	please
R	are
SRY	sorry
THX	thanks
U	you