



# Instruction sheet 2.2—SMS Relay—answering a call

## Step-by-step instructions

Step number	Image	Instruction
1		You will see this SMS received from NRS ( <b>0423 677 767</b> ): 'Hi, you have a Reverse SMS Relay 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 reply within two (2) minutes, the call will be ended.
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](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 two (2) minutes, the Relay Officer will end the call.
- You can still call the other person back using SMS Relay, but they won't be waiting on the line for you.

## Extra abbreviations

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