



Instruction sheet 2.3—SMS Relay—call to emergency services

Step-by-step instructions

| Step number | Image | Instruction |
|-------------|-------|--|
| 1 | | Send an SMS to 0423 677 767 (the call will be given priority in the relay service call answer queue). |
| 2 | | Include this information in the SMS: <ul style="list-style-type: none"> • 000 • FIRE or POLICE or AMBULANCE • Your name • Location of emergency including address or landmark • Details about the emergency • Type GA (Go ahead) at end of your message. |
| 3 | | Wait for automated message from NRS to confirm that the SMS has been received. |
| 4 | | Wait to be transferred to relay officer (RO). The call will be given priority in the relay service call answer queue. Wait for RO to dial number and to relay the message to Emergency Services Officer (ESO). |
| 5 | | Wait for message from ESO. Wait for GA. |
| 6 | | Reply to all questions from ESO. |
| 7 | | Keep watching the mobile phone until RO tells you the 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
- Phone 1800 555 660
- SMS 0416 001 350
- Fax 1800 555 690.

Hints

- DON'T send an SMS directly to SMS Triple Zero or 106. You must send your message to SMS Relay number (0423 677 767) and request Triple Zero.
- Give detail about what is happening and what help is needed.
- Keep checking your phone for more questions or information from the emergency service officer.