










# NRS—Instruction sheet 6.2—Speak and Listen— answering a call

## Step-by-step instructions

Step number	Image	Instruction
1		Your telephone will ring.
2		Pick up handset (or press speaker button or switch).
3		Listen to relay officer (RO).
4		Say your <b>Caller Code</b> when asked (if you have one).
5		Talk to the person who called you. The RO will help if the person can't understand you.
6		When finished, say 'goodbye'.
7		Hang up the phone.

## 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
- TTY 1800 555 630
- Fax 1800 555 690.

## Hints

- The RO may ask for your Caller Code when you receive a call. Your caller will be put on hold, for your privacy, while you give your code.
- Do not tell anyone else your Caller Code.
- People calling you do NOT need your Caller Code.
- To find out more about getting a Caller Code, how to have your usual call number set up and recording your call preferences, complete the [Speak and Listen—new profile form](https://www.communications.gov.au/accesshub) on [www.communications.gov.au/accesshub](https://www.communications.gov.au/accesshub).