





NRS—Instruction sheet 6.1—Speak and Listen—making a call

Step-by-step instructions

Step number	Image	Instructions
1		Dial 1300 555 727 .
2		Listen to the automatic message.
3.		Say your Caller Code if you have one.
3		Wait to be transferred to a relay officer (RO).
4		Say the area code and phone number to call or the name on your Caller List .
5		You can talk about the call with the RO first.
6		The RO will dial the number.
7		Wait for the RO to introduce your call to the other person. Wait until you hear 'go ahead caller'.
8		Talk to the person you have called. The RO will help if the person can't understand you.

Step number	Image	Instructions
9		When finished, say 'goodbye' to your caller.
10		The RO will ask if you would like to make another call. If yes, give the name or phone number. If no, say 'no thank you' and 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
- Phone 1800 555 660
- SMS 0416 001 350
- TTY 1800 555 630
- Fax 1800 555 690.

Hints

- Your Caller Code is only needed when you are making a call from a phone number that has not been included in your profile. 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](#) on www.communications.gov.au/accesshub.