



Make an SMS Relay call

Step-by-step instructions

1.



Send an SMS to 0423 677 767.

Type the area code and number you want to call in the SMS (Text).

2.



Wait for an automated welcome message from the NRS to confirm that the SMS has been received.

“Thank you for contacting the National Relay Service, your message has been received and we will be with you shortly.”

3.



There will be a short wait while the Relay Officer calls the other person and introduces the call to them.

4.



Wait for text greeting, response and ‘GA’ from the other person.

5.



If you need to answer, send another message. Type 'GA' at the 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.

6.



When the other person texts SKSK, the call will end.

7.



The Relay Officer will ask if you want to make another call:

“(RO here. Would you like to make another call?) ga”

8.



If you do, text the area code and number you want to call.