



# Make an SMS Relay (Text and Listen) call

## Step-by-step instructions

1.



Send an SMS to **0423 677 767**.

Include the following information in the SMS

- T&L or Text and Listen
- GA (Go ahead) at the end of your message

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

Put your phone on speaker or use earphones.

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 your shortly”

3.



There will be a short wait while you are transferred to a Relay Officer who will call the other person.

4.



Wait for an automated message telling you that the Relay Officer is setting up the call for SMS Text and Listen.

“RO here. Please be advised you are about to receive a call to set up your text and listen.”

5.



Wait for your phone to ring.

Answer the call to listen to the other person.

6.



If you need to answer, send another text message.

Type “GA” (Go Ahead) at the end of your message if you want the other person to answer.

Or text “SKSK” (Stop Keying. Stop Keying) if you have finished your call.

7.



When your call is ended, the Relay Officer will ask if you want to make another call:

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

8.



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