



Receive an SMS Relay (Text and Listen) call

Step-by-step instructions

1. To receive an SMS Relay call through the NRS, your caller will need to call the NRS on 133 677 and:
 - provide your number and name; and
 - ask to be connected to you.

2. You will receive the following SMS from the NRS:

“Welcome to the NRS. You have a caller waiting for you. Please reply to this message to accept the call”.

3.



Reply to the text:

“This is (your name)”.

“TL” (Text and Listen).

”GA” (Go ahead)’.

If you don’t answer within two minutes, the Relay Officer will ask for an answer. If there is no answer after another two minutes, the NRS will end the call.

4.



Wait for your phone to ring. Answer the call to listen to the person who is calling you.

5.



If you need to answer, send your reply text.

Type "GA" at end of every text if you want your caller to respond or type "SKSK" (Stop Keying. Stop Keying) if you have finished your call.

6.



When you read SKSK from your caller, the call will be finished.