

SMS relay

a new
NRS
service

Making a call on the move

If you are deaf or have a hearing or speech impairment you can make a phone call to a hearing person from an ordinary mobile phone using SMS relay.

You can make a call on the move – away from home or work.

You can ring anyone, anywhere at any time. Your calls are confidential.

What do I need?

All you need is a mobile phone. It doesn't need to have an internet connection.

How do I make a call?

Send an SMS to the NRS on **0423 677 767**. Include in your SMS:

- the number you want the NRS to call for you, and
- a greeting or message, eg 'Hello Mark, this is Robyn'.

The more information in this initial message the quicker and smoother the call will be.

Your SMS will go to an NRS relay officer who will ring the other person and speak your message to them.

The relay officer will then text the other person's response back to you. You can respond in turn with another SMS.

The relay officer stays on the line to the other person and the call continues for as many turns as needed.

Some things to remember about SMS relay

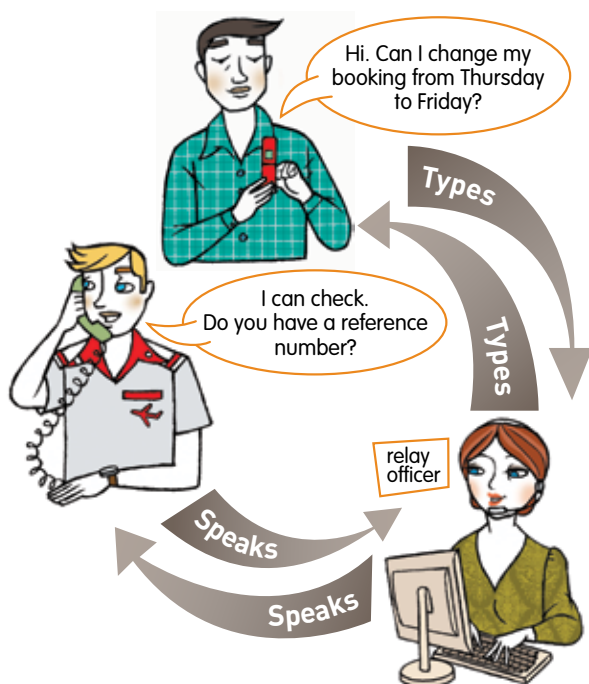
SMS relay is useful to send a simple 'message' or have a simple two or three-turn conversation.

However, SMS relay isn't a continuous call. It's a stop-start process. Mostly it's fast but sometimes it can take many minutes or even hours before an SMS is delivered. This means it's not so useful for long conversations.

Calling emergency services

If you need police, the fire brigade or an ambulance, you can send an SMS to the NRS. Make sure that you include:

- Triple Zero (000) as the number you want to call (this will give priority over all other calls once your SMS is received by the NRS)
- the particular emergency service you need
- the exact address or location of the emergency.



You type your side of the conversation on your phone and read the responses from the other person when the relay officer texts them back to you.

When the call is answered, the relay officer will place the call to Triple Zero. They will stay on the line to relay the call to emergency services.

Because SMS isn't as reliable as other types of calls, SMS relay should be a last resort for an emergency call. TTY calls to 106, or internet relay calls to Triple Zero, are likely to be more reliable.

What will it cost?

It depends on the type of plan you have for your mobile phone. Each SMS to the NRS will cost the same as any other SMS you send.

Can hearing people make calls to me?

Yes, anyone can ring you through the NRS using an ordinary phone or mobile.

All they need to do is:

- ring the NRS on **133 677**
- provide your mobile number to the relay officer, with an initial message.

The relay officer will connect them to you and then relay the call in the usual way.

The cost for the other person will be the standard cost of a 1300 phone call.

More information

Go to www.relayservice.gov.au for:

- more about using SMS relay
- detailed FAQs
- tips on making calls.

You can also contact the **NRS Helpdesk** (Monday to Friday, 8am to 6pm Eastern Standard Time) if you have any questions:

- TTY: **1800 555 630**
- Voice: **1800 555 660**
- email: helpdesk@relayservice.com.au
- SMS: **0416 001 350**

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An Australian Government Initiative



A phone solution for people who are deaf or have a hearing or speech impairment
www.relayservice.gov.au