

# SMS Relay calls

## Making a call on the move

SMS Relay calls can be used by anyone who is deaf, can't hear well or has difficulty using their voice.

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

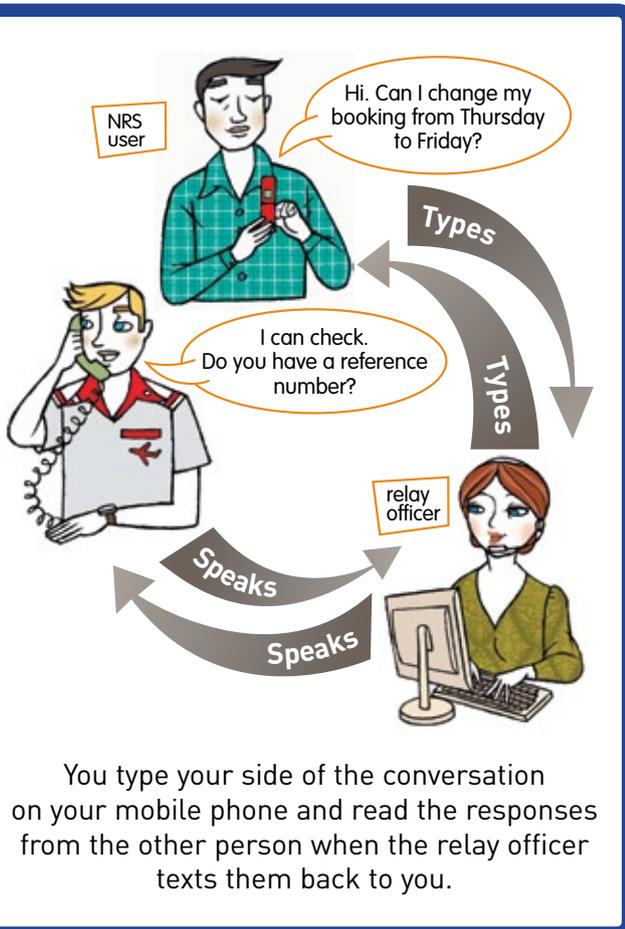
Your conversation becomes a series of text messages between you and the other person.

The only difference is that a **relay officer** is on the line typing everything the other person says, back to you as text messages.

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** with the area code and number of the person you want to call.
- An NRS relay officer will ring the other person and say that they have a call to relay to them.
- You then text your message to the other person and the relay officer will text the other person's response back to you. You can respond in turn with another SMS.

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

If you want to see how an SMS Relay call works without making a live call, check out the interactive [call tutorial](#) on our website.

### Call tips

Here are some ideas to get the most from your SMS Relay call:

- Type 'GA' (Go Ahead) at the end of each message. This helps the relay officer know that you have finished your turn and are waiting for a response.
- Wait for the relay officer to type 'GA' when they are texting you, before you send your response.
- SMS Relay is most useful for sending a simple 'message' or having a simple two or three-turn conversation.
- 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 always so useful for long conversations.
- In SMS Relay there is a person waiting on a phone for your responses at the other end of your call. Please consider the other person so they aren't waiting too long.

## What does it cost?

Call costs depend 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 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 with you via SMS 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 info

Go to [www.relayservice.gov.au](http://www.relayservice.gov.au) for:

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

You can also contact our [Helpdesk](#) (Monday to Friday, 8am to 6pm Eastern Standard Time) if you have any questions:

- phone: **1800 555 660**
- SMS: **0416 001 350**
- email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

The National Relay Service is an Australian Government initiative funded by a levy on eligible telecommunications carriers.



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A phone solution for people who are deaf or have a hearing or speech impairment  
[www.relayservice.gov.au](http://www.relayservice.gov.au)