

**SMS Relay (Text and Listen)**

SMS Relay (Text and Listen) calls are ideal if you have a speech impairment and can hear but like to use SMS to communicate. You just need a mobile phone.

Using the mobile phone network, you type your messages, send them, wait for a response and listen to another person speaking.

This service is only available with a mobile phone connected to a mobile phone network. You do not need a data or internet plan.

## How it works

Call diagram. 
Diagram representing a SMS relay (Text and Listen) call. An NRS user sends a text on his mobile phone to the relay officer (RO) reading ‘Can I change my booking from Thursday to Friday?’ The RO speaks the message to the other person on the call who responds with ‘I can check. Do you have a reference number?' The NRS User can listen to the response of the other person directly through a call back generated by the RO.

In this type of call, you type your side of the conversation as a series of SMS text messages on your mobile phone and listens to the responses from the other person, spoken by the relay officer, also on your phone.

Relay officers are the central link in the phone call. They stay on the line throughout each call to help it go smoothly, but do not change or interfere with what each person says.

## Equipment

All you need is a mobile phone. You don’t need to have internet access or a data plan.

Type a short text message (160 characters) on the phone and listen to the responses from the other person, spoken by the relay officer.

## 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.

## Further information and useful links:

[SMS Relay (Text and Listen) Fact Sheet](https://www.communications.gov.au/documents/nrs--fact-sheet-2b--sms--relay-text-and-listen)

[Making a SMS Relay (Text and Listen) Call Instruction Sheet](https://www.communications.gov.au/documents/nrs--instruction-sheet-2-4--sms-relay--text-and-listen--making-call)

[Answering a SMS Relay (Text and Listen) Call Instruction Sheet](https://www.communications.gov.au/documents/nrs--instruction-sheet-2-5--sms-relay--text-and-listen--answering-call)

[Making a SMS Relay (Text and Listen) Call to Emergency Services](https://www.communications.gov.au/documents/nrs--instruction-sheet-2-6--sms-relay--text-and-listen--call-emergency-services)

[NRS Service Features Web Page](https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service/service-features#internetrelay)

[Numbers for calling a NRS User](https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service/service-features/national-relay-service-call-numbers)

[NRS App – Apple App Store](https://apps.apple.com/au/app/nrs-app/id935552036)

[NRS App – Google Play](https://play.google.com/store/apps/details?id=au.gov.doca.nrs&hl=en_AU)

*\*The information contained in this document comes from the National Relay Service Australia.*