

What is sextxt™?

sextxt™ - what's it all about?

sextxt™ is an SMS youth messaging service that provides sexual health information direct to your mobile phone.

sextxt™ has been developed in response to the many guys and girls who have told us that they want an easy and confidential way to get the sex info they need.

An Australian first, sextxt™ provides basic introductory information on sex, sexually transmitted infections (STIs), contraception, sexual health services and more.

The great thing about sextxt™ is that you can choose when and where you get the information, all from the privacy of your mobile phone.

Using sextxt™

How do I access sextxt™?

It's easy! SMS your request to **19SEXTXT** (19 739 898).

Simply SMS "**sexinfo**" to **19SEXTXT** and within seconds you'll receive a reply with a menu of options to choose from. Choose the option you are interested in and text it back to **19SEXTXT** to receive a more detailed reply:

- A1** STIs
- A2** oral sex
- A3** if u think ur pregnant
- A4** missed pill
- A5** if ur condom broke
- A6** emergency contraception
- A7** unprotected sex
- A8** for info on unprotected anal sex
- A9** for info specifically on chlamydia
- A10** for info specifically on HIV

Is there a sextxt™ shortcut?

Absolutely! You don't have to send the prompt "**sexinfo**" every time you use sextxt™. If you already know the menu option you're after, you can SMS the menu option (e.g. A1) direct to 19SEXTXT.

Remember, it costs 55c for each message sent, so if you request both the menu and the detailed message it will cost you \$1.10 in total.

You might like to save the **sexinfo** options list in your phone so they are always there when you need them.

sextxt™ works on any phone or device that's able to send and receive text messages, as long as you've got a plan that lets you access Premium SMS services. Ask your mobile operator if you're not sure about the current plan you have with them.

The information you can access through sextxt™ is regularly updated, so make sure you check out the sextxt™ website, www.sextxt.org.au for all the latest news and sexual health info.

How much will it cost me to access sextxt™?

sextxt™ costs 55c per message request. You only pay for the messages you **send**. 55c includes GST and the SMS carriage charges for sending a text and also covers the cost of our reply to you.

Are sextxt™ queries case-sensitive?

No. Texting 'a1' is the same to us as texting 'A1'.

How long will it take for my sextxt™ reply to arrive?

On average, your return message should appear within one minute – but this may depend on your mobile operator.

Can I forward the sextxt™ message to a friend?

If your phone or device allows you to forward messages then forward away!

Remember though, it is not cool (or legal) to 'spam' people with messages. Some people might not appreciate receiving the sextxt™ message on their phone, so it is a better idea to SMS them the website or sextxt™ number instead and let them check it out for themselves.

Which mobile phone providers does sextxt™ support?

sextxt™ is currently available through all major mobile phone providers in Australia – [Telstra](#), [Vodafone](#), [Virgin Mobile](#), [3](#), [Hutchinson](#) and [Optus](#) (but if your mobile phone provider ceases to have an arrangement in place with our service provider, you won't be able to access sextxt™).

Can anyone use sextxt™?

Anybody with access to a premium service-enabled mobile phone can use sextxt™. sextxt™ has been especially developed and geared towards Australian youth between the ages of 16-25.

If you are under 16 years of age, you must seek the permission of the handset/account owner before using this service.

When can I use sextxt™?

sextxt™ is available seven days a week, 24 hours a day. However - despite our best efforts -you may experience interruptions or delays to the service from time to time due, for example, to coverage and carrier related issues.

Can I use sextxt™ when I'm overseas?

No, unfortunately sending an SMS to sextxt™ from overseas won't work as you can't access Australian premium rate services while overseas. Further help and advice is available from www.sextxt.org.au.

Troubleshooting

How do I get help?

If you want some help you have a number of options. More detailed information is available on the sextxt™ website at www.sextxt.org.au. If you want to speak to a real person, call the sextxt™ National Support Centre on **1300 739 898**, Monday to Friday between 8am and 8pm, EST. A call to **1300 739 898** will be charged at current local call costs (with extra charges for calls made from mobiles).

If you're on the move, want to SMS us and can't remember our web address, simply SMS 'help' to 19 SEXTXT. Your SMS to get help will cost 55c per request.

Troubleshooting (continued)

I sent an SMS to sextxt™ but misspelt the request SMS. What now?

If you misspell the SMS request or request a service which is unknown you'll receive the following message:

Unfortuntly the sextxt service u requestd is unavailble or unknown. Pls call 1300 739 898 or go 2 www.sextxt.org.au 4 service instructions.

As with other sextxt™ messages, the SMS will cost 55c, inclusive of GST.

What happens if I make a mistake? Do I still get charged for the message request?

Unfortunately you will. You will receive a message saying that we can't find a match for your request. It will also provide you with some help on how to try again. You will still be charged 55c (incl. GST) for this.

What happens if there's a technical failure? Will I still be charged 55 cents?

Yes. If there is a technical failure in transmitting a response to you, but we still received your request, you will be charged 55 cents (incl. GST). This is because the service is charged per request rather than per response or the type of result received.

Who do I contact if there's a problem with the service?

If you experience any difficulty with accessing sextxt™ then you should contact your mobile phone provider.

If your query relates to the information contained within the message you received (and not the sending or receiving of messages) then call the sextxt™ National Support Centre on **1300 739 898** or email info@sextxt.org.au

Other useful information

Who gets my information?

Unless we have your consent, we'll never reveal your information to a third party. Your information will be treated in the strictest confidence. Check out our [Privacy Policy](#) for further information.

What is my information used for?

Any information we receive from you via either the sextxt website or mobile phone usage will be treated in the strictest confidence. It may be used without identifying you to compile data about the usage of the service or to provide specific information to users. Please refer to our [Privacy Policy](#) for further information.

How is my information stored?

In accordance with our [Privacy Policy](#), your information may be stored in different ways, including in paper and electronic form. The security of personal information is important to us and we take reasonable steps to protect it from misuse or loss and from

unauthorized access, modification or disclosure. Please refer to our [Privacy Policy](#) for further information.

Will my mobile number be recorded in any way?

Yes, your mobile number will be recorded by our service provider, Informatel, on their server.

The information is held on Informatel's server and in line with their **Terms of Use**. For more information about Informatel please visit their website at www.informatel.com.au.

How will sextxt™ charges appear on my bill?

The call or SMS charge will appear as an Informatel charge on the mobile phone bill you receive from your mobile carrier. **It will not appear as a sextxt™ charge.**

You will be charged at 55c per SMS, inclusive of GST and the SMS carriage charges, for sending us a message request. It also covers the cost of our reply to you. A call to 1300 739 898 will be charged at current local call cost.

Who operates/owns sextxt™?

sextxt™ is an initiative of **Marie Stopes International**.

Who is Marie Stopes International?

Marie Stopes International is a not-for-profit sexual and reproductive healthcare provider, with centres in the ACT, Queensland, New South Wales and Western Australia (see www.mariestopes.com.au for more information).

The organisation offers a range of services, including abortion, vasectomy, sexual health checks and contraception advice and insertion/removal.

Surplus proceeds from Australian activities support the work of the [Marie Stopes International Partnership](#), which delivers sexual and reproductive health services to over four million people in 37 countries worldwide.

Disclaimer: The 'sextxt™' SMS service is subject to our terms and conditions, a copy of which is available on our website www.sextxt.org.au. By using the service you consent to those terms and conditions. All information provided by us in respect of the 'sextxt™' SMS service is of a general nature only. It will not take into account your particular circumstances. You should seek specific advice from a relevant health professional or accredited organisation in relation to your particular circumstances.

Who can I call to get further sexual health information?

You can call the sextxt™ National Support Centre on **1300 739 898** or visit www.sextxt.org.au. The sextxt™ advisors will be able to give you more detailed information or refer you to a partner organisation for specialised help and advice.

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