# CLAIMS

1. A method of communicating between a telecommunications device and a computer system comprising:

receiving an input from the user to a messaging application on the device, the input including metadata and natural language;

communicating the user input to a translator;

at the translator mapping the message to convert the message into a standardised message format at least in part based on the metadata;

sending the standardised message format to a computer system of the receiving party;

wherein at least one of the communicating the user input and sending the standardised message format is performed using an asynchronous message or text message;

receiving a response from the computer system at the translator, the response being in a standardised format;

the translator mapping the response into a human readable form;

communicating the human readable response to the user device;

wherein at least one of the receiving a response from the computer system and the communicating the human readable response is performed using an asynchronous message or text message; and

providing the response to the user at the user device.

2. The method according to claim 1, wherein the messaging application is specific to a given service provider or group of providers.

3. The method according to claim 1 or 2, wherein the messaging application includes the address of the computer system and identification of the user of the device.

4. The method according to claim 1, wherein the messaging application is common to a plurality of service providers and the user input includes a telephone number or short code of a selected service provider.

5. The method according to any of claims 1 to 3, wherein the text message is transmitted via a mobile telephone network.

6. The method according to any of claims 1 to 4, wherein the asynchronous message is transmitted over the internet using TCP/IP addressing.

7. The method according to any of claims 1 to 6, wherein the input from the user is speech and the device includes a speech recognition application to convert the speech into natural language.

8. The method according to claim 7, wherein the conversion of speech includes identifying at least one keyword in the speech input by the user and converting the keyword into a metadata symbol.

9. The method according to any of claims 1 to 5, wherein the input from the user is text.

10. The method according to any of claims 1 to 9, wherein the response is provided to the user either for display to the user on the telecommunications device or for presentation to the user as speech.

11. The method according to any preceding claim, wherein the translator is resident on the telecommunications device.

12. The method according to any preceding claim, wherein the metadata includes at least one emoticon or at least one emoji.

13. The method according to any preceding claim, wherein the text message is an SMS or MMS text message.

14. The method according to any preceding claim, comprising adding a header to the translated standardised message, the header including one or more of security information and routing information.

15. A telecommunications device having stored thereon a messaging application, which when run on the device causes the device to receive an input from the user to the messaging application, the input including metadata and natural language;

communicate the user input as an asynchronous message or SMS text message to a translator;

at the translator, map the message to convert the message into a standardised message format at least in part based on the metadata;

send the standardised message format to a computer system of a receiving party; receive a response from the computer system at the translator, the response being in a standardised format, the translator mapping the response into a human readable form; communicate the human readable response to the user device as an asynchronous message or SMS text message; and

provide the response to the user at the user device.

16. The device according to claim 15, further comprising a communicator arranged to receive the translated standardised message output from the translator and for adding to the output of the translator a header including one or more of security information and routing information.

17. The device according to claim 15 or 16, wherein the messaging application is specific to a given service provider or group of providers.

18. The device according to any of claims 15 to 17, wherein the messaging application includes the address of the computer system and identification of the user of the device.

19. The device according to claim 15 or 16, wherein the application is common to a plurality of service providers and the user input includes a telephone number or short code of a selected service provider.

20. The device according to and of claims 15 to 19 wherein the text message is transmitted via a mobile telephone network.

21. The device according to any of claims 15 to 19 wherein the asynchronous message is transmitted over the internet using TCP/IP addressing.

22. The device according to any of claims 15 to 21, wherein the input from the user is speech and the device includes a speech recognition application to convert the speech into natural language.

23. The device according to claim 22, wherein the speech recognition application is arranged to identify at least one keyword in the speech input by the user and to convert the keyword into a metadata symbol.

24. The device according to any claims 15 to 23, wherein the metadata includes at least one emoticon or at least one emoji.

25. The device according to any preceding claim, wherein the text message is an SMS or MMS text message.

26. A method of communicating between a telecommunications device and a computer system comprising:

receiving an input from the user to a messaging application on the device, the input including metadata and natural language;

communicating the user input to a translator;

at the translator mapping the message to convert the message into a standardised message format at least in part based on the metadata;

sending the standardised message format to a computer system of the receiving party;

wherein at least one of the communicating the user input and sending the standardised message format is performed using an loT messaging protocol;

receiving a response from the computer system at the translator, the response being in a standardised format;

the translator mapping the response into a human readable form;

communicating the human readable response to the user device;

wherein at least one of the receiving a response from the computer system and the communicating the human readable response is performed using an loT messaging protocol; and

providing the response to the user at the user device.