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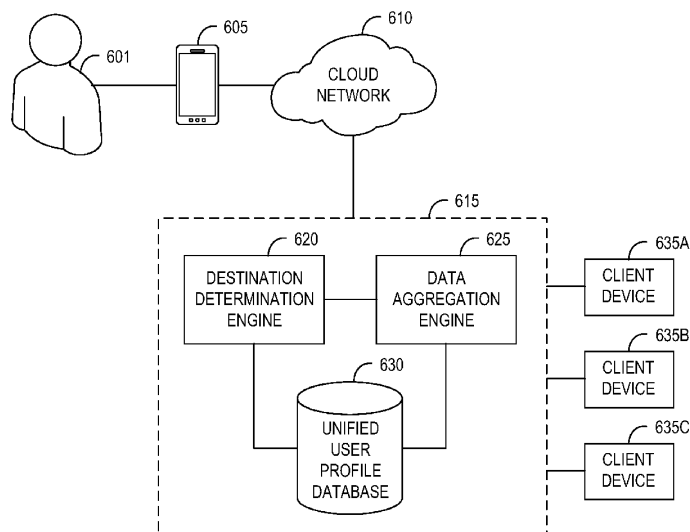


FIG. 6

(57) Abstract: A network device (e.g., a user's mobile phone) may be used to make a telephone call to a landline telephone associated with a client device (e.g., a business's device). If the telephone call is terminated, either the network device or the client device may generate a text message to the other and establish a communication session. The client device may present a variety of options to the network device of service requests that may be completed by text message. The network device may transmit the service request and the service request may be fulfilled by the client.

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