

National Relay Service

To:
Fax N°:
Date:

From: Administration Officer
Return Fax N°: 07 3815 7670

Number of pages: 4

Once completed, this application may be faxed 07 3815 7670 or posted to NRS Bill Payment Section PO Box 473, Stones Corner Qld 4120

Dear NRS customer

Use this as a guide to assist you in filling out the application form. If you are not sure how to fill in the form, please contact Billing and Account Enquiries 9am to 5.00pm Monday to Friday on 1300 300 551 (voice or TTY) for assistance.

Note:

- If you use Voice Carry Over or Hearing Carry Over, you may call Billing and Account Enquiries via the National Relay Service (NRS) on 1800 555 677.
- If you use Speech to Speech Relay, you may call Billing and Account Enquiries via the NRS on 1800 555 727.

Application GUIDE

Read this to help you fill out the FORM

Separate application forms must be filled out for work and home.

- A. Old Details - Write in your OLD details. This is what we would have on our database. We will need this information to make sure that we are updating the correct records.
- B. New Details - Write in your NEW details.
- C. Your preferred mode - Have you changed the way you prefer to make and receive calls? Tick which call type you would normally use when receiving calls via the NRS.

Important:

- You should select VOICE if you do not require a modem or TTY to use the telephone.
- You should select UNSPECIFIED if you know that your telephone will be used by more than one person who use voice, TTY or modem.

- D. I want to change my current PIN: You may wish to change your PIN for various reasons. Tick "Yes" if you want to change your PIN, or "No" if you want to keep your PIN.
- E. Cancellation of Account: If you are planning to cancel your account, please fill in Sections A, E and F only.

If your application is received by 10.00am Brisbane time Monday to Friday, it should be processed on the same day. Otherwise, applications received after this time will be processed on the next working day. You will be notified by mail when processing is complete and your account details have been changed. You will need your PIN to be able to make chargeable calls. Your PIN is a confidential number. Do not share it with anyone.

Ensure that you have signed the application form to avoid delays in processing your application.

Abbreviations:

ACE: Australian Communication Exchange
NRS: National Relay Service
VCO: Voice Carry Over
HCO: Hearing Carry Over
SSR: Speech to Speech Relay
TTY: Telephone Typewriter
PRS: Personal Relay Service

IMPORTANT: If you move house, change your name or phone number or make any changes to your personal or work arrangements, please notify us immediately.

Now you have read the GUIDE, you can complete and return the FORM
(next page)

Important Information

You can make any call you want to local, mobile or long distance numbers within Australia, for as long as you like. You still pay the same basic connection fee to call the NRS on the 13/1300 numbers - around 25 cents from your home or business telephone. It is higher from public payphones or mobile phones. Once you are connected, you will not be billed by ACE and you won't need a PIN.

You should keep your NRS account if you plan on making telephone calls to any number that starts with 190. Most 190 numbers are used for information (eg holiday info, garden tips etc) or competitions (eg Big Brother voting). You will also need an account if you plan on making calls overseas (eg numbers starting with 0011).

National Relay Service - Update Personal

National Relay Service

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Only to be filled out if you already have a NRS account.

A. Old Details

Title	First Name	Surname
Address:		State Postcode
Mailing Address:		State Postcode
Phone: ()	Fax ()	E-mail

B. New Details

Title	First Name	Surname
Address:		State Postcode
Mailing Address:		State Postcode
Phone: ()	Fax ()	E-mail

C. I prefer to answer my calls using: TTY Modem VCO HCO
unspecified Voice (ie you have no TTY)

D. I want to change my current PIN: Yes No If you have ticked "Yes", enter your
new PIN here:

E. Cancellation of account: I wish to cancel this account because

- Account no longer required
 Account holder has passed away. Please provide date of death _____
 Other _____

Your surname

F. Signature of Person completing this FORM

Signature

Date

Now you have completed the FORM, check all questions are answered then fax or post it back to Australian Communication Exchange

NRS Bill Payment Section
PO Box 473 Stones Corner Qld 4120
Fax 07 3815 7670

ACE use only

Date Received:

Processed by:

Date Completed:
