

# National Relay Service

To:  
Fax N°:  
Date:

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

Number of pages: 4

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

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Dear NRS customer

Thank you for opening an NRS Account with Australian Communication Exchange. By opening an Account, it will mean that you will be able to make chargeable calls as follows:

- Long distance overseas
- Information or Service numbers that are charged by the minute or per call

If you only plan to make local calls, STD calls or toll free calls, then you may not need to apply for an NRS Account. This is your decision.

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 the Billing and Account Enquiries via the National Relay Service (NRS) on 1800 555 677.
- If you use Speech to Speech Relay, you may call the 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. Customer Details - Write in your NEW details.

B. Your preferred mode - How do 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.

C. Your NRS registration number: This is the telephone number that will be recorded on the ACE database. It will be used, with your PIN, to verify that you have a current account with us. Bills will be sent to you for any calls made from this telephone number to the National Relay Service.

D. Your PIN: Your Personal Identification Number is a four digit password. You will need your PIN to be able to make chargeable calls. You must not share it with anyone nor keep it in a place where others might find it. Your PIN is a confidential number and it is like your PIN for your bank account. If it is stolen, you may be liable for any outstanding accounts.

E. Your signature: You will need to sign the application form.

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 is established.

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 - New Personal

# National Relay Service

To: NRS Administration Officer  
Fax N°: 07 3815 7670  
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### A. Customer Details

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

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

C. My NRS registration number is: ( ) \_\_\_\_\_

D. I would like to pick my own PIN: Yes  No  If you ticked "Yes", enter your PIN here:    . If you ticked "No", we will supply you with a PIN.

### E. Signature of Person completing this FORM

Signature \_\_\_\_\_

Date \_\_\_\_\_

Your surname

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: