



An Australian Government Initiative



# Sign up (Register) to use the National Relay Service

By signing up you can:

- use the National Relay Service to make and receive calls
- manage your personal details.

Please complete this form. When your registration is confirmed you will be able to continue to make and receive calls.

## Privacy Collection Notice—National Relay Service

The National Relay Service (NRS) is collecting personal information, including sensitive personal information on this registration form for the purpose of delivering the service to people who are deaf, hearing impaired and/or speech impaired. This collection is in accordance with the Privacy Act 1988 (Cth).

The NRS will use this information to facilitate users making and receiving calls, to ensure regulatory requirements as the Emergency Call Person for the 106 TTY emergency service and as a party to the telecommunications Industry Code, C525:2017, Handling of life threatening and unwelcome calls, contacting users as required such as in changing circumstances in service delivery and to meet reporting requirements to the Australian Government.

If you do not provide the information requested the NRS will not permit you to utilise the service without assistance, with exception of calls to the emergency services. The NRS may disclose personal information to third parties within the Australian Government in order to provide you with assistance, including ensuring that you can continue to access the NRS in any changing circumstances or as required by law. The NRS **Privacy Policy** (available at <https://www.infrastructure.gov.au/media-centre/publications/national-relay-service-privacy-policy>) contains information, about complaint handling processes and how to access and/or seek correction of personal information held by the NRS.

## Your details

First name:

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Last name:

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Home address line 1:

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Home address line 2:

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Town/suburb:

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State:

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Postcode:

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Email address:

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## Your phone number and NRS ID

Main Phone Number: \_\_\_\_\_

Note:

- This phone number will be the number the NRS will use to identify you as a registered user—your NRS ID.
- If you use NRS Chat or NRS Captions you must use this number to log in to make and receive calls.
- If you use SMS Relay you must give your mobile phone number here.

Other phone number: (This can be mobile or landline) \_\_\_\_\_

Skype ID (required for Video Relay Service) \_\_\_\_\_

## TTY User Type

I use:

- Speak and Read
- Type and Read
- Type and Listen

## Caller notes

Please include any information that will help the relay officer in relaying your call. i.e. I am a slow typist. (Please attach an additional sheet of paper if you need more room.)

## Security question

So that the NRS can be sure that it is talking with you, every time you want to make changes to your registration details, the NRS will ask you your security question. If you give the NRS the right answer, the NRS can be sure that it is talking to you and can make the changes you request.

Security question (please select one):

- What is your mother's maiden name?
- In what town/city were you born?
- What was the last school you attended?
- What was the make / model of your first car?
- What company did you first work for?
- What is the middle name of your oldest child?
- Make my own question

My own Security Question: \_\_\_\_\_

Answer to Security Question: \_\_\_\_\_

## Support document

Please provide a copy of any document that has your name and address matching the details provided above. This could be a drivers' license, gas, electricity or phone bill. This is to confirm the personal details you have provided above. The copy of your support document will be securely destroyed after the NRS checks it. **Do not send original documents by mail.**

## My contacts

List any numbers you call a lot, for example your doctor, taxi, family or your nearest grocery shop. If you have more numbers, please attach an additional sheet of paper. Don't forget to include the area codes. Please keep a copy of this list next to your phone.

| Name | Phone number |
|------|--------------|
| 1.   |              |
| 2.   |              |
| 3.   |              |
| 4.   |              |
| 5.   |              |
| 6.   |              |
| 7.   |              |
| 8.   |              |
| 9.   |              |
| 10.  |              |
| 11.  |              |
| 12.  |              |

## Usage of the National Relay Service

Please acknowledge the statements below to complete your registration for the National Relay Service by ticking the check box.

I confirm that I am Deaf or have a hearing or speech impairment which requires the use of the National Relay Service to make standard telephone calls.

I agree to the terms and conditions of the National Relay Service, which can be found at <https://www.infrastructure.gov.au/media-technology-communications/phone/services-people-with-disability/accesshub/national-relay-service/contact-nrs-helpdesk>.

If you would like a copy of the NRS Terms and Conditions or Privacy policy sent to you, please contact the [NRS Helpdesk](#)—contact details are on the next page.

## Giving the form to the National Relay Service

Please print and send the completed form with a copy of your support document to the NRS Helpdesk:

1. **Mail** to: PO Box 99 Mount Clear VIC 3350 or
2. **Fax** to: 1800 555 690 or
3. **Scan and email** to: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au).

Once the NRS has received your form, you will receive confirmation of your registration within two working days.

## Help filling in the form

The NRS Helpdesk can help you.

The [NRS Helpdesk](#) is open Monday to Friday from 8am to 6pm (AEST, excluding national public holidays). You can also leave a message outside these hours and a Helpdesk staff member will get back to you.

There are a number of ways to make contact with Helpdesk staff:

Phone: 1800 555 660

TTY: 1800 555 630

Fax: 1800 555 690

SMS: 0416 001 350

Online: [Online form](#)

Email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)