



An Australian Government Initiative



National Relay Service—TTY—new profile request form

Please use this form if you are a new TTY user and you want to set up a profile with the National Relay Service. A call profile means that the relay officer understands what call option you are using and any particular instructions that can help your calls go more smoothly.

If you are a Speak and Listen user (i.e. you use an ordinary phone or the NRS app rather than a TTY), please use our *Speak and Listen new profile request form* rather than this form.

1. My details

You can have profile for work and a different profile for home. Please use one form for each profile and make sure you tick 'work' or 'home' so the NRS doesn't get your details mixed up.

Title _____

First name _____

Last name _____

Business name (if applicable) _____

Address _____

Suburb _____

State _____

Postcode _____

Phone/TTY _____

Fax _____

Email _____

I use (or will use) the following call options to make calls through the NRS:
Please tick one or more.

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

I use the following equipment:
Please tick only one option.

- Uniphone TTY
- Superprint TTY
- I have not received my TTY yet but I will contact the Helpdesk once I do
- Other (please describe)

If you ticked 'other' above, please describe what other equipment you use:

2. Instructions about my calls

The following information is linked to your profile and the relay officer will have this information when you make call from your TTY.

-
- Please type slowly
 I'm a slow typist, please be patient
-

Any other instructions—please give us any information that might help the relay officer to assist during your calls.

3. Instruction guide

Please advise if you would like an instruction guide to be sent to you:

-
- Yes. Mailed to me
 Yes. Emailed to me
-

4. If you want someone to help you set up your profile

You may wish to nominate a person to discuss, confirm or change your details with the NRS. If you wish to nominate a person, please write their details below.

I give permission for the following person to speak to the NRS on my behalf:

Title

Name

Address

Suburb

State

Postcode

Phone/TTY

Fax

Email

Signature of nominated person

5. My signature

I give consent to the National Relay Service (NRS) to keep a record of the information on this form. I understand that the NRS will only share it with NRS staff and contactors where necessary to meet my needs.

I understand that the NRS will keep my details private, in line with the *Commonwealth Privacy Act 1988* and that if there are changes in the operation of the relay service, the NRS may contact me with further information.

Signature

Date signed:

If you are not sure about some of the questions in the form, contact the NRS Helpdesk on 1800 555 660 (voice) or 1800 555 630 (TTY) 8 am to 6 pm Monday to Friday (Eastern Standard Time), or email us at helpdesk@relayservice.com.au. If you prefer, you could call us through the NRS on your TTY. Ring 1800 555 677 and ask for 1800 555 660.

Please send the printed and completed form to the NRS Helpdesk:

- **mail to:** PO Box 823 Strawberry Hills NSW 2012
- **fax to:** 1800 555 690
- **scan and email to:** helpdesk@relayservice.com.au.

If you wish to find out more about the National Relay Service and other communication options for people who are deaf, or have a hearing impairment and/or speech impairment, please visit www.communications.gov.au/accesshub.
