



An Australian Government Initiative



National Relay Service account—new account form

This form is to open an account with Australian Communication Exchange Ltd [ACN 003 0444 899] which provides the Relay component of the National Relay Service [NRS].

You will need to open an account if you wish to make relay calls to:

- Overseas numbers.
- Information or service numbers that start with 190. *These are numbers that are used for information services or for competitions. They are generally charged by the minute.*

You do **not** need to fill in this form or open an NRS account if you only want to make local calls, national [STD] calls or toll-free calls through the NRS.

If you wish to **change** your account details please fill in our *Change of details* form.

1a. My current details—personal

Personal accounts only

Title

First name

Last name

Address

Suburb

State

Postcode

Phone—please include your area code

Fax—please include your area code

Email

1b. My current details—business

Business accounts only

Title

First name

Last name

Business name

Address

Suburb

State

Postcode

Phone—please include your area code

Fax—please include your area code

Email

2. My preferred mode of making and receiving calls

Tick the call types you would normally use when making or receiving calls via the NRS.

- Type and Read
- Speak and Read
- Type and Listen
- Speak and Listen
- Internet Relay
- Unspecified *Tick this box if you know that your telephone will be used by more than one person who uses voice or TTY.*

3. My NRS Registration Number is:

This is the phone number that is normally used by you to make relay calls. It will be recorded for you on the NRS database and will be used, with your PIN, to verify that you have a current account with us. Bills will be sent to you for any overseas or 190 calls made from this number.

4. My PIN

*This is a four digit 'password' that you will need to make chargeable calls. You can choose your own or we can supply one. Your PIN is confidential like a bank account PIN, so do not share it with others. If it is stolen and used you may be liable for any outstanding accounts. Your PIN **must** be numbers only [not letters] and can't be the same number repeated four times [eg 1111].*

Yes, I would like to choose my own pin. The numbers I would like for PIN are:

Please supply me with a PIN:

5. My signature

Please attach a power of attorney if someone else signs for you.

I am 18 or more years old. The information on this form is correct and I agree to abide by NRS terms and conditions for use of the service and to pay any invoices related to calls from my phone to overseas numbers or 190 premium rate numbers. I understand that if I do not pay these invoices within the required timeframe that my access to such services via the NRS may be cancelled or restricted.

Signature

Date signed:

Need help

If you are not sure how to fill in the form, please contact NRS account inquiries 9 am to 5 pm Monday to Friday Brisbane time on:

- **1800 555 677** and ask for **1300 300 551** (TTY users through the NRS) or
- **1300 300 551** (TTY users direct) or
- **1800 555 727** and ask for **1300 3600 551** (Speak and Listen users)

Please note

Separate forms must be filled out for personal and business accounts.

If you change your name, address or phone number or make any other changes to your arrangements please let us know by completing an *NRS account: Change of details* form.

Please check that you have filled in all your details and signed the form, then post or fax a printed copy of the form it to:

National Relay Service Accounts
PO Box 473
Stones Corner QLD 4120

Fax 07 3815 7670

You will be notified by mail as soon as your account details have been changed.

NRS use only

Date received:

Date processed and signed:

Date customer notified:
