



An Australian Government Initiative



A phone solution for people who are deaf or have a hearing or speech impairment

National Relay Service Plan 2013–14

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Introduction

Background to the NRS

The National Relay Service (NRS) is a telephone relay service that allows Australians who are deaf, or who have a hearing or speech impairment to communicate with anyone who uses a standard telephone and vice versa. The NRS operates 24 hours per day 7 days per week.

The NRS is an Australian Government initiative provided under contract with the Commonwealth. The NRS is funded by a levy on eligible telecommunications carriers.

The NRS is legislated under the Telecommunications Universal Service Management Agency Act 2012. The NRS Relay Service Provider is also defined as an Emergency Call Person under the Telecommunications (Emergency Call Person) Determination 1999.

The NRS comprises two components¹

- A **Relay Service** which relays calls between the deaf, hearing impaired and speech impaired communities and the broader community; and
- An **Outreach Service** that promotes community awareness and acceptance of the NRS, delivers training on how to use the service and operates a Helpdesk that provides information on how NRS works, including the different call options and equipment available, provides support to users and handles feedback and complaints.

The NRS relay service provider is also defined as an Emergency Call Person under the *Telecommunications (Emergency Call Person) Determination 1999*.

The National Relay Service Plan

The National Relay Service Plan (NRSP) is a document that describes the NRS services and provides an overview of key activities to NRS stakeholders and users about policies, key priorities, strategies and activities for the year. It also identifies performance standards that users can rely on.

The NRSP can be obtained from the NRS website at www.relayservice.com.au.

Anyone is welcome to comment on the content of the NRSP at any time or make suggestions for improvement by contacting the NRS (see Appendix A for contact details).

Objectives

- To ensure efficient and effective management of NRS contractual processes and information consistent with ISO9001:2008 Quality Management Systems.
- To ensure all Services are delivered in a consistent and efficient manner within agreed service level timeframes.
- To ensure all NRS Users receive a consistent and satisfying customer experience with every NRS interaction.

¹ Taken from cl1.1 in TUSMA/ 12/ 2002 Request for Tender

Description of the service and options

The NRS provides people who are deaf, or have a speech or hearing impairment with access to a standard telephone service. This telephone access is provided on terms, and in circumstances that are comparable to the access other Australians have to a standard telephone service.

A brief summary of the service offerings is provided below:

Service Type	Brief description
Captioned relay	<p>This type of relay call is great if you have a hearing impairment but prefer to use your own voice. You speak directly to the other person—no typing!</p> <ul style="list-style-type: none"> • The relay officer re-speaks the hearing person's words into a computer with voice recognition software. This generates the text that appears on your computer or phone screen a couple of seconds later. • You can listen to the other person's voice if you want to, or turn the volume down. • The relay officer only hears the other person's side of the conversation. As in all relay calls they only relay what is said and don't change or interfere with anything.
SMS relay	<p>If you want to make a call on a mobile phone without an internet connection this is the best call option.</p> <p>You type your side of the conversation as a series of SMS text messages on your mobile phone and read the responses from the other person, typed by the relay officer, also on your phone. The relay officer speaks your sms messages to the other party.</p>
Video relay	<p>If you want to make a call using Auslan to someone who speaks English and uses an ordinary phone, this is the call option for you.</p> <p>Video relay allows culturally Deaf people to use their own language - Auslan (Australian Sign Language) - to make a call to a hearing person. The relay officer translates your conversation with the other party via an ordinary phone.</p>
Internet relay	<p>Internet relay calls are ideal if you are deaf, can't hear well or have difficulty using your voice. You just need an internet connection.</p> <p>Calls can be made using instant messaging or through the NRS website. You can also make calls through some mobile phones. You type your side of the conversation and the relay officer uses an ordinary phone to relay (or speak) your words the other party. The relay officer types the response from the other person back to you to read.</p>

Speak and Read	<p>If you can speak but not hear, then Speak and Read is your best call option.</p> <p>This type of relay call is best if you prefer to use your own voice. You speak directly to the other person—no typing! You then read their responses, typed by the relay officer, on your textphone/TTY.</p>
Type and Read	<p>If you are deaf or can't hear well and have difficulty speaking or communicating, this is the most useful call option.</p> <p>You type your side of the conversation and the relay officer uses an ordinary phone to relay (or speak) your words the other party. The relay officer types the response from the other person back to you to read on your textphone/TTY.</p>
Type and Listen	<p>Use this option if you have difficulty speaking or communicating but can hear adequately.</p> <p>You type your side of the conversation into your TTY and the relay officer reads it aloud to the person you are calling. You can then listen to the other person's reply directly on your phone.</p>
Speak and Listen	<p>You can use your own voice or voice output device but may be hard to understand on the phone.</p> <p>You talk directly to the other person. You can listen directly to what the other person is saying.</p> <p>If there is any misunderstanding, the relay officer can re-speak all or part of what you say. Relay officers are experienced at listening to people with speech impairments.</p>
Calling an NRS user	<p>It is easy to make a call through the NRS to someone who is deaf or has a hearing or speech impairment.</p> <p>If your hearing and speech are fine but you would like to call someone who is deaf, hearing-impaired or speech-impaired, you can make a call to them through the NRS. You might have a friend or family member who uses the NRS, or someone might have left you a message and asked you to ring them back through the NRS.</p>
Calls to emergency services	<p>If you find yourself in an emergency which is either life threatening or where time is critical, you can contact fire services, police or ambulance:</p> <ul style="list-style-type: none"> • by TTY - dial 106 • by internet relay - ask for Triple Zero (000) • by captioned relay – dial Triple Zero (000) • by SMS relay – text 0423 677 767 • by video relay – login to Skype and contact one of the NRS contact names and request them to call triple zero (000), or • by ordinary phone - dial 1800 555 727 and ask for Triple Zero (000).

Appendix B contains the National Relay Service Terms and Conditions for use of the Relay Service.

Most calls made through the NRS are billed through your telecommunications service provider. The relay service provider only charges NRS users for calls made to international destinations or premium rate services. Charges for using the NRS are detailed in Appendix C.

The call options and types for both inbound and outbound are represented in the tables below:

TELETYPEWRITER (TTY) SERVICES – 24/7/365 days per year

Inbound			Call Option	Call Type	Outbound		
TDD ²	Modem/ Data- Text	Voice			TDD	Modem/ Data-text	Voice
		✓	TTY – Type and Read	Voice to Text Relay	✓	✓	
✓	✓		TTY – Type and Read	Text to Voice Relay			✓
✓		✓	TTY – Type and Listen	Hearing Carry Over (HCO) ³			✓
✓		✓	TTY – Speak and Read	Voice Carry Over (VCO) ⁴			✓
✓		✓	TTY – Speak and Read	VCO to VCO	✓		✓
✓	✓		TTY - Emergency	Text Emergency Service 106			✓

CAPTIONED RELAY SERVICES – 24/7/365

Inbound			Call Option	Call Type	Outbound		
TDD	Modem/ Data- Text	Voice			TDD	Modem/ Data-text	Voice
✓	✓	✓	Speak and Read	Captioned Relay			✓

INTERNET RELAY SERVICES – 24/7/365

Inbound			Outbound
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²Telecommunications device for the deaf (e.g. TTY or captioned telephony solution)

³ Enables a user with a speech impairment to receive communication directly from the other party and to type their side of the conversation on a TTY, while a Relay officer uses voice to communicate to the other party.

⁴ Enables a user with hearing impairment to communicate directly with another party using natural speech and receive communication from the other party via text through a Relay officer

TDD	Modem/ Data- Text	Voice	Call Option	Call Type	TDD	Modem/ Data-text	Voice
	✓	✓	Type and Read	Internet Relay Text to Voice Relay			✓

SPEECH TO SPEECH SERVICES – 24/7/365

Inbound			Call Option	Call Type	Outbound		
TDD	Modem/ Data- Text	Voice			TDD	Modem/ Data-text	Voice
		✓	Speak and Listen (SSR)	Speak and Listen Relay (SSR)			✓

SMS RELAY SERVICE – 24/7/365

Inbound			Call Option	Call Type	Outbound		
TDD	Modem/ Data- Text	Voice			TDD	Modem/ Data-text	Voice
	✓		SMS Relay	SMS to voice Relay			✓
		✓	SMS Relay	Voice to SMS Relay		✓	

VIDEO RELAY SERVICE – 7:00 am – 6:00 pm EST (excluding public holidays)

Inbound			Call Option	Call Type	Outbound		
TDD	Modem/ Data- Text	Voice			TDD	Modem/ Data-text	Voice
	✓	✓	Auslan Solution	Video Relay		✓	✓

Privacy policy

The NRS complies with the Australian Government *Privacy Act 1988*. The relay service provider only collects information from users in order to provide a quality service. Refer to Appendix D for the NRS privacy policy.

Access to the service

NRS users can make as many calls as they wish. There is no limit on the length of calls or the number of follow-on calls NRS users can make to local, long distance or mobile numbers once connected to the Relay Service.

NRS users are required to set up an account to make calls to international or premium rate numbers as there are charging arrangements for these types of calls. Alternatively, NRS users can dial overseas numbers by using a pre-purchased Tele-card bought within Australia. Refer to Appendix D – NRS Charges for Use and Appendix E - NRS Credit Management Policy for further details.

For information, instructions or training in the use of the Relay Service, visit the NRS website www.relayservice.gov.au or contact the Outreach Service (NRS contact details are provided in Appendix A).

The NRS provides a range of services, the majority of which can be accessed 24 hours a day, 365 days a year.

Service Type	Numbers to use (NRS User)	Numbers to use (Voice Party)	Availability
Relay Service	133 677 (133 NRS)	133 677 (133 NRS)	24/7/365
Relay Service toll free number ⁵	1800 555 677 (1800 555 NRS)	n/a	24/7/365
Relay Service from other countries ⁶	+61 7 3815 7799	n/a	24/7/365
Speak and Listen (SSR) Relay	1300 555 727 (1300 555 S2S)	1300 555 727 (1300 555 S2S)	24/7/365
Speak and Listen (SSR) Relay toll free number ⁷	1800 555 727 (1800 555 S2S)	n/a	24/7/365
Speak and Listen (SSR) Relay from other countries ⁸	+61 7 3815 8000	+61 7 3815 8000	24/7/365

⁵ 1800 access numbers can only be used for calling other toll free numbers.

⁶ Calls to and from other countries via the Relay Service are restricted to the English language and require a Pin number and account or the use of a calling card purchased in Australia.

⁷ Speak and Listen (SSR) Relay callers in need of an emergency service may call Triple Zero via Speak and Listen (SSR).

⁸ Calls to and from other countries via the Relay Service are restricted to the English language and require a Pin number and account.

Service Type	Numbers to use (NRS User)	Numbers to use (Voice Party)	Availability
Teletypewriter (TTY) Emergency Call Service ⁹	106	n/a	24/7/365
Reverse charge or Telecard calls through the Relay Service ¹⁰	1800 555 722 (1800 555 RCC)	n/a	24/7/365
Internet Relay	Make and receive calls through the NRS website go to: http://www.iprelay.com.au/call/	1300 553 467	24/7/365
Captioned Relay	Make calls through the NRS website go to: http://www.nrscall.gov.au/captioned-relay/	1300 318 850 and enter the number (including area code) and press #	24/7/365
SMS Relay	0423 677 767	133 677 / (133 NRS)	24/7/365
Video Relay	Make calls through Skype by adding nrs.videorelay 1 - 6 and nrs.videorelay call-back	1300 149 715 and request Skype contact name	Mon – Fri (EST) 7:00 am-6:00 pm Excluding public holidays

Emergency services

The Telecommunications (Emergency Call Persons) Determination 1999 specifies that the NRS Provider is the national operator of emergency call services for text based calls to the emergency service number 106 via a Teletypewriter (TTY).

⁹ Speak and Listen (SSR) Relay callers in need of an emergency service may call Triple Zero via Speak and Listen (SSR).

¹⁰ Australian purchased Telecard services will allow for International calls to be made without the need for Pin number or account.

DISTINCTION BETWEEN TTY EMERGENCY CALLS AND CALLS MADE ON OTHER SERVICES

The relay service provider only acts as the Emergency Call Person when emergency calls are received through the TTY to the emergency service number 106. In this situation, the relay service provider is acting to dispatch the requested service (Police, Fire or Ambulance) to the NRS user using the location as identified by the fixed line telephone number. In all other relay services, the user's call cannot be identified as an emergency call and does not have comparable telecommunication network priority or reliability as 106 text emergency service.

Service	Description of emergency call process	Relay response	Availability
TTY Including: Type & Read; Speak & Read; Type & Listen.	User contacts the Relay Service by dialling 106	<ul style="list-style-type: none"> • Call is received with priority routing. • Relay acts as Emergency Call Person and is acting to dispatch the requested service (Police, Fire or Ambulance) to the NRS user. • Location of user is visible to relay service provider. • The caller is connected to the requested emergency service organisation (Police, Fire or Ambulance) and the emergency call is relayed. • Relay officer or Emergency Service Organisation can call the user back if the connection is lost. 	24/7/365

However, other NRS users who do not have access to the above Text Emergency Call Service can still request emergency assistance by placing a call via the NRS to the standard Triple Zero (000) service. The location and type of emergency service required are not automatically provided with the call. A Relay Officer must ask the caller to provide this information.

Service	Description of emergency call process	Relay response	Availability
TTY Including: Type & Read; Speak & Read; Type & Listen.	TTY User requests 000 through the Relay IVR	<ul style="list-style-type: none"> • Call is prioritised in call queue to ensure call is connected to next available relay officer. • Relay will dial call to Triple Zero and relay the emergency. • Location of user is visible to relay service provider. • The caller is connected to the requested emergency service organisation (Police, Fire or Ambulance) and the emergency call is relayed. • Relay officer or Emergency Service Organisation can call the user back if the connection is lost. 	24/7/365
Captioned Relay	User dials 000	Web browser: <ul style="list-style-type: none"> • Call is prioritised in call queue to ensure call is connected to next available relay officer. • The caller's number is inserted into the outbound call allowing Triple Zero to obtain their CLI and trace the location via IPND. • If a 000 call drops out and the RO believes that the call has incorrectly disconnected there is a process to attempt to retrieve the call. Handset: <ul style="list-style-type: none"> • Call is prioritised in call queue to ensure call is connected to next available relay officer. • Callers are dialling on the PSTN to connect to 000. Triple Zero and the Emergency Service Organisation will have the CLI and will be able trace the location via IPND. • The Relay Service does not have any call back facility if the call drops out, but the Emergency Service Organisation is able to initiate a call back for a legitimate call. 	24/7/365

Service	Description of emergency call process	Relay response	Availability
Internet Relay	User requests 106 or 000 through Internet Relay channels	<ul style="list-style-type: none"> • Call is prioritised in call queue to ensure call is connected to next available relay officer. • Relay will dial call to Triple Zero and relay the emergency. • Location of user <u>is not</u> visible to the relay service provider. The relay officer will ask the caller to provide location information. • Relay officer <u>is not</u> able to call the user back if the connection is lost. 	24/7/365
Speak & Listen	User calls 1800 555 727 (toll free) or 1300 555 727 and requests Triple Zero	<ul style="list-style-type: none"> • Call is prioritised in call queue to ensure call is connected to next available relay officer. • Relay will dial call to Triple Zero and relay the emergency. • Location of user is visible to relay service provider if the caller is using an ordinary PSTN service. • The caller is connected to the requested emergency service organisation (Police, Fire or Ambulance) and the emergency call is relayed. • Relay officer or Emergency Service Organisation can call the user back if the connection is lost. 	24/7/365
SMS	User will SMS 0423 677 767 and can enter trigger words such as Triple Zero, 000, 106, Emergency, Police, Fire, Ambulance	<ul style="list-style-type: none"> • Once user's SMS is received with trigger word, the call is prioritised in call queue to ensure call is connected to next available relay officer. • Relay will dial call to Triple Zero and relay the emergency. • Location of user <u>is not</u> visible to the relay service provider. The relay officer will ask the caller to provide location information. • Relay officer or Emergency Service Organisation can SMS the user back if the connection is lost. 	24/7/365
Video Relay	User can sign or instant message the need to dial Triple Zero	<ul style="list-style-type: none"> • Relay will dial call to Triple Zero and relay the emergency. • Location of user <u>is not</u> visible to the relay service provider. The relay officer will ask the caller to provide location information. • Relay officer can Skype the user back if the connection is lost. 	7:00 am – 6:00 pm, Monday to Friday excluding public holidays

Feedback and complaints

The NRS encourages and welcomes suggestions, complaints and feedback. People can provide feedback or lodge a complaint in a number of different ways:

- By TTY: 1800 555 630 - our Helpdesk can take your TTY call and note details of your concern or complaint.
- By phone: 1800 555 660 – speak to our Helpdesk who will take details of your concern or complaint.
- By email: You should direct your feedback or complaint to feedback@relayservice.gov.au
- Via the online complaints form on our website:
 - <http://www.relayservice.gov.au/contact/complaint/>
- By fax: 1800 555 690 to lodge your complaint by fax
- By SMS: 0416 001 350 to lodge your complaint by SMS
- In writing: You should direct your complaint to:
 - NRS Complaints Coordinator
 - 21A Elliott Street
 - Balmain NSW 2041
- In person: You can make a complaint directly to any staff member in the NRS; or you may want to ask the Helpdesk to make a time for you to meet with an NRS Complaints Coordinator.
- sending an email to: helpdesk@relayservice.com.au
- sending in ideas on the 'send us a message' form on the NRS website at www.relayservice.com.au/contact .

More information can be found in Appendix F – NRS Complaints Policy.

NRS outreach service customers

The primary customers of the NRS Outreach Service are people who are deaf, or have a hearing or speech impairment. Other customers include the friends, family, colleagues and carers of the primary customers, 'intermediaries' who work closely with primary customers (such as audiologists, speech therapists, teachers, aged care staff) as well as businesses, community organisations and government.

NRS Outreach services and availability

NRS Outreach services are available to all current and potential users of the NRS, with the NRS Outreach contract with the Commonwealth identifying priority target groups. NRS Outreach prepares an annual plan for delivering strategies and activities based on fair and equitable service provision including in metropolitan, regional and rural areas; and through an agreed balance of one-to-one, group, face-to-face and electronic activities.

NRS Outreach services are provided through four main activity streams primarily in English with a range of targeted activities designed to meet the communication needs, information channels, key message drivers and learning styles of particular target groups. In practice, all four activity streams are interrelated.

Promotion and Awareness-Raising

The promotion and awareness-raising strategy is informed by the outcomes of a continuous performance and service development framework. The marketing team oversees the following functions:

- Design and development of major marketing campaigns for all target groups as well as targeted marketing projects
- Development of hard copy and electronic products to assist awareness, understanding, confidence and usage of the NRS e.g. brochures, posters, fact sheets, DVDs, community service announcements, radio ads to customers, potential customers, intermediaries, businesses, community organisations and government
- Development and co-ordination of advertising, unpaid media, editorials
- Management of the NRS social media presence (Facebook, Twitter, YouTube, other social media as determined) and the NRS website www.relayservice.gov.au
- The Community Education Coordinators, Industry Engagement Officers and Specialist Sector Liaison Officers also promote the NRS and raise awareness through:
 - Holding introductory sessions and Awareness Sessions
 - Participation in conferences and expos both as trade exhibitors and on the conference program
 - Briefings conducted with relevant businesses and other organisations

Training

Training is a single point in a chain of events for any new NRS user. The NRS Community Education Coordinators and Specialist Sector Liaison Officers (across all states) engage with new NRS users and any support circles before, during and after training. Training

occurs through a tailored plan to meet the needs of the individual and the NRS technology and device they will be using. Training ...

- Is often undertaken **face-to-face** with the NRS user in their home or workplace. This usually involves a non-NRS primary user as well – family, friend, carer, workmate -in order to strengthen background support for the new NRS user. However, training may be conducted **remotely** e.g. video link, webinars, phone support
- May be conducted **1:1** or as a **group** – the latter being particularly common when the need is for ‘demonstrating the NRS’
- May require **more than one Training Session**
- Often includes **preparatory activities** (e.g. viewing NRS call animations) as well as **follow-up activities** particularly practice phone calls
- Uses a selection of tools and products according to the person’s learning style and needs.

Consumer Liaison

NRS Outreach operates a national Helpdesk between Monday to Friday, 8.00am and 6.00pm Eastern Standard Time and provides free contact by phone, direct TTY, fax, SMS, email or internet. The Helpdesk team:

- Responds to NRS users, potential users, intermediaries and the general public – covering requests for verbal information, hard copy resources or inquiries about training or Awareness Sessions
- Provides assistance for users in relation to NRS access - accessing appropriate equipment¹¹, technical support¹² and other matters impacting on NRS service connectivity
- Provides complaints resolution (in consultation with the Relay Service Provider where appropriate).

Stakeholder engagement

Stakeholder engagement underpins NRS Outreach work. NRS Outreach uses the IAP2 Spectrum of Public Participation¹³ framework and strategies (Inform, Consult, Involve, Collaborate, and Empower) to create planned engagement with different stakeholder groups using a variety of tools. Some more visible engagement activities during 2013-14 will be the NRS Advisory Committee (NAC).

Priorities for 2013-14

Relay service priorities for 2013-4

The relay service provider is committed to ensuring continuous improvement with regard to the following key priorities for the year ahead:

¹¹ Note, that NRS users are responsible for purchase or hire and related maintenance of any necessary equipment which may include TTYs, computers, telephones smartphones, tablets; and that other entities are responsible for telephone and internet service provision

¹² Note that NRS Outreach is not responsible for assisting customers who request assistance with matters that lie outside the terms of the NRS Outreach Service Contract – such matters include equipment supply; device configuration; operating system software; telecommunication carrier arrangements

¹³ Technical support and complaints handling is provided in line with the agreed policy at Appendix 2

1. Successful Implementation of New Relay Services
2. Regular reviews of the NRS customer experience
3. Relay Officer professional development and accreditation

Successful implementation of enhanced Relay Services

The relay service provider has project managed the successful introduction of the following new services;

Enhancement	Target delivery date
SMS Relay	From 1 st July 2013
Video Relay	From 1 st July 2013
Web-based Captioned Telephony	From 28 th October 2013
Two way internet relay	From April 2014
Access to NRS via a mobile device application	To be developed in 2014
SMS Alerts	To be developed in 2014
Personalised telephone numbers for two way internet relay	To be developed in 2014

Regular reviews of the NRS customer experience

The relay service provider will contribute to quarterly tri-party meetings where TUSMA, the outreach provider and the relay service provider present information which gives all parties a greater understanding of the customer experience. The reviews will look at existing and enhanced services.

As part of the review process, parties will discuss opportunities for improvements. With tri-party agreement, proposed changes may be presented to the Change Advisory Board as a more in-depth proposal. At this point, affected parties will consider the resources required to make a change.

Both the regular reviews and the Change Advisory Board will contribute to the overarching goal of delivering an NRS which remains responsive to evidenced based community needs.

Relay Officer professional development and accreditation

The relay service provider will implement specific training modules to further enhance the relay officers' awareness of NRS user needs. Consumer Awareness training will be rolled out annually. Training modules will provide relay officers with a heightened level of understanding regarding the diversity of needs for deaf, hearing and speech impaired and people with complex communication needs. This training will improve call facilitation and build consistency in service delivery.

The relay service provider is committed to further enhancing Relay Officer professional development by introducing National Emergency Services training. This will be delivered to all relay officers in line with Government's Skills Australia. This training will heighten Relay officer competency and awareness to provide best practice service in emergency communications facilitation.

Overall, the professional development program will deliver:

- increased capability, call facilitation and performance of individuals and teams as a direct result of accredited training and assessment;
- opportunities to enhance and review the existing training and assessment delivery within the Relay Officer induction program;
- a professional, innovative and skilled attitude and approach to the training of emergency services personnel; and
- specialised training modules to address the necessary competencies with regard to the transmitting and receiving of emergency communications in routine and operational situations using the organisation's communications systems and equipment.

Outreach service priorities for 2013-14

NRS Outreach Service 2013-14 – Approach and Features

The overall approach to NRS Outreach during 2013-14 is built on enduring principles which have delivered success during the period 2006 – 2013. In summary they are:

- A social marketing framework
 - Emphasising qualitative research
 - Testing messages and products during the course of their development
 - Maintaining existing NRS users while introducing new users
 - Reaching potential NRS users through intermediaries
 - Using social media to develop ongoing relationships
 - Using a 'moments of truth' auditing model
- Clearly addressing the opportunities in the Australian policy landscape – National Broadband Network, Aged Care Reforms, National Disability Insurance Scheme, growth in telehealth
- Clearly addressing the challenges (but also opportunities) in the technical environment – technical developments, decline in fixed line connections, growing service delivery via telecommunications, growth of mainstreaming

There will be a different operating environment in 2013-14 for NRS Outreach – we will be engaging with current and potential NRS users before, during and after any service enhancements or changes. NRS Outreach work, of necessity, involves substantial work before an enhancement or new service goes live. **Internally we need to work through a three-stage testing and development process** consisting of:

- Stage 1: Understanding the functional specification
- Stage 2: Controlled trialling of the service improvement with NRS users
- Stage 3: Finalisation of NRS Outreach plans (messaging, collateral, distribution channels) based on feedback at Stage 2.

Externally, we need to be engaging with communities creating excitement and anticipation of service enhancements and new NRS call types.

NRS Outreach Service 2013-14 – three Key Priorities

- Continuing the focus of 'Building NRS in'

- Building NRS awareness into existing Education, Training, Health and Aged care systems and reforms
- Building NRS action into day-to-day behaviour by making it simple for intermediaries to take the next step to tell someone about the NRS or provide material
- Broadening engagement and interaction opportunities with NRS
 - Scaling up social media and the integration of social media and non-internet advertising
 - Commencing the NRS National Advisory Committee (NAC) and expanding the NRS Stakeholder Reference Panel (NRS-SRP)
- Building anticipation, interest and acceptance of NRS service improvements and new NRS call types

NRS Outreach Strategies 2013-14 re Promotion and Awareness

NRS 2013-14 Outreach activity will focus on:

- Fresh campaigns for service improvements (two-way Internet Relay and possibly more effective emergency access from mobile devices)
- New campaigns for new NRS call types (e.g. Captioned Telephony, SMS Relay, Video Relay).
- Market segmentation by ability (can hear but not speak; can hear and speak with difficulty; can't hear but can speak; can't hear and don't use voice) and by lifestage (school, work and retirement)
- Testing new distribution channels like social media, webinars, video Awareness Sessions. In particular this will include
 - Expanding social media, increasing interactivity and better integrating it with advertising
 - Shifting website content towards video and related photo imagery
 - Expanding our e-learning module to other audiences including undergraduate courses in the health, disability and community sectors

NRS Outreach Strategies 2013-14 re Training

NRS 2013-14 Outreach activity will focus on:

- Creating interest – and getting champions – re service improvements and new NRS call types
- Consolidating and promoting the roles of the Community Education Coordinators and Specialist Sector Liaison Officers and understanding the incentives for TTY users to move to newer technology
- Extending our suite of training methods including non face-to-face activities – animations online, video demonstrations, webinars.

NRS Outreach Strategies 2013-14 re Consumer Liaison

NRS 2013-14 Outreach activity will focus on:

- Promoting the new Helpdesk operating hours

- Meeting new Service Levels (SL)
- Engaging and monitoring efficiency and effectiveness of new business-to-business arrangements with the Relay Service Provider including issues and complaints handling across technical support and other matters.

NRS Outreach Strategies 2013-14 re Stakeholder Engagement

NRS 2013-14 Outreach activity will focus on:

- Establishing the NRS NAC and achieving impacts through the 2013-14 meetings
- Growing the NRS-SRP in terms of scale and effectiveness
- Bedding down new stakeholder engagement processes for the Specialist Sector Liaison Officers and the Industry Engagement Officers
- Shifting the work in the (previous) Business and Government campaign towards 'Business Solutions'
- Consolidating and co-ordinating the Indigenous project work

Key industry and government activities will include Hearing Awareness week and activity with Local Governments; maintaining the momentum with the Department of Veteran's Affairs, Aged Care Assessment teams, the Job-seeker sector, Medicare Local networks and Men's Sheds.

Service Levels

NRS relay service provider

Service Levels

Service	Activity	Service Level
Relay Service (Relay Core Services and Relay Additional Services)	Answering calls	<p>Service Level 1 – Call Answer Time</p> <p>For each month:</p> <p>a. at least 85% of calls are answered by a call taker within 5 seconds of reaching the relevant answering point for the call; and</p> <p>b. at least 95% of calls are answered by a call taker within 10 seconds of reaching the relevant answering point for the call.</p>
Relay Service (Relay Core Services and Relay Additional Services)	Answering calls	<p>Service Level 2 – Calls Abandoned</p> <p>No more than 2 per cent of calls abandoned after leaving the Interactive Voice Response (IVR) or being presented to the call routing queue (monthly average).</p>
Relay Service (Relay Core Services and Relay Additional Services excluding video relay calls)	Message Relay	<p>Service Level 3 – Raw Accuracy</p> <p>For each month, no less than 95 per cent raw accuracy of words.</p> <p>Raw accuracy is to be measured through monthly staff assessments of relay officers.</p>

NRS outreach service provider

Service Levels

Please note the following:

- **Enquiry** - A customer request which requires provision of information or action that is within the scope of Outreach Services
- **Resolution** - Reaching a conclusion through provision of information and/or a response to the issue raised

Service	Activity	Service Level
Help Desk	Answering of telephone, Website and email enquiries (other than complaints) from NRS users, potential NRS users or persons representing them in relation to the National Relay Service (Help Desk Users)	<ol style="list-style-type: none"> <li data-bbox="965 300 1469 568">1. For each month, the Service Contractor Personnel must answer greater than 85% of all telephone calls from Help Desk Users during the hours of operation of the Help Desk within 90 seconds. <li data-bbox="965 591 1469 1084">2. For each month, the Service Contractor Personnel must acknowledge receipt of greater than 85% of all enquiries received through public NRS email addresses or forms from the NRS website or from Help Desk Users within 4 hours where the enquiry is received before 2 pm on a Business Day or otherwise on the next Business Day. <li data-bbox="965 1106 1469 1576">3. For each month, the Service Contractor Personnel must resolve greater than 85% of all enquiries received from Help Desk Users by Telephone (that are not able to be resolved while on the call) Website or email, that it is able to resolve without input from the Commonwealth or the Relay Service Provider or a third party within 2 Business Days.
Complaints Management	Resolve complaints received from users of the National Relay Service (Complaints)	<ol style="list-style-type: none"> <li data-bbox="965 1615 1469 1930">4. For each month, the Service Contractor Personnel must resolve greater than 85% of all Complaints received during that month within the timeframes required under the Agreement (including the complaints handling policy) for the type of Complaint.

NRS Outreach Key Activity Measures (KAMs)

There are eight KAMs proposed for 2013-14 clustered under the four streams of activity. Most KAMs have a minimum performance target for the 2013-14 year.

Table 1: Minimum and Aspirational Performance Targets for 2013-14

Note #1 – Criteria for meeting KAM 4.1 are

- NAC member appointment process aligns with good practice – transparency, objectivity

NRS outreach activity stream		minimum target 2013-14
	promotion and awareness	
KAM 1.1	Number of participants at 'Introducing the NRS' sessions	225
KAM 1.2	Number of staffed displays at major national conferences expos/ exhibitions	10
	training	
KAM 2.1	Number of 'Demonstrating the NRS' sessions	40
KAM 2.2	Number of Training Sessions held with people who are culturally Deaf	25
KAM 2.3	Number of Training Sessions held with people who have complex communication needs	20
KAM 2.4	Number of Training Sessions held for Captioned Telephony users	40
	consumer liaison	
	(See Service Levels at Appendix 4)	
	stakeholder engagement	
KAM 4.1	NRS National Advisory Committee established	See note #1 below
KAM 4.2	NRS Stakeholder Reference Panel established	See note #2 below

- NAC membership achieves broad stakeholder representation – NRS users, key advocacy interests, industry, health/ aged/ disability interests
- NAC business process aligns with good practice for stakeholder engagement – diverse methodologies, transparency and clarity between matters for information, consultation, involvement, collaboration and empowerment

Note #2 – Criteria for meeting KAM 4.2 are

- SRP has more than 75 members
- SRP represents different interests relevant to the NRS

SRP includes NRS users and non-users

Other Measures

Other Measures for 2013-14 is listed at Table 2 clustered under the four streams of activity:

- **Promotion and awareness.** These measures are activities where NRS Outreach is providing information or material to audiences.
- **Training.** These measures are where NRS Outreach is increasing confidence by demonstrating NRS or implementing a tailored training plan
- **Customer liaison.** This measures relates specifically to activity at the NRS Helpdesk
- **Stakeholder engagement.** These measures are activities where NRS Outreach is interacting with NRS target groups – consulting, involving, collaborating or empowering them

Typically the other performance measures establish baseline data and may become KAMs in subsequent years or track changes across a group of measures that collectively show NRS Outreach performance but do not singly constitute a reliable performance measure.

Thus Table2 shows (columns left to right):

- Measure descriptor
- Detail and any other relevant comments

The measures will be tracked as part of NRS Outreach continuous improvement. Some may only be available or tracked for limited periods. They will only be reported to the Commonwealth where relevant.

Those marked with an asterisk (*) may only be available when data sharing arrangements between the Providers are finalised

Table 2: Other Measures for 2013- 14

MEASURE	Detail and other comments
Promotion and Awareness	
Number of print products distributed (by product)	Number printed x product name
Number of other products distributed (by product)	Number of products x product name
Number of website visits	Track and provide commentary where required
Number of website page views	Track and provide commentary where required
Number of video views	Includes view counts of the QSOL (YouTube) and SOF (YouTube) videos as a subset
Number of 'likes' on NRS Facebook site	Track and provide commentary where required
Number of 'followers' on NRS Twitter site	Track and provide commentary where required
Free print media	List and provide commentary where relevant
Paid media/ advertisements	List and provide commentary where relevant
Number of Awareness Sessions held by metro/non-metro area	Track and provide commentary where required

MEASURE	Detail and other comments
Number of participants at Awareness Sessions in metro/ non-metro areas	Track and provide commentary where required
Number of Awareness Sessions by state	Track and provide commentary where required
Number and % of Awareness Sessions by audience	Track and provide commentary where required
Note where Awareness Session audience members are indigenous	Track and provide commentary where required
Number of Awareness Sessions held with NRS users/ potential users aged under 21	Track and provide commentary where required
Number of Awareness Sessions held with NRS users/ potential users aged 65 or over	Track and provide commentary where required
Number of Awareness Sessions held with people working in business or government or emergency services	Track and provide commentary where required
Number of Introducing the NRS Sessions	Track and provide commentary where required
% Introducing the NRS Sessions by audience	<i>Introducing the NRS</i> is a new type of NRS Outreach activity
% Introducing the NRS Sessions by call type	Track and provide commentary where required
Number of inserts in conference participant packs	Track and provide commentary where required
Number of conferences/ expos/ exhibitions by target audiences	Track and provide commentary where required
Number of staffed displays at expos/exhibitions with a state or regional catchment	Track and provide commentary where required
Number of direct contact exposures at conferences/ expos/ exhibitions (without request for follow up)	Track and provide commentary where required
Number of requests for follow-up at conferences/ expos/ exhibitions	Track and provide commentary where required
Training	
Number of Video Relay users	Track and provide commentary where required
Number of Captioned Telephony Users	Track by web-browser or Handset users and provide* commentary where required*
Number of NRS users using more than 1 call type	This would be useful data for refining promotion and awareness messages*
% of Individual Training Sessions by call type	Participants being trained by each call type (Speak and Read, Type and Read, Type and Listen, Speak and Listen, Internet Relay, browser-based Captioned Telephony, handset-based Captioned

MEASURE	Detail and other comments
	Telephony, SMS Relay, Video Relay, App)
% of Individual Training Sessions held in metro/ non-metro areas	Track and provide commentary where required
% Demonstrating the NRS Sessions by call type	What call types were demonstrated
% Demonstrating the NRS Sessions by audience	<i>Demonstrating the NRS Sessions</i> is a new type of NRS Outreach activity
% of Demonstrating the NRS Sessions held in metro/ non-metro areas	Track and provide commentary where required
% Hands-on Group Training Sessions by call type	
% Hands-on Group Training Sessions by audience	
% Hands-on Group Training Sessions held in metro/ non-metro areas	
Customer Liaison	
% of enquiries by type	Track by categories (yet to be agreed)
Number of technical support matters	This item will track discrete incidents of technical support whether they arise as complaints or not
Stakeholder Engagement	
Number of call centres involved in Hearing Awareness Week	Track and provide commentary where required
Number of call centre agents exposed to NRS during Hearing Awareness Week	Track and provide commentary in report
Number of visits to NRS e-learning	Track and provide commentary where required
Number of online CPD ¹⁴ completions	Track completion by professional group
Performance, Research and Development	
% training participants who are NRS users at 3 months, 6 months and 12 months post-training	NRS users post training at 3 months, 6 months and 12 months as % of original training participant
Community member awareness of NRS	Newspoll survey in omnibus survey in May 2014
Intermediary awareness of NRS	<ul style="list-style-type: none"> ▪ Heard of NRS? ▪ Know NRS is for Deaf? ▪ Know NRS is for hearing impaired? ▪ Know NRS is for speech impaired? ▪ Know of Internet Relay? ▪ Know of Captioned Telephony? ▪ Know of SMS Relay? ▪ Know of Video Relay? ▪ Know of NRS app?

¹⁴ CPD=Continuing Professional Development

Appendix A – Contact information

NRS

There are many ways to contact the National Relay Service:

- Contact the NRS Helpdesk by TTY on 1800 555 630
- Contact the NRS by making an internet relay call and ask for 1800 555 660
- Contact the NRS Helpdesk by phone on 1800 555 660
- Contact the NRS Helpdesk by fax on 1800 555 690
- Contact the NRS Helpdesk by SMS on 0416 001 350
- Write to the NRS at:
21A Elliott Street
Balmain, NSW 2041
- Send an email to the NRS at helpdesk@relayservice.com.au
- Send in ideas on the 'send us a message' form on the NRS website at www.relayservice.com.au/contact
- Website (homepage): www.relayservice.gov.au

Appendix B – Terms and Conditions of use of the NRS

By using the services provided by the NRS you are agreeing to these Terms and conditions

1. About these Terms and Conditions

- 1.1 These terms and conditions ("**Terms and Conditions**") are an agreement between a user (referred to in these Terms and Conditions as "**you**", with "**your**" having a corresponding meaning) of the National Relay Service ("**NRS**") and the provider of the NRS, Australian Communication Exchange Limited (ACN 003 044 899) (the "**Relay Service Provider**", also referred to in these Terms and Conditions as "**we**", with "**us**" and "**our**" having corresponding meanings).
- 1.2 These Terms and Conditions govern your use of the NRS and our provision of the NRS.
- 1.3 These Terms and Conditions, among other things, permit us to interrupt, block, restrict or cancel your access to the NRS if you do not comply with certain Terms and Conditions. Such action will safeguard the National Relay Service brand and the provision of service to other NRS users.
- 1.4 These Terms and Conditions form the entire agreement between you and us relating to your use and our provision of the NRS and supersede all previous agreements and understandings, whether oral or in writing, in relation to the NRS.
- 1.5 These Terms and Conditions are governed by the law of the Australian State or Territory in which you ordinarily reside. You and we agree to submit to the jurisdiction of the courts of that State or Territory.

2. General Terms and Conditions of Use

- 2.1 We will provide the NRS to you in accordance with these Terms and Conditions. The NRS includes the new services described in clause 3.1 below ("**New Services**"), and any other new services that may from time to time be added to the NRS.
- 2.2 While we will do everything within our reasonable control and capability to ensure that the NRS (other than the Video Relay Service) is available 24 hours a day, 7 days a week and that the Video Relay Service is available between the hours of 7am and 6pm Australian Eastern Standard Time, Monday to Friday inclusive (excluding national public holidays), we do not warrant that the NRS will be uninterrupted, continuous or error free. We do not accept any liability to you if there is an interruption to or fault in the NRS caused by any third party equipment or service that we do not provide or is not under our control, for example, telecommunications equipment, networks and services.

- 2.3 The NRS may only be used to make calls to or from persons who are deaf, or who have a hearing and/or speech impairment. Such a call constitutes a genuine relay call ("**Genuine Relay Call**").
- 2.4 You must not:
- 2.4.1 use, or allow any other person to use, the NRS for any unlawful purpose;
 - 2.4.2 use the NRS in a manner that we reasonably consider may adversely affect the provision of the NRS to other NRS users;
 - 2.4.3 use the NRS to make "unwelcome communications". Unwelcome communications are unsolicited communications that, by virtue of their content, frequency or timing, are offensive or tend to menace or harass the recipient.
- 2.5 We may, acting reasonably and subject to our obligations as the emergency call person for 106 under the *Telecommunications (Emergency Call Services) Determination 2009* to:
- 2.5.1 interrupt, block or disconnect any relay call that is not a Genuine Relay Call;
 - 2.5.2 interrupt, block, disconnect or otherwise restrict your access to the NRS if you do not comply with your obligations under clause 2.4.
- 2.6 To call international, premium rate, and certain other numbers that we may notify to you, you must have an NRS account and Personal Identification Number (PIN) from us, or utilise a tele-card purchased for the Australian telephone network. If you do not pay any invoices related to the NRS within the required timeframe your access to such services via the NRS may be cancelled or restricted.
- 2.7 You are responsible at your own cost for providing any equipment necessary to access the NRS, including TTYs/TDDs, modems, computers, telephone and other equipment and for all costs and charges associated with telephone and internet services, including connection, call and data costs and charges.
- 2.8 With the agreement of the Commonwealth, changes may be made to the NRS or the manner in which the NRS is accessed or used. Notice of such changes and any changes to these Terms and Conditions will be published on the NRS website.
- 2.9 Life threatening or time critical emergency calls made through the NRS by dialling 106 will be subject to monitoring and call recording as required by law. This is to ensure that calls relayed to an Emergency Services Organisation ("**ESO**"), such as the Police, or Fire, or Ambulance Services, may be recovered by the relevant ESO subject to strict compliance with the relevant legislation. The monitoring and recording of such calls is not for the purposes of coaching and training, but for the purposes of ensuring that access to critical information is available.
- 2.10 We and other NRS service providers must protect the security of any such information in accordance with our legal obligations, including under applicable legislation. All recorded or retained communications will be stored and protected as required by law, and will remain confidential in accordance with our legal obligations.

We may disclose information and communications recorded or held by us in response to lawful disclosure requests from authorised State, Territory and Commonwealth government agencies.

- 2.11 Each time you make a call through the NRS, other than by dialling 106, your call may be recorded for coaching and training purposes, subject to your acknowledgement. We respect your privacy and will treat all calls with confidentiality. Robust information security protocols are applied in accordance with applicable legal obligations. We will comply with the privacy provisions of all applicable legislation, including the *National Privacy Principles* set out in the *Privacy Act 1988 (Cth)*.
- 2.12 To the maximum extent permitted by law, you exclude, and release us from, all liability to you (whether direct, indirect, consequential or otherwise) arising out of or in connection with your use of the NRS, unless such liability arises as a result of our negligence or any breach by us of our obligations under these Terms and Conditions or any applicable law.
- 2.13 Please note if you seek access to ESOs using Web- and Internet-based devices and/or connections or a mobile network connection (including through a New Service), that access:
 - 2.13.1 may not be as reliable as directly dialling 106 with a TTY/TDD;
 - 2.13.2 may not always be available depending on a number of issues such as internet connectivity and device coverage; and
 - 2.13.3 may not enable the emergency operator to identify your phone number or your location.

3. New Service Specific Terms and Conditions

- 3.1 In addition to clauses 1 and 2 of these Terms and Conditions, this clause 3 applies specifically to the following new services: the Video Relay Service ("**Video Relay Service**"), the Web based captioned telephony service ("**Web Based Service**"), and the SMS Relay Service ("**SMS Service**").
- 3.2 We may require you to register prior to use of the Web Based Service. It is your choice to opt in or out of use of the Web Based Service at any time. If you elect to opt out of the registration process, you will still be able to make a call through the Web Based Service, but may not be able to receive a call through that Service. In collecting or using information obtained through the registration process, we will comply with the privacy provisions of all applicable legislation, including the National Privacy Principles set out in the Privacy Act 1988 (Cth).
- 3.3 Please note that the Video Relay Service is only available between the hours of 7am to 6pm Australian Eastern Standard Time, Monday to Friday inclusive (excluding national public holidays).

Appendix C – Cost of using the NRS

The tables below show the charges that apply to different call types depending on the phone you make the call from.

Calling from within Australia

Table 3: Calling from a fixed-line telephone or TTY (home or work), a public phone or TTY payphone

To ...	Phone company charges	NRS charges
Local or long distance numbers in Australia	Approximately the cost of a local call	Nil
Any mobile number in Australia	Approximately the cost of a local call	Nil
Any overseas number via the use of a pre-purchased Tele-card bought in Australia	Approximately the cost of a local call + Cost of the Pre-purchased Tele-card	Nil
Any overseas number (using a National Relay Service account ¹⁵ if IDD via the NRS)	Approximately the cost of a local call	The cost of the overseas call from Australia (See Table below for call charge rates)
Any premium rate information service (e.g. 1900 numbers) in Australia (needs a National Relay Service account ¹⁶)	Approximately the cost of a local call	The cost of the premium rate call
Any 1800 number in Australia	Nil*	Nil
TTY emergency service - 106	Nil	Nil
Speak and Listen emergency service - 1800 555 727	Nil	Nil

* no charge for TTY callers who call through the NRS by first dialing 1800 555 677 then requesting the particular 1800 number they want. Speak and Listen callers should dial 1800 55 727 then ask for the required 1800 number.

Table 4: Calling from a mobile phone or through internet relay, SMS relay, browser captioned relay or video relay

¹⁵ www.relayservice.com.au/support/overseas-reverse-charge-calls

¹⁶ www.relayservice.com.au/support/opening-an-nrs-account

To ...	Phone company charges	NRS charges
Local or long distance numbers in Australia	<ul style="list-style-type: none"> • Time charged by your mobile phone company or • Your internet connection costs (if any) or • Per SMS charges 	Nil
Any mobile number in Australia	<ul style="list-style-type: none"> • Time charged by your mobile phone company or • Your internet connection costs (if any) or • Per SMS charges 	Nil
Any overseas number via the use of a pre-purchased Tele-card bought in Australia	Approximately the cost of a local call + Cost of the Pre-purchased Tele-card	Nil
Any overseas number (using a National Relay Service account ¹⁷⁾)	<ul style="list-style-type: none"> • Time charged by your mobile phone company or • Your internet connection costs (if any) or • Per SMS charges 	The cost of the overseas call from Australia (See Table below for call charge rates)
Any premium rate information service (e.g. 1900 numbers) in Australia (needs a National Relay Service account ¹⁸⁾)	<ul style="list-style-type: none"> • Time charged by your mobile phone company or • Your internet connection costs (if any) or • Per SMS charges 	The cost of the premium rate call
Any 1800 number in Australia	<ul style="list-style-type: none"> • Time charged by your mobile phone company or • Your internet connection costs (if any) or • Per SMS charges 	Nil
TTY emergency service - 106	Not available	Not available
Speak and Listen emergency service - 1800 555 727	Time charged by your mobile phone company	Nil

¹⁷ www.relayservice.com.au/support/overseas-reverse-charge-calls/

¹⁸ www.relayservice.com.au/support/opening-an-nrs-account/

Note: calls from a mobile phone can be either voice calls or internet relay calls if the phone is internet-connected and compatible with internet relay.

Table 5: Calling from a captioned telephone device

To ...	Phone company charges	NRS charges
Local or long distance numbers in Australia	<ul style="list-style-type: none"> • Call charges from your phone company for connection to the other party <li style="text-align: center;">+ • Your internet connection costs (if any) 	Nil
Any mobile number in Australia	<ul style="list-style-type: none"> • Call charges from your phone company for connection to the other party <li style="text-align: center;">+ • Your internet connection costs (if any) 	Nil
Any overseas number via the use of a pre-purchased Tele-card bought in Australia	<ul style="list-style-type: none"> • Cost charged by your phone company to initiate the call (Note: not all Tele-cards are toll-free) <li style="text-align: center;">+ • Cost of the pre-purchased Tele-card <li style="text-align: center;">+ • Your internet connection costs (if any) 	Nil
Any overseas number via International Direct Dial (IDD)	<ul style="list-style-type: none"> • Call charges from your phone company for connection to the other party <li style="text-align: center;">+ • Your internet connection costs (if any) 	Nil
Any premium rate information service (e.g. 1900 numbers) in Australia	<ul style="list-style-type: none"> • Call charges from your phone company for connection to the other party <li style="text-align: center;">+ • Your internet connection costs (if any) 	Nil
Any 1800 number in Australia	Nil	Nil
Emergency service - 000	Nil	Nil

Calling from outside Australia

Table 6: Calling from outside Australia

National Relay Service call type	Phone company charge	NRS charge
Local or long distance numbers in Australia	Time charged by your phone company	Nil
Any mobile number in Australia	Time charged by your phone company	Nil
Any overseas number	Not available	Not available
Any premium rate Information service (e.g. 1900 numbers) in Australia	Not available	Not available
Any 1800 number in Australia	Time charged by your phone company	Nil

NRS outreach services

Customers do not pay for NRS outreach services.

Table 7: If you use a NRS account to make overseas calls, these are the rates you will be charged.

Country	\$A per minute inc GST	Country	\$A per minute inc GST
Afghanistan	1.875	Libya	1.013
Albania	0.713	Liechtenstein	0.375
Algeria	0.750	Lithuania	0.638
Andorra	0.375	Liechtenstein	0.375
Angola	1.088	Lithuania	0.638
Anguilla	0.938	Luxembourg	0.375
Antarctica	1.163	Macau	0.900
Antigua	0.833	Macedonia	0.638
Argentina	0.713	Madagascar	1.200
Armenia	0.938	Malawi	0.938
Aruba	0.833	Malaysia	0.150
Ascension	0.983	Maldiv Islands	1.088
Austria	0.300	Mali	1.200
Azerbaijan	0.863	Malta	0.563
Bahamas	0.563	Mariana Islands/Saipan	0.750
Bahrain	0.863	Marshall Islands	1.088
Bangladesh	0.750	Martinique	0.900

Barbados	0.900	Mauritania	1.200
Belarus	0.713	Mauritius	0.900
Belgium	0.300	Mayotte	0.855
Belize	0.855	Mexico	0.638
Benin	1.125	Micronesia (FS)	1.125
Bermuda	0.638	Monaco	0.375
Bhutan	1.125	Mongolia	1.200
Bolivia	0.938	Montserrat	0.983
Bosnia Herzegovina	0.563	Morocco	1.125
Botswana	1.088	Mozambique	0.938
Brazil	0.713	Myanmar	1.125
Brunei	0.638	Nakhodka	1.875
Bulgaria	0.713	Namibia	0.638
Burkina Faso	1.088	Nauru	1.088
Burundi	1.200	Nepal	1.350
Cambodia	1.425	Netherlands Antilles	0.713
Cameroon	1.200	Netherlands	0.225
Canada	0.075	New Caledonia	0.675
Cape Verde	1.088	New Zealand	0.045
Cayman Islands	0.900	Nicaragua	1.013
Central African Rep	1.275	Niger	1.125
Chad	1.200	Nigeria	0.833
Chile	0.525	Nis & Baltics	0.750
China	0.150	Niue Islands	1.238
Colombia	0.750	Norfolk Islands	0.638
Comoro Island	0.915	Norway	0.300
Congo Rep	1.200	Oman	0.795
Cook Islands	1.275	Pakistan	1.088
Costa Rica	0.713	Palestinian Autonomous Areas	0.675
Croatia	0.375	Palau	1.200
Cuba	0.900	Panama	0.900
Cyprus	0.525	Papua New Guinea	0.450
Czech Republic	0.525	Paraguay	0.900
Denmark	0.300	Peru	0.900
Diego-Garcia	2.850	Philippines	0.225
Djibouti	1.200	Poland	0.375
Dominica	0.750	Portugal	0.713
Dominican Rep	0.563	Puerto Rico	0.488
East Timor	2.700	Qatar	1.088
Ecuador	0.900	Moldova	0.900
Egypt	0.750	Reunion	0.983
El Salvador	0.900	Romania	0.900
Equatorial Guinea	1.200	Russia	0.713

Eritrea	1.200	Rwanda	1.088
Estonia	0.638	Sakhalin	2.025
Ethiopia	1.200	San Marino	0.375
Faeroe Islands	0.773	Sao Tome & Principe	2.250
Falkand Islands	0.855	Saudi Arabia	1.013
Fiji	0.638	Senegal	1.200
Finland	0.375	Seychelles	1.988
France	0.225	Serbia & Montenegro	0.638
French Guiana	0.900	Sierra Leone	1.200
French Polynesia	0.750	Singapore	0.045
Gabon	1.088	Slovak Republic	0.375
Gambia	1.088	Slovenia	0.563
Georgia	0.900	Solomon Islands	1.275
Germany	0.150	Somalia	1.365
Ghana	0.938	South Africa	0.225
Gibraltar	0.713	Spain	0.300
Greece	0.300	Sri Lanka	0.675
Greenland	0.713	St Helena	0.975
Grenada	0.855	St Kitts & Nevis	0.863
Guadeloupe	0.713	St Lucia	1.575
Guam	0.458	St Pierre/Miquelou	0.863
Guantanamo	1.013	St Vincent	1.275
Guatemala	0.855	Sudan	0.863
Guinea Bissau	2.175	Suriname	0.938
Guinea Rep	1.200	Swaziland	0.900
Guyana	0.915	Sweden	0.300
Haiti	1.088	Switzerland	0.300
Honduras	0.900	Syria	1.200
Hong Kong	0.075	Taiwan	0.150
Hungary	0.375	Tajikstan	0.900
Iceland	0.563	Tanzania	1.088
India	0.675	Thailand	0.225
Indonesia	0.450	Togo	1.088
Iran	1.050	Tokelau	1.350
Iraq	1.200	Tonga	0.713
Ireland	0.075	Trinidad & Tobago	0.750
Israel	0.300	Tunisia	0.713
Italy	0.225	Turkey	0.458
Ivory Coast	1.200	Turkmenistan	0.900
Jamaica	0.900	Turks & Caicos Islands	1.013
Japan	0.075	Tuvalu	1.088
Jordan	0.825	Uganda	0.983
Kazakhstan	1.013	Ukraine	0.713

Kenya	0.900	UAE	0.750
Kiribati	1.088	UK	0.045
Korea PDR	2.213	USA	0.045
Korea	0.150	Uruguay	0.863
Kuwait	0.855	Uzbekistan	0.900
Kyrgyzstan	1.013	Vanuatu	0.750
Laos	1.005	Vatican City	0.375
Latvia	0.713	Venezuela	0.563
Lebanon	0.713	Vietnam	1.013
Lesotho	0.833	Virgin Islands (British)	0.983
Liberia	1.088	US Samoa	0.555
Libya	1.013	US Virgin Islands	0.458
Liechtenstein	0.375	Wallis & Futuna Islands	1.500
Lithuania	0.638	West Samoa	0.555
Luxembourg	0.375	Yemen	1.125
Lebanon	0.713	Zaire	1.125
Lesotho	0.833	Zambia	1.088
Liberia	1.088	Zimbabwe	0.563

Appendix D – Privacy policies

NRS relay service provider

Collection of Personal Information

We only collect information from you that we need in order to provide you with the Relay Service. This information might include your name, address, telephone, fax and email address when you open an account with us. Relay complies with the National Privacy Principles (*Privacy Act 1988*).

Use and Disclosure of Information

We only use your personal information or disclose it to third parties in the following circumstances:

- to provide the Relay Service to you
- with your permission
- when the disclosure is required or permitted by law
- in relation to legal proceedings or the orders of a Court or Tribunal
- for account management and credit management

Security of Information

We take reasonable steps to ensure that all information we collect is stored in a secure environment and accessed only by authorised persons. We do not retain any information for any longer than required except to fulfil our legal obligations.

Access and Update of Information

The Privacy Act 1988 allows individuals to request access to records containing their personal information. You may request that information about you be corrected. Please contact us if you wish to make a request for access to your information (refer Appendix A).

Confidentiality of Relay Conversations

Confidentiality is one of the most important features of the Relay Service. We are committed to respecting your personal privacy and the confidentiality of calls at all times. We will not disclose your identity or the content of conversations relayed through the service, unless required or permitted by law.

Calls made through the NRS will be subject to monitoring and call recording to ensure that in the event of a life threatening or time critical emergency call that is relayed to the Emergency Services Organisation, Police, Fire, Ambulance or Triple Zero, these calls may be recovered by the Police subject to strict compliance to relevant Telecommunications Legislation.

Changes to this Privacy Policy

This Privacy Policy may be amended from time to time to reflect any changes to Privacy Laws.

NRS outreach service provider

What information do we collect about you?

In order to provide you with services, the outreach service asks you to give us certain personal information including your name, address and your contact details including TTY, phone and fax numbers and your email address. We may also collect other information like the type of equipment you use; the nature of your disability; your preferences in using the NRS; and any training or support which helps you use the relay service more easily.

The NRS may collect additional information in some circumstances, like your NRS account or your PIN number.

National Privacy Principles

The NRS must adhere to the Australian Government's National Privacy Principles which are set out in the *Privacy Act 1988 (Cth)*. The Privacy Principles control the way in which we may collect, store, use and disclose your personal information.

In addition, the NRS must also comply with confidentiality and privacy matters set out in Part 13 of the *Telecommunications Act 1997*.

How do we protect your privacy and personal information?

Collecting your personal information

We only collect your personal information when it is needed for us to provide a good service to you. We only collect this information by lawful and fair means—generally, we will only collect personal information from you directly, and not from a third party. We keep your personal information either in hard copy form or electronically (on our computer network).

Using your personal information

We may use the personal information we collect from you to:

- Provide you with a better relay service and improve our customer service to you
- Provide you with the outreach service activities that you have requested such as training about your equipment to access the NRS
- Respond to your enquiries or send you information about the NRS
- Gain your feedback on the service we have provided to you
- Investigate any complaints you have about the NRS
- Bill you for chargeable services that you use (including overseas telephone calls, and special information services)
- Enable us to prepare internal reports and statistical data on the services we provide to NRS users.

We take all reasonable steps to protect your personal information from misuse and loss, and from unauthorised access, modification or disclosure.

Storing your personal information

We keep all personal information in safe storage. Hard copy notes, forms and files containing personal information are kept in locked filing cabinets and can only be accessed by NRS employees.

All computer generated correspondence and emails are created and stored on password-protected computers, ensuring that no unauthorised access can occur.

Disclosing your personal information

We will not pass your personal information to anyone else without your permission, unless required by law to do so (such as calls to emergency services).

Access to your personal information

The NRS takes all reasonable steps to ensure that the personal information we collect about you is accurate, complete and up-to-date.

You have the right (with some exceptions) to access the personal information that we hold about you. Access to your information can be arranged by contacting our Helpdesk (see details at end of this policy). You can also ask us to check and correct any of your personal information. No fee will be charged for these purposes.

Recording contact with the NRS

When contacting the outreach service, the conversation will not be recorded without your permission. Usually we ask to note the information or action you require. If you contact the outreach service by TTY, the conversation may initially be recorded via a TTY printer but the TTY printout will be discarded.

When making calls through the NRS, no records are kept of any NRS conversations, except for training purposes with the caller's consent, or where it is legally required, such as calls to emergency services.

Internet security

If you are submitting personal information to us over the Internet that you wish to remain private, you should be aware that there is the possibility that the information you submit could be observed by someone else while in transit.

Do you believe that the NRS has breached your privacy?

If you believe that the NRS may have breached your privacy, you should contact our Helpdesk to discuss your issues or concerns and we will try to resolve them in consultation with you. The best way to help us respond to your concerns is to tell us completely and accurately about what has happened. Tell us quickly about your concerns—do not sit on your problems. Please contact us:

TTY:	1800 555 630
Telephone:	1800 555 660
Fax:	1800 555 690

SMS: 0416 001 350

Email: helpdesk@relayservice.com.au

Mail: 21A Elliot St, Balmain, NSW 2041

Via the online complaints form on the NRS website:

www.relayservice.com.au/contact/complaint

The NRS has a complaints policy which seeks to ensure a fair and effective response where anyone has a concern or complaint about the NRS. If you remain dissatisfied with our response to your concerns about privacy at the NRS, you have a right to complain in writing to the Australian Information Commissioner:

TTY: 1800 620 241

Telephone: 1300 363 992

Fax: 02 9284 9666

Email: enquiries@oaic.gov.au

Mail: GPO Box 5218, Sydney, NSW 2001

Appendix E – Credit management policy

Policy applies to

This policy only applies to NRS users who open an account to make chargeable calls to international numbers or premium rate services and reverse-charge calls.

Introduction

Most calls made through the relay service are billed through your telecommunications service provider (see Appendix C – Cost of using the NRS). The relay service provider only charges you for calls made to international destinations or premium rate services. Unless you choose to use an international call Tele-card, you will be required to establish an account with the relay service provider in order to make these types of calls and to make or receive reverse-charge calls through the relay service.

Credit control

When establishing new accounts or reactivating existing accounts, the relay service provider may request prepayment and deposits where appropriate. Under certain circumstances, access may be restricted to just the standard relay service, without access to international calls or calls to premium rate services.

Credit management

The relay service provider sends out monthly relay service bills showing details of time of calls made, the numbers called, the length of the calls and the amounts charged. The total amount payable and the due date are also shown.

You can make payments by cheque, money order or credit card (MasterCard or Visa) by mailing us or using a 'pay by phone' service with your credit card.

If you fail to make a payment by the due date, the relay service provider will send you a reminder notice after which the account may be disconnected on the extended due date if payment is still not received. You have to pay the outstanding amount before your account can be reconnected. The disconnection of your account only restricts your access to chargeable calls. You can continue to access the relay service for emergency, free and local rate calls.

The relay service provider will take necessary steps to collect any outstanding debts and may refer you to a credit rating agency to be default listed.

If there are any disputes about outstanding amounts, we will endeavour to resolve these in a fair and timely manner.

Fairness, equity and hardship

The relay service provider ensures that credit and related debts are managed fairly and equitably. This policy maintains that parties who incur debts do so in full expectation of meeting the repayment terms prescribed.

We acknowledge that your circumstances can change. If you have problems paying a bill by the due date, you must promptly contact us.

Appendix F – Complaint handling procedure

Have you got a problem or complaint about the NRS?

The NRS has a complaints policy which seeks to ensure a fair and effective response where anyone has a concern or complaint about the NRS. The policy also helps us to listen to customers, learn from customers and improve our service to you.

Anyone can make a complaint about the NRS. A complaint is an expression of dissatisfaction, concern or frustration with NRS services. You might have a complaint about the quality of NRS services; about the behaviour of an NRS staff member; about NRS policies and procedures that may impact adversely on you; or concerns about privacy or other matters.

There are no charges for making a complaint to the NRS.

If you have a problem or complaint, the NRS will make every effort to sort it out. We will:

- Treat you with respect
- Tell you what will happen while your complaint is being looked at, and keep you informed of progress
- Tell you who will deal with the complaint
- Be fair and open in the way your complaint is handled
- Deal with your complaint in a timely manner and give you reasons for the decision we make about your complaint
- Protect your privacy

We are keen to hear any concerns you have as this helps us to improve our services to you.

The best way to help us give you a better service, and to answer your concerns, is by:

- Telling us honestly, completely and accurately about what has happened.
- Telling us quickly about your concerns. Don't sit on your problems.
- Treating our staff with courtesy.

The NRS may contact you about irregular calls through the NRS

NRS outreach may contact you if there appear to be irregular, harassing or unwanted calls arising from your phone number. Please be aware that you must abide by the terms and conditions of use of the NRS see www.relayservice.com.au/about/terms-and-conditions

In summary:

- This means you must comply with the type of requirements that other phone users have when they use a phone service
- If the NRS believes someone is generating unwanted, harassing or illegal calls from your number, NRS may contact you to check this and discuss further action.

How can you make a complaint?

You can lodge a concern or complaint in a number of different ways:

TTY

1800 555 630 - our Helpdesk can take your TTY call and note details of your concern or complaint.

Phone

1800 555 660 – speak to our Helpdesk who will take details of your concern or complaint.

Fax

1800 555 690 to lodge your complaint by fax

SMS

0416 001 350 to lodge your complaint

In writing

You should direct your complaint to:

NRS Complaints Coordinator
21A Elliot St
Balmain NSW 2041

Email

You should direct your feedback or complaint to feedback@relayservice.com.au

Via the online complaints form on our website:

Go to: <http://www.relayservice.com.au/contact/complaint>

In person

You can make a complaint directly to any staff member in the NRS; or you may want to ask the Helpdesk to make a time for you to meet with the NRS Complaints Coordinator.

What happens to your complaint?

We will give careful attention to your complaint. We have a Complaints Coordinator who takes responsibility for seeing that your complaint is sorted out.

The main steps of our complaints policy are as shown.

Step 1

Our Complaints Coordinator writes to you within five business days to tell you they have received your complaint. This letter or email tells you the name of the person who will be handling your complaint. It also tells you how we will go about looking at your complaint and how long it is likely to take to get it sorted out.

Step 2

We investigate your complaint. We keep you informed about progress, contacting you every ten business days after acknowledging the original complaint.

Step 3

We report to you about the complaint.

We aim to resolve most complaints within 25 business days—early resolution may be possible simply by clarifying misunderstandings. If a complaint is complicated, it may take longer to sort out.

We will:

- Provide an explanation as to why the problem arose
- Propose action to fix the problem

What if you aren't happy with the outcome of the complaint?

Sometimes it is not possible to sort out a complaint completely. If so, our Complaints Coordinator will work with you to look at other ways to address your concerns.

If you are not happy with the outcome of your complaint, you can do a number of things:

- You can ask us to check our decision about your complaint, or the way we handled it. This request should be in writing to your Complaints Coordinator. The complaint may be managed by other senior staff like the Manager of Outreach for the National Relay Service.
- If your complaint is about the **relay service** you can contact the Telecommunications Industry Ombudsman (TIO). The TIO provides a free and independent service to consumers with complaints about their telephone or internet service.

Details for contacting the TIO:

Freecall:	1800 062 058
Freefax:	1800 630 614
TTY:	1800 675 692
Email:	tio@tio.com.au
Web:	www.tio.com.au

Postal address: PO Box 276 Collins Street West, Melbourne Vic 8007

If your complaint is about the **outreach service**, you can contact the Australian Consumer and Competition Commission (ACCC) or the Office of Fair Trading in your State or Territory. The ACCC can provide advice to consumers and businesses about their rights and obligations under the *Trade Practices Act 1974*; and can assist in resolving a dispute by directing parties to appropriate complaints resolution options. The consumer protection work of the ACCC complements that of the State and Territory Offices of Fair Trading which administer similar legislation within their State or Territories.

Details for contacting the ACCC:

Phone 1300 302 502 (local call costs)

Postal Address: GPO Box 3648, Sydney NSW 2001

Details for contacting the Offices of Fair Trading:

There is an Office of Fair Trading in each State and Territory.

Table 8: Offices of Fair Trading in each State and Territory

State	Phone	Website
NSW	13 32 20 or 02 9895 0111	www.fairtrading.nsw.gov.au
NT	1800 019 319	www.consumeraffairs.nt.gov.au
ACT	02 6207 3000	www.ors.act.gov.au
Qld.	13 74 68	www.fairtrading.qld.gov.au
SA	13 18 83	www.ocba.sa.gov.au
Tas.	1300 654 499	www.consumer.tas.gov.au
Vic.	1300 558 181	www.consumer.vic.gov.au
WA	1300 304 054	www.commerce.wa.gov.au

Who handles your complaint?

The outreach service provider is responsible for handling all NRS complaints with the only exception being billing complaints which are handled directly by ACE.

ACE's Complaints Handling Process is consistent with the timeframes contained in the NRS Complaints Handling Policy and the complaints handling chapter of the Telecommunications Consumer Protections Code.

ACE acknowledges its role in assisting the outreach provider with complaints relating to the operations of the 'relay service' that are within ACE's reasonable control in accordance with an agreed procedure entitled '*NRS Complaints Handling Policy*'.

The NRS Complaints Handling Policy can be found at <http://www.relayservice.com.au/resources/complaints-policy>

Overview of ACE's NRS complaints handling process

Complaints received by ACE are categorised into 'NRS billing' and 'NRS non-billing' complaints. NRS Billing complaints are handled directly by ACE, whereas all NRS non-billing complaints are to be handled by the NRS outreach provider.

NRS billing complaints:

Relay service users can express their concerns by contacting the Finance Division by phone, in writing or by email.

- By phone: 133677 and ask for 1300 300 551 (TTY)
1300 300 551 (Voice)
- In writing: Attention:
Accountant – NRS Billing
Finance Division
PO Box 473
Stones Corner QLD 4120
- Fax: (07) 3815 7670.
- By email: 'Attn: Billing Payments' in the subject line and sent to info@aceinfo.net.au
- In person: Complaints can also be made directly by speaking to the Accountant – NRS Billing to arrange a time to meet.

Handling of billing complaints

All Billing complaints are channelled to the Accountant – NRS Billing of the Corporate Services department who will process the complaints.

Step 1: Response

In most cases when a formal billing complaint is made, the Finance Division will be able to resolve the matter promptly at initial contact.

If the issue cannot be satisfactorily resolved immediately, or the complaint is received in writing, the Accountant – NRS Billing will write to the complainant within five business days of the formal complaint being lodged by the complainant to acknowledge receipt and to inform the complainant of who will be handling the complaint. The letter will also explain how the complaint will be investigated and how long it is likely to take.

Step 2: Investigation

The Finance Division will proceed with the investigation and where appropriate inform the complainant on the progress of the investigation if resolution is not achieved within 30 business days.

Step 3: Resolution

Most complaints should be resolved within 30 business days, although complicated issues may take longer to resolve. The Finance Division will:

- Provide an explanation as to why the problem arose
- Propose action to fix the problem and improve the service in the future, where appropriate
- Apologise to the complainant, if necessary

Escalation of complaints

If the complainant is not satisfied with the outcome or believes he or she has not received a fair hearing, the NRS will undertake a further review of the matter and may make another attempt to reach a resolution.

If the complainant is still not satisfied with the result achieved, the complainant also has the right to refer the matter to the Telecommunications Industry Ombudsman (TIO). The TIO provides a free and independent service to consumers with complaints about their telephone or internet service.

Freecall:	1800 062 058
Freefax:	1800 630 614
TTY:	1800 675 692
Email:	tio@tio.com.au
Web:	www.tio.com.au
Postal address:	PO Box 276 Collins Street West, Melbourne Vic 8007

ACE keeps a record of all NRS billing complaints (outreach keeps records of NRS non-billing complaints). To protect the confidentiality of ACE employees and NRS users, certain fields will be access / security protected.

Recorded complaints are classified and analysed each quarter and a report provided to management to ensure effective complaint handling compliance.

Complaint data gathered by the NRS outreach service provider Complaints Coordinator is provided to ACE's management on a quarterly basis and includes key summary information on complaints.

Systemic trends and recurring problems are identified and feedback provided to the relevant areas to rectify and eliminate the underlying causes of the complaints and improve current processes.

Relay's complaint handling processes and systems are reviewed annually to ensure optimum effectiveness and highlight any need for improvement.

NRS–Non-billing complaints

Relay users making contact via the NRS will be relayed through to the NRS Helpdesk as per standard relaying procedures. The Relay Officer will utilise the following standard scripting upon receiving a complaint/enquiry (see below):

“The most appropriate area to assist you further regarding the matter is our Customer Service Helpdesk I can put you through now. If they are not available you can leave a message and they will call you back. Or you can call them at another time on (TTY) 1800 555 630 or (voice) 1800 555 660 during business hours for further assistance. Which would you prefer?”

Appendix G – Glossary

ACE	Australian Communication Exchange – NRS relay service provider
ACCC	Australian Competition and Consumer Commission
Business Day	A day that is not a Saturday, Sunday, public holiday or bank holiday in Australian Capital Territory
CEC	Community Education Coordinators
Complaint	An expression of dissatisfaction, concern or frustration with NRS services
COB	Close of Business
CPD	Continuing Professional Development
EFT	Equivalent Full Time
Enquiry	A customer request which requires provision of information or action that is within the scope of Outreach Services as described in Schedule 2
HCO	Hearing Carry Over – international term for Type and Listen call option
Helpdesk User	A person who contacts the Helpdesk and is neither an employee, nor a sub-contractor of the Outreach of the Relay Provider
IEO	Industry Engagement Officers
KAM	Key Activity Measures
NAC	NRS National Advisory Committee
NRS	National Relay Service
NRSP	National Relay Service Plan
NRS - SRP	NRS Stakeholder Reference Panel
OSP	Outreach Service Plan
QSOL	<i>Quiet Signs of Love</i> (YouTube video clip)
Resolution	Reaching a conclusion through provision of information and/or a response to the issue raised

SL	Service Level
SOF	<i>Sounds of Flowers</i> (YouTube video clip)
SSR	Speech to Speech relay – international term for Speak and Listen call option
SMS	Short Message Service – text communication option available via mobile devices
TDD	Telecommunications Device for the Deaf
TIO	Telecommunications Industry Ombudsman
TTY	Teletypewriter, a type of TDD
UIT	User Interface Testing
VCO	Voice Carry Over – international term for Speak and Read call option
WWS	WestWood Spice – NRS outreach service provider