



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



An Australian Government Initiative

NRS account **▶ CHANGE OF DETAILS**

Please use this form if you **already have an account** with the National Relay Service (NRS) and wish to change some of your details or cancel the account.

NRS accounts are required for people who wish to make relay calls overseas and calls to information or service numbers that start with 190. Please note these accounts are held with Australian Communication Exchange Ltd (ACN 003 0444 899) which provides the Relay component of the NRS. If you are opening a **new** account please use our *New account* form.

1. MY CURRENT DETAILS *(My most up-to-date details)*

Title Name

Business name (if applicable):

STREET ADDRESS: personal business
 State Postcode

MAILING ADDRESS (if different from above):
 State Postcode

Phone () Fax ()

Email

2. MY OLD DETAILS *If you are changing your contact details please fill in this section. This is the information you have provided us before and we have on our database. We need you to fill in this section to make sure that we are updating the correct records.*

Title Name

Business name (if applicable):

STREET ADDRESS: personal business
 State Postcode

MAILING ADDRESS (if different from above):
 State Postcode

3. MY PREFERRED MODE OF MAKING AND RECEIVING RELAY 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
 Internet relay
 Speak and Listen (speech-to-speech relay)
 Unspecified *Tick this box if you know that your telephone will be used by more than one person who uses voice or TTY.*

4. MY PIN

I would like to change my current PIN. The new PIN I want to use is

*Note: the PIN **must** be numbers only (not letters) and can't be the same number repeated four times (eg 1111).*

No, I do not want to change my PIN *(Remember: your PIN is confidential — do not share it.)*

5. CANCELLATION OF ACCOUNT

I wish to cancel this account because:

Account no longer required Account holder has passed away

Other

If you are cancelling an account please make sure you also fill in section 1 and 2 on previous page and sign the form below.

6. 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 / /

Need help?

If you are not sure how to fill in the form, please contact NRS account inquiries 9am to 5pm 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 300 551** (Speak and Listen users)

Please note:

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

If you move house, change your name or phone number or make any changes to your personal or work arrangements, please notify us immediately.

Please check that you have filled in all your details and signed the form then post or fax 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	/ /