



TTY **▶ NEW PROFILE REQUEST**

Please use this form if you are a new TTY user and you want to set up a profile with the National Relay Service. A call profile means that the relay officer understands what call option you are using and any particular instructions that can help your calls go more smoothly.
If you are a Speak & Listen user (ie you use an ordinary phone or the NRS app rather than a TTY), please use our *Speak & Listen new profile request* form rather than this form.

1. MY DETAILS

Title Name

Address

Suburb State Postcode

Phone/TTY () Fax ()

Email

I use (or will use) the following call options to make calls through the NRS:

- Speak & Read
- Type & Read
- Type & Listen

please tick one or more

I use the following equipment:

- Uniphone TTY
- Superprint TTY
- I have not received my TTY yet but I will contact the Helpdesk once I do

Other:

please tick one or more

2. INSTRUCTIONS ABOUT MY CALLS

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

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

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

3. INSTRUCTION GUIDE

- Yes, I would like an Instruction Guide to be **mailed** to me
- Yes, I would like an Instruction Guide to be **emailed** to me

4. IF YOU WANT SOMEONE TO HELP YOU SET UP YOUR PROFILE

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

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

| | | | | | |
|-------------------------------|--------------------------|-------|--------------------------|----------|----------------------|
| Title | <input type="text"/> | Name | <input type="text"/> | | |
| Address | <input type="text"/> | | | | |
| Suburb | <input type="text"/> | State | <input type="text"/> | Postcode | <input type="text"/> |
| Phone/TTY | (<input type="text"/>) | Fax | (<input type="text"/>) | | |
| Email | <input type="text"/> | | | | |
| Signature of nominated person | <input type="text"/> | | | | |

5. MY SIGNATURE

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

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

| | | | | | | | |
|-----------|----------------------|------|----------------------|---|----------------------|---|----------------------|
| Signature | <input type="text"/> | Date | <input type="text"/> | / | <input type="text"/> | / | <input type="text"/> |
|-----------|----------------------|------|----------------------|---|----------------------|---|----------------------|

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

Please send the completed form to the NRS Helpdesk:

- **Mail to:** Level 2, 10 Mallett St, Camperdown NSW 2050 • **Fax to:** 1800 555 690
- **Scan and email to:** helpdesk@relayservice.com.au

To find out more about the National Relay Service, please visit www.relayservice.gov.au