

National Relay Service Customer Charter

You can expect the NRS to:

- treat people equally, fairly and with respect
- be courteous and culturally sensitive
- respond to you promptly
- give you the best possible customer experience within our technical and service constraints
- protect your personal information
- seek your feedback and keep you informed
- work to improve our services
- recognise and support your needs.

The NRS expects you to:

- only use the service if you are Deaf or hearing or speech impaired, or are calling someone who is
- give us enough information so we can help you
- be respectful and courteous
- let us know your communication needs
- give us feedback in helpful ways.



www.relayservice.gov.au | Ph: 1800 555 660 | helpdesk@relayservice.com.au



An Australian Government Initiative



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