Commonwealth Crest and National Relay Service logo with the words 'An Australian Government Initiative'.

communications.gov.au/accesshub

# NRS customer charter

This charter sets out in plain language both the commitments of the NRS to our customers and our expectations of NRS customers in return.

## 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.