



Summary of the National Relay Service (NRS) Terms and Conditions

Video transcript

Captions (no voiceover)

Visual

Before the video is played the following static images are shown:

A white “play” symbol sits in a red button in the middle of the video frame.

On the left of screen, the National Relay Service logo on a navy-blue background. The logo comprises of: A white rectangle with the word “National” in navy-blue, a red rectangle with the word “Relay” in white, and a white rectangle with the word “Service” in navy blue type. The rectangles are stacked on top of each other with the red rectangle off-centre to the right.

Underneath, in light green writing, the words “Summary of the Terms and Conditions of use of the National Relay Service.”

A white horizontal line.

Beneath the horizontal line is the url:
communications.gov.au/accesshub/nrs in pale blue.

To the right of the screen, a colour photograph of a Deaf woman lying on grass and looking at a laptop screen. The screen of the laptop is not visible.

Visible in the video at all times is from left to right across the top:

- The Australian Government crest in black on a light blue disk,

| Captions (no voiceover) | Visual |
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| | <ul style="list-style-type: none"> the Heading: “Summary of the Terms and Conditions of the use of the National Relay Service.” |
| <p>Many services have terms and conditions in place for those who use them.</p> <p>When you register to use the National Relay Service you are agreeing to its terms and conditions.</p> <p>Terms and conditions set out the rights and responsibilities for users of the service and establish an agreement between you and the provider when you use the service.</p> <p>The provider can pause or cancel your access to the NRS if you don't follow the terms and conditions.</p> <p>The NRS provider agrees to provide the service in accordance with the terms and conditions.</p> <p>You are agreeing to some general terms and conditions of use which apply to all NRS calls.</p> <p>There are some additional terms and conditions when using Video Relay.</p> <p>The NRS general terms and conditions cover such things as:</p> <ul style="list-style-type: none"> who has a need to use the service. That is, people who are Deaf or have a hearing or speech impairment; the need to register to use the service, except for making calls to emergency services; what personal information may be collected and how that | <p>When the play button is clicked, an Auslan interpreter dressed in black stands in front of a white background. She signs in Auslan the English captions.</p> |

| Captions (no voiceover) | Visual |
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| <p>will be stored and treated by the NRS provider;</p> <ul style="list-style-type: none"> • the type of calls that can't be made through the service, such as for any unlawful purpose or making unwelcome communications; • the provider doing everything it can to make the NRS, except for Video Relay, available 24 hours a day, 7 days a week; • circumstances in which calls may be monitored or recorded, such as for legal reasons, when calling emergency services, or for coaching and training purposes; and, • acting in a respectful manner towards NRS Staff all the time. <p>For Video Relay calls you must use Auslan to ensure both your hands and face are clearly visible to the interpreters.</p> <p>Video Relay calls are answered in the order they enter the queue.</p> | <p>A grey background.</p> <p>On the left is the logo for the Department of Infrastructure, Transport, Regional Development and Communications. The logo shows the Australian Government crest in black and white. Underneath are the words "Australian Government" a black line and underneath that line, and then underneath, the words "Department of Infrastructure, Transport, Regional Development and Communications".</p> <p>To the right, separated by a horizontal black line is the National Relay Service logo. The logo consists of a white rectangle with the word National in navy-blue, red rectangle with the word Relay in white, white rectangle with the word Service in navy blue type. They are</p> |

Captions (no voiceover)

Visual

stacked on top of each other with the red rectangle off-centre to the right.
