Dear [type your MP name here]

**AN UNFAIR NATIONAL RELAY SERVICE – 365 / 24 / 7 service at risk?**

I am hard of hearing and a user of the National Relay Service which allows me to make calls to anyone.

The NRS is a very important part of my home, work and social participation in the community. Without the NRS, I would have to use other indirect services such as email, text messages or other people to call for me.

I use the NRS to make Internet Relay and captioned calls – it is a wonderful service that allows me easy contact with my family and friends.

I am now concerned there are new changes with the next NRS contract.

The government wants to reduce the service by one third with an annual cost reduction to $22 million. In 2016 /17, the NRS cost $32 million to operate. On ABC’s Q & A, the Minister for Communications did pledge that no person who uses the NRS will be worse off. How is that possible if you reduce the annual NRS budget by one third?

I am shocked to find that I may not be able to make NRS calls at any time and have to use other means.

The NRS is a universal access service for deaf and hard of hearing and other Australian people – don’t let me down and reduce my access to an important phone service.

Yours sincerely,

[type your name here]