

We value all customers and will escalate and treat all enquiries from Consumers with disabilities as urgent where you are a Priority Assistance Customer (under the Priority Assistance for Life Threatening Medical Conditions Code) and the complaint relates to the service for which you receive Priority Assistance.

## Priority Assistance

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Our Customer Care team are fully trained to watch for these factors and must flag a complaint as urgent if any of them are seen to apply. Post that, the complaint will be managed within two working days of acknowledging your urgent complaint. We will either propose a resolution or advise you of the reasons for the delay and how long it is likely to be. We currently do not offer any Telecommunications Products specifically oriented to users with a disability.

For information about suppliers and types of equipment available, please contact the NRS Helpdesk on 1800 555 660 (voice), 1800 555 630 (TTY), 1800 555 690 (fax).

In all instances, please Contact Us first, we will assist you; where needed and we will also guide you to the appropriate service.