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Ofcom
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c Nicky Morgan MP for information

14th October 2011

Dear Sirs

Review of Relay Services

I write in response to your Consultation on Relay Services

As a deafened person I am pleased to read of your plan for new computer-based relay services (Next Generation Text Relay)..

However, it appears that your proposals may lead to a monopoly, which will have no incentive for further innovation or improvement in services. I urge that you ensure this monopoly is not allowed to occur.

Further, I urge that Fast Captioned Telephony be kept in the forefront of Ofcom thinking as an ultimate goal for service to the very large deafened/hard-of-hearing population (as distinct from the BSL community, where Video Relay may well be the goal).

Nothing in this response is confidential

Yours faithfully

A handwritten signature in black ink, appearing to read 'Hans Butler', with a horizontal line extending to the right.

Hans Butler