

From:

Representing (self or organisation/s):

The following part(s) of this response are confidential:
Name/contact details/job title

Can Ofcom still publish a reference to the contents of your response (including, for any confidential parts, a general summary that does not disclose the specific information or enable you to be identified)?

I confirm that the correspondence supplied with this cover sheet is a formal consultation response that Ofcom can publish. However, in supplying this response, I understand that Ofcom may need to publish all responses, including those which are marked as confidential, in order to meet legal obligations. If I have sent my response by email, Ofcom can disregard any standard e-mail text about not disclosing email contents and attachments.

Do you consider that the requirement to ensure equivalent services for disabled end-users would require a mandated VR service in some form for BSL users?

Yes, I think an unrestricted video relay service will allow a full access to telecoms service for the BSL users. It will also give BSL users the same freedom as their hearing peers.

Do you agree that a restricted service would be more proportionate in providing equivalence for BSL users than an unrestricted service?

I don't agree with restricted services on access to VRS. A restricted access to VRS will put limitations on the BSL community. They will not have equal access as their hearing peers who can make a call at any-time, any place, any day. With restricted access to VRS, this does not give the BSL users the same opportunity as their hearing peers.

So an unrestricted access to VRS will provide the same and equal opportunities for the BSL users as their hearing peers.

Please provide your views on Methods 1 - 5 for a restricted VR service discussed above. Are there any other methods that are not mentioned that we should consider?

I don't agree with any of the proposed methods. Once again, these methods will not give the BSL users the same opportunity or the freedom as their hearing peers do.

Do you agree that a monthly allocation of minutes combined with a weekday/business hours service would be the most appropriate means to restricting the service?

I'm a tutor and I don't work within business hours most of the time. I work outside these business hours and the restricted access within the weekday/business hours will not give me full access to VRS. It will not give me the same opportunity that my hearing colleagues have. It will not give me freedom to make a call to my student(s) outside business hours.

So, no, I don't agree with the proposal to impose these restrictions on access to VRS.

A unrestricted access to VRS will ensure equal access for the BSL users on the same level as their hearing peers.

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<http://www.vrstoday.com>