

Title:

Mrs

Forename:

M

Surname:

Goldberg

Representing:

Self

Organisation (if applicable):

Email:

What do you want Ofcom to keep confidential?:

Keep nothing confidential

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

No

I confirm that I have read the declaration:

Yes

Ofcom should only publish this response after the consultation has ended:

You may publish my response on receipt

Additional comments:

Question 1: Do you agree that NGTR would provide greater equivalence than the existing approved TR service? Do you agree that we have considered an appropriate range of improvements:

Question 2: Do you agree with the proposal to implement NGTR through the amendment to GC15? Do you agree that the criteria we propose satisfactorily embody improvements we suggest for NGTR:

Question 3: Do you agree that a period of up to 18 months for implementation of NGTR, following an Ofcom statement, is appropriate:

I am not sure I understand why it takes up to 18 months to implement when there are technology available to implement as soon as possible.

Question 4: 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? Please indicate the basis of your response:

Question 5: Do you agree that a restricted service would be more proportionate in providing equivalence for BSL users than an unrestricted service:

No, not at all

Question 6: 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? In making your response, please provide any information on implementation costs for these solutions which you believe is relevant.:

I find it insulting to see a restricted service when telephone system is available for 24 hours 7 days for hearing people. I do not think it is appropriate to place a restricted time on BSL users - it is inflexible. If there is a restriction on Video relay service for BSL users, it will cause a lot of frustration especially when we want to use it during the weekends and evenings. There is no restriction on the use of Video relay service in USA, so why it has to be different in UK?

Question 7: 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:

No, see my comments in response to question 6.