

From: Pauline Latchem

Representing (self or organisation/s): self

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)?
Yes, and I am happy for my name to be included but not my email address

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 is the only way to ensure a telecoms service for BSL users which is equivalent to that used by hearing people.

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

No. I do not agree with the proposal to impose restrictions on access to VRS. An unrestricted Video Relay Service is the only way to ensure a telecoms service for BSL users which is equivalent to that used by hearing people.

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 do not agree with any of the proposed methods of restricting access to VRS. An unrestricted Video Relay Service is the only way to ensure a telecoms service for BSL users which is equivalent to that used by hearing people.

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. I do not agree with the proposal to impose these restrictions on access to VRS. An unrestricted Video Relay Service is the only way to ensure a telecoms service for BSL users which is equivalent to that used by hearing people.

--

This mail is sent via consultation response form on VRS Today
<http://www.vrstoday.com>