

**Title:**

**Forename:**

**Surname:**

**Representing:**

Self

**Organisation (if applicable):**

**Email:**

**What do you want Ofcom to keep confidential?:**

Keep name confidential

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

**Ofcom may publish a response summary:**

Yes

**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:**

No, this is far too long. In the meantime, people are being denied access due to this lengthy implementation.

**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.

**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.:**

**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:**

Why does this need to be restricted?

The limit for relay to 30 minutes a month is prohibitive and frankly, insulting. Are you suggesting deaf people do not have a social life?

Turning on its head, what if telephone calls were restricted to just 30 minutes a month?

And call centres can involve lengthy waits - especially at banks where they do not like to use emails and over the counter assistance is limited. Only yesterday, I was in a queue for 45 minutes,