

I wish to refer to clause no 5.46 which states that "...some potential VR users would be existing TR users...." I am one example - I have been using the TR on a regular basis but it is no substitute for VR. With TR, I cannot convey my emotions/moods because the TR operator cannot see me so the interpretation to the hearing person does not reflect how I feel. With VR, this is possible - it helps when I make a complaint and this complaint is expressed in the right way making the hearing user sit up and take note. So VR will help Deaf people like myself achieve results better than via TR. This is why I would like OFCOM to review the value of VR and not make a big issue of its cost. After all, we want the same access rights as hearing people. Having a fully-operational VR will give us that right.

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