

From:
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)?

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.

My response is non-confidential (in whole or in part), and I would prefer you to publish my response only once the consultation has ended.

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.

This would be one of the best ways to allow deaf people who use BSL full access to using the telecoms system at any time of the day/night, 365 days a year.

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.

BSL users do not only live their lives during Mon - Fri working hours - we are more likely to use a VRS outside of working hours where access to interpreters is limited. Deaf people have a right to equal access through the Equality Act.

We should not be limited as there are times when access to VRS would be vital, for example in emergency situations and calling for the emergency services, making hospital and doctors appointments, contacting family members and friends to inform them that you are safe or need help.

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.

My work contract is flexi-hours so i need to be able to access a VRS at all hours. The people i work with also need to be able to contact me and again this may be at anytime and it is not fair to limit them to contacting me due to some "cap" which is totally unfair and not equivalent to that of the telecoms service used by hearing people.

Until 100% of people are able to use BSL, hence reducing the need for an interpreter to act as an communication medium, VRS should not be capped.

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