

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.

I have been using VRS and cannot believe the difference it has made to my life and career. With typetalk it was frustrating as I have RSI, the VRS is far much quicker and i can see the interpreter's faces for emotions. I cannot express how beneficial it would be for other BSL users if this service became unrestricted and nationwide.

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

I completely and totally object 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. How can it be considered as equality to be restricted to half hour calls. What happens if we are calling a helpline and we are waiting in a queue which is longer than half an hour also it takes much longer to sort things out via relay interpreter than direct phone conversations, so restricted duration will not allow us to function properly or be independent. It can actually bring stress on people to try and complete as many calls in half hour. Also there are times when i need calls that is not at fixed time. If you set the same rules for hearing people there would be an uproar.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 not at all. I am entitled to the same right to call people whether it is within work hours or outside work hours. It would make a huge difference to my relationship with my family, booking holidays, hotels, ordering take-aways as well as work related calls. How can I make calls to my colleagues who is visually impaired. The VRS would remove this barrier. I believe we shouldn't be given a discounted service AT All.

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