

Mr

Forename:

Chris

Surname:

Tolmie

Representing:

Self

Organisation (if applicable):

None

Email:

What do you want Ofcom to keep confidential?:

Keep nothing 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:

Thank you for the opportunity to contribute.

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:

For employees, I think you need to consider a deaf person taking part in a conference call as one of the active parties and how this would work. Voice conferencing is becoming more and

more common at work and a hearing impaired employee would benefit from being able to take part.

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:

Yes

Question 3: Do you agree that a period of up to 18 months for implementation of NGTR, following an Ofcom statement, is appropriate:

Yes, especially if there is a service release plan, where additional capability is made available over time through upgrades.

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:

Can I also suggest that, within the service, you provide information to users as to alternate and complementary technologies including presence, IM and video services such as Yahoo, Skype etc. These could fill gaps in time. My deaf son uses these tools all the time and the text relay service rarely.

Question 5: Do you agree that a restricted service would be more proportionate in providing equivalence for BSL users than an unrestricted service:

Not sure.

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:

Yes, this sounds fair and stops people overusing a "free" service at the expense of other users.