

Q1 Do you agree with Ofcom's view that the proposed non-emergency healthcare service represents a justified use of a three-digit number? Please give reasons for your views. :

Yes

Q2 Do you agree with the DHs view that:

**A) a three-digit number is the best choice for the proposed service and
B) of the three-digit numbers available, 111 is the best option?**

Please give reasons for your views. :

Yes

Q3 What are your views on the tariff options selected by the DH? :

None Specific

Q4 Do you have any comments on the proposed notification of modification to the Numbering Condition in Annex 8 of this document:

My comments are regarding the section relating to equality impacts.

I note that under General Condition 15, there is an obligation to allow people to contact the service in a text format and to use a Relay Service. The only approved one at the moment is BT's Text Direct.

However, this does not take into account many Deaf people's preference to use British Sign Language (BSL) to communicate and the potential to deliver an alternative relay service using BSL.

I appreciate that this question relates to the General Condition rather than the allocation of the 3 digit access but I believe it would be short sighted not to consider alternative methods of access for those people whose first language is not English.

To continue to rely on a text based system, where the potential for mistakes is widespread, there is a potential risk to those providing the information & advice.