

## **Name withheld 1: Responding to the Next Generation Text Relay consultation**

For too long I have been paying for a contract and acquiring minutes I cannot use on a mobile phone contract. I want to be able to access these minutes via text relay or video relay in the same way as non-deaf people can with audio.

I want my phone number to be automatically directed to text relay or video relay of my own choice. Like non-deaf people can choose different services I want to choose the service that suits me. As I am a man I want a male operator doing my voice call not female. As a result of text relay I use to get letters addressed to Mrs rather than Mr, which requires further phone calls.

I want to be able to have a text version or video version of voice mail. So people can leave messages if they want to get hold of me.

Sometimes I get disconnected because businesses reject my call, I want text relay or video relay companies to automatically remind them of their legal duties and that it is illegal to refuse the call.

I want text relay or video relay to collect data on the following areas

- call refused
- average length of call
- calls that Esperance change of operator half way through the call.

I want operators to stop changing during a conversation, or at the very least wait for a natural break before changing.

I want the awkward numbers like 18001 and 18002 to finish, websites don't cater for these numbers.

### **Question 1: What is your response to this consultation?:**

What the question?