

This consultation is based upon the premise that interpreted phone calls give BSL users functional equivalence. This is wrong. Functional equivalence would be BSL users interacting directly with BSL call handlers. The simplest solution would be to establish a national call centre, staffed by deaf BSL users. This would likely be more cost effective than multiple deals made by multiple telecoms. Unfortunately this is so simple, and yet probably beyond the scope of Ofcom's regulatory powers.

Even if an emergency VRS was in place, it still leaves a communication void when emergency services attend. How do police or ambulance personnel interact with BSL users? This is where a national VRS would be invaluable, and yet again, this is probably outside the scope of this consultation.

I do hope that Ofcom is capable of thinking outside the box, and will make recommendations for alternative arrangements which go beyond the telecoms' responsibilities.

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