

## Transcript for British Sign Language videos

### Emergency video relay

This video has been made by Ofcom. We are the UK's regulator for communications services including broadband, home phone and mobile services, as well as TV, radio and post.

We are proposing a new service called emergency video relay, to make it easier for deaf British Sign Language users to contact the emergency services. We ran a consultation about this and many people, including deaf people and telecoms companies, told us they supported the idea.

There is a BSL video about how the service would work on the same page of our website as this video.

We think emergency video relay will benefit deaf people and save lives. However, some issues have arisen including how to spread the costs of emergency video relay across the telecoms industry.

When someone makes a voice or text relay call to 999, their telecoms provider - landline or mobile - pays a fixed charge for the call to be answered and transferred to the police, fire or ambulance service. Video relay calls are different. They don't use a phone number, so you can't see who the telecoms provider is to send them a bill. This means that a different way has to be found of sharing the costs of the relay service.

Ofcom is hoping that a telecoms provider will agree to administer this service on behalf of the telecoms industry, dividing up the costs in a fair way, sending out bills to telecoms providers and collecting the money to pay for it. We think this would be efficient, and we have been talking to telecoms providers about how we can help make this happen.

### What are we going to do now?

For emergency video relay to work, it is vital that enough money is collected to pay for it.

We previously consulted on a new rule saying that telecoms providers must **give access to** emergency video relay. We are now consulting on different wording to say that telecoms providers must provide emergency video relay **or contract for it to be provided**. We think this will make it clearer that providing emergency video relay to telecoms customers includes paying for it.

We also want to make it clear in the rules that when people use emergency video relay on mobile phones, the data must be free of charge. This is equivalent with voice 999 calls, which are always free to make.

We are also proposing to say that deaf people should not be required to register to use emergency video relay. Deaf people who responded to our consultation told us that this was important.

Lastly, we are making it clear that the emergency video relay supplier must agree to provide the service to the telecoms industry on fair, reasonable and non-discriminatory terms. This would include terms such as that a service is supplied at a fair price.

To sum up, we hope these small changes to our proposed rules will do four things:

- make sure that emergency video relay is properly funded
- make it clear that it must be free at the point of use, just like voice and text relay 999 calls
- make it clear that users should not be required to register
- make it clear that we expect the service to be supplied to the telecoms industry on fair terms

We would like to hear from deaf BSL users about what they think. To respond in BSL:

- Email a short video in BSL to [emergencyBSL@ofcom.org.uk](mailto:emergencyBSL@ofcom.org.uk)
- Upload a video in BSL to YouTube or another hosting site and send the link to [emergencyBSL@ofcom.org.uk](mailto:emergencyBSL@ofcom.org.uk)

We will translate all BSL responses into written English and publish them on our website unless you tell us you do not want this.

You can also respond in writing by emailing us at [emergencyBSL@ofcom.org.uk](mailto:emergencyBSL@ofcom.org.uk)

For help sending us your response in BSL, contact us via video relay using this link:

[www.ofcom.org.uk/about-ofcom/contact-us](http://www.ofcom.org.uk/about-ofcom/contact-us)

Then click on 'use our video relay service' to contact Ofcom in BSL during office hours.