

Your response

Question	Your response
<p>Do you agree with our proposal to approve Sign Language Interactions' proposed emergency video relay service? If not, please set out your reasoning with particular reference to the Approval Criteria.</p>	<p>No. Approval of any 'mandatory' service needs to come with agreed costs to internet service providers as part of the approval process. There are no commercial terms in this document and is very open-ended. Whilst we understand OFCOM's intentions, the proposed solution is so commercially undefined as to be of no viable use until we know the costs involved. Where we provide a VoIP telephone service via the internet, we charge customers for this service. The costs for us to deliver 999 and 112 telephone calls are understood and published by all our operators and are factored into the overall telephone service charges. We absorb this known cost as there is a requirement to provide free access to the emergency services.</p> <p>Our job as an internet service provider is to be neutral and agnostic to the traffic going over our network and to transport all our customer's data packets from one place to another in the shortest time possible and as reliably as we can.</p> <p>To mandate, and require us to fund the provision and ongoing use of a specific application for a specific market segment is somewhat bizarre and indicates a very distorted and narrow understanding of what our core business involves as a small, niche internet service provider.</p> <p>We strongly object to the idea of OFCOM approving and thus mandating any specific commercial vendor until the costs of the proposed service are clearly defined and subjected to public scrutiny. What happens if the cost of this service turns out to be commercially unviable for our business, and there are no other providers? Do you expect us to cease trading?</p>

Please complete this form in full and return to emergencybsl@ofcom.org.uk.