

## Your response

Question	Your response
<p><b>Question 1: Do you agree with our proposal that regulated providers should be required to either provide emergency video relay or contract for it to be provided?</b></p>	<p>Absolutely agree. Deaf BSL users should have equal access to contact with emergency services – for them this means being able to communicate in BSL through an interpreter on video relay.</p>
<p><b>Question 2: Do you agree that the Approval Criteria should contain a requirement obliging suppliers of approved emergency video relay services to include a clause about fair, reasonable and non-discriminatory terms in any contract with any Regulated Provider or wholesaler?</b></p>	<p>Yes, completely agree</p>
<p><b>Question 3: Do you agree with our proposal that data used for emergency video relay should be zero-rated?</b></p>	<p>Yes completely agree. Deaf people should have an equitable service to that of the hearing population. It is free for hearing people so should be free for Deaf people.</p>
<p><b>Question 4: Do you agree with our proposal that end-users should not be required to register to access or use emergency video relay?</b></p>	<p>Yes, completely agree. Hearing people are not required to register to access or use 999 services, so to expect Deaf BSL users to do so is discriminatory. The current text 999 service requires registration and is a farce. No personal details are taken during registration, just the mobile number which can change, so it is pointless bureaucratic nonsense. It is putting BSL users at risk of not receiving emergency help if they are not registered when they text 999.</p>