


## 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>Yes. This will ensure full coverage. Spreading the cost across all regulated providers will ensure that the cost is proportionate.</p> <p>We are however concerned at the possible impact of there being multiple regulated providers directly providing emergency relay, as that would be likely to introduce complexity, e.g. through Deaf people having to choose from different apps or services, when making an emergency call.</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, we 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.</p> <p>So long as this does not preclude suppliers being able to make sufficient profit that their service remains viable.</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, so long as it is possible to agree a technical solution to enable relevant data to be identified to the various relevant parties.</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. We agree that end-users should not need to register to be able to use the service.</p> <p>However, this should not preclude users being able to register and log on, if they choose to do so and have sufficient time, as this might provide additional information useful in an emergency call.</p> <p>For example, NHS 111 video relay provision, as well as allowing anonymous calling, includes the option for deaf users to register and this allows the caller to be called back. Anonymous access prohibits calling the user.</p>



Additionally, it may be possible that end-users are offered the option of registering that will not require them to log in when using their own device in future.