

Your response

Question	Your response
<p>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?</p>	<p>We believe that Ofcom needs to take a more proactive role in identifying and approving at least one wholesale provider akin to the role it assumed in relation to text relay in the past.</p> <p>We are concerned about the suggestion that the emergency video relay obligation should come into force as soon as December 2021. We do not believe this is a realistic timescale given the need to identify a potential wholesale provider, agree wholesale terms and then achieve Ofcom approval.</p>
<p>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?</p>	<p>Yes - we believe this would be a fair and reasonable requirement.</p>
<p>Question 3: Do you agree with our proposal that data used for emergency video relay should be zero-rated?</p>	<p>Yes - this would seem sensible assuming that Ofcom's interpretation of net neutrality rules is accurate.</p>
<p>Question 4: Do you agree with our proposal that end-users should not be required to register to access or use emergency video relay?</p>	<p>We would suggest this proposal would warrant further discussion to understand impact on users. There may be some merit in registration to identify callers and provide a better service.</p>