

Approval of Video Relay Provider Consultation response (non-confidential)

Prepared for
INCA

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1 Introduction

1. INCA is a trade association. Its members are supporting, planning, building and operating sustainable, independent and interconnected full fibre and wireless networks that advance the economic and social development of the communities they serve and permit the provision of applications and services through open competition, innovation and diversity.
2. INCA's aims are to:
 - To support the development of the competitive digital infrastructure sector through collaborative activities
 - To facilitate networking and knowledge sharing between members, other organisations and public bodies
 - To encourage and facilitate joint projects between members that can benefit the sector as a whole
 - To represent the interests of members to government, Ofcom and other bodies
 - To support the development and adoption of common standards by INCA members to deliver the highest possible quality of services
 - To promote the advantages of competitive digital infrastructure provision and consumer choice
 - To promote the need for increased labour and skills capacity in the sector
3. INCA has more than 150 members, including: network owners, operators, and managers; access and middle mile networks; public sector organisations actively promoting the development of 21st century digital infrastructure; vendors, equipment suppliers, and providers of services that support the sector.

2 Ofcom's proposal to approve Sign language Interactions as provider of video relay services

4. INCA supports Ofcom's proposal to approve Sign language Interactions (SLI) to provide the video relay service that would enable INCA's members and other providers to comply with the new General Condition (GC) obligation coming into effect on June 17th 2022.
5. Although Ofcom is only consulting to approve the SLI service, it is not clear whether there may be other future providers approved by Ofcom and INCA would welcome clarity on that point.

3 Terms of access

6. Many of INCA's members are small providers and it is important that their compliance with the new GC is as straightforward and manageable as possible. Whilst we note that Annex 1 in Ofcom's statement on video relay issued this summer¹ requires that contracts for the video relay services should include specific references to that service being provided on fair, reasonable and non-discriminatory (FRAND) terms, INCA still has some concern that Ofcom is not offering to act as the dispute resolution body, should disputes arise in relation to the terms of supply.
7. INCA will consider whether it could act in the role as intermediate/wholesale for its members, in order to ease their burden of compliance. As such INCA is also concerned with the terms offered to wholesalers and, again, here INCA would welcome a tighter

¹ https://www.ofcom.org.uk/__data/assets/pdf_file/0028/220879/statement-emergency-video-relay.pdf.

safety net around the obligation to supply access to the video relay services on terms that are FRAND compliant.

4 Design and development of the video relay service

8. INCA would welcome more information about how SLI plans to interact with providers and their representatives during the design and development process. As has proven useful for the development of other critical services, INCA would welcome the establishment of an industry working group, with representation from Ofcom and other the OTA2. This would enable transparency and representation of all interested parties.