



Press Release

For immediate release 17 October 2012

Improved relay services will mean increased choice for users

Consumer Panel Chair Jo Connell described Ofcom's decision to require landline and mobile telephone providers to improve text relay services for people with hearing and speech impairments as a very welcome move:

"Ofcom's decision that a new and improved text relay service must be made available within the next 18 months is good news for users. The move will substantially increase choice for people by giving them access to text relay via a wider range of equipment, in addition to services such as parallel two-way speech."

"Plans to work with industry and disability representatives on the impact of speech recognition technology on the accuracy and speeds of existing and future relay services are also welcomed by the Panel."

Ends

CONTACT

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NOTES TO EDITORS

The Communications Consumer Panel encourages Ofcom, Government, industry and others to look at issues through the eyes of consumers and citizens and protects and promotes their interests. The Panel is independent and sets its own agenda.

Visit www.communicationsconsumerpanel.org.uk for more information.

<http://www.communicationsconsumerpanel.org.uk/Text%20relay%20comment%2>