

BT proposes to wholesale Emergency Video Relay to Industry

Please read this briefing for details of BT's proposal to wholesale the Emergency Video Relay service for all Communication Providers (CPs) and Internet Service Providers (ISPs), with a request for final comments on the proposal by **15th February 2022**

Summary

This briefing is to notify all CPs and ISPs needing to comply with the forthcoming Ofcom regulation¹, that BT is proposing to wholesale access to the Emergency Video Relay (EVR) service being provided by the Ofcom approved Provider, Sign Language Interactions Ltd (SLI), subject to agreeing terms with SLI. We are investigating charging Providers using BT as the EVR wholesaler, at least partly based on their recent share of voice 999 emergency calls. There may also be a minimum fee.

Background and proposal

BT organised an Industry Forum in September 2021 to discuss potential models for providing access to Emergency Video Relay for British Sign Language (BSL)² communicating customers. Following those discussions and subsequent updates and feedback, BT is planning to wholesale and administer the billing of charges for the EVR service and sees this as the best way to support equivalence of access for BSL customers. Industry may also find this helps them fulfil their forthcoming regulatory obligations around provision of the service.

As BT provides access to the emergency 999 service for all of Industry today, it is pragmatic for it to do the same for Emergency Video Relay. We envisage that, as BT can use its infrastructure for billing CPs, this will help to keep the total charges for CPs to a reasonable level. We're investigating changing the Standard Interconnect Agreement to add EVR charges as a new line item to Interconnect conveyancing invoices.

Ofcom has approved one Provider for the service and BT will work closely with Sign Language Interactions Ltd and Industry to seek to make access to the service available for the time the regulatory obligation takes effect on 17th June 2022. We look forward to working with industry to progress actions required to meet this deadline.

Next steps

We invite any further comments and feedback from CPs and ISPs relative to BT wholesaling access to Emergency Video Relay. In particular, please let us know whether, in principle, you intend to contract with BT for EVR or if you intend to make alternative arrangements for provision of access to the EVR service.

****Please send comments to us at 999liaison@bt.com by end of Tuesday 15th February. We will review all responses & confirm next steps soon after that date****

Please note

¹ See the Ofcom Statement on [Emergency Video Relay](#)

² Includes access to Irish Sign Language (ISL) communicators in Northern Ireland

If you would like to discuss any matters relating to Emergency Video Relay directly with BT you are free to do so.

If you wish to submit information but do not wish this information to be shared with the rest of Industry, you must mark it as 'Sensitive' or 'Confidential' and we will not include this information in any documents shared more broadly.

Next steps

BT aims to collate feedback along with any further comments from BT and make these available via another Interconnect Briefing at the earliest opportunity following the above deadline.

Further Information

If you have any queries about this briefing, please email us at 999Liaison@bt.com and include '**Emergency Video Relay**' in the subject title.

The content of this briefing is accurate at the time of writing and is subject to change.