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RA PRESS RELEASE – FOR IMMEDIATE RELEASE

**POTENTIAL COMMUNICATION SOLUTIONS FOR THE DEAF AND SPEECH
IMPAIRED IN BERMUDA**

In 2016, the Regulatory Authority (the ‘Authority’) was approached by the Bermuda Island Association for the Deaf (“BIAD”) which expressed significant concerns with regards to inability of the deaf community to communicate customer service issues with various telecommunication service providers. Since that point, the Authority has sought to assist the deaf and speech impaired community in terms of assessing how their needs, with regards to communicating with telecommunications service providers, may be met. On being assigned electricity regulation in October 2016, the Authority widened its scope of interest, with regards to this issue, into the electricity sector.

The Authority is pleased to observe that a commercial trial for an application to facilitate customer services, specifically aimed at citizens who may be deaf and speech impaired is due to be launched in Bermuda by Pypestream, as U.S. based startup. The Authority expects that the market, and telecommunications and electricity service providers generally, will deliver a commercial solution to this particular issue. A failure to do so will be viewed by the Authority with great concern and may lead to regulatory intervention in this specific area.