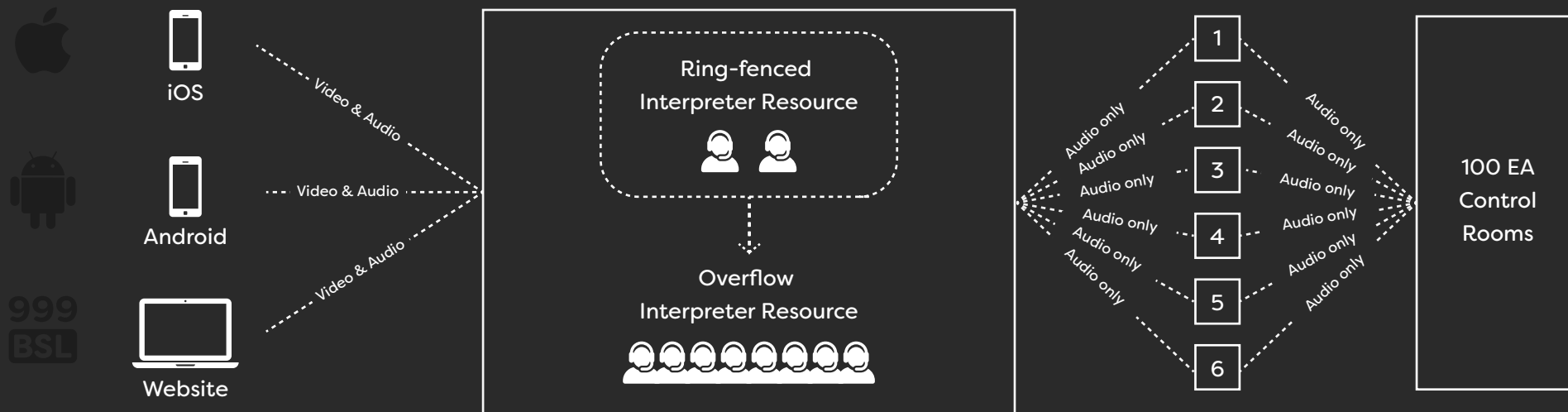


High-Level Call Flow



Deaf BSL User

Sign Language Interactions

Call Handling Agent (CHA) & Emergency Authority (EA)

1. Download new dedicated 999 BSL app from Apple/Google store, or visit website at www.999bsl.co.uk
2. Makes video call from app or website (and provides consent for camera and microphone to be used).

1. Call received into interpreting platform (MMX)
2. If interpreter(s) in dedicated ring fence team are available, the call is presented to them.
3. If no ring fence interpreters are available, the call is sent to the overflow interpreter resource that support SLI's main VRS business.
4. SLI interpreter answers call and makes outbound telephone call to BT (using BT provided long number).
5. Where permitted by the caller on the device they are calling from, SLI interpreter can view the caller geo-location.

1. Call is routed automatically to one of six BT call handling centres
2. BT CHA receives phone call from SLI interpreter
3. BT CHA confirms caller location (Town/County)
4. BT CHA asks interpreter which service is required.
5. SLI interpreter may also provide caller identifier.
6. BT CHA routes call on to the required Emergency Authority (EA) and confirms to the EA that it is a 999 BSL call.
7. Once connected, BT CHA will leave the call and SLI interpreter will communicate directly with the EA call handler.