

PRESS RELEASE

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EE signs up with Sign Solutions

The UK's largest mobile operator and internet service provider, EE, has teamed up with sign language interpreting agency, Sign Solutions, to improve access and user experience for its Deaf customers.

The Sign Solutions InterpretersLive! service will mean that Deaf customers can now communicate more easily with EE when making calls to the company's customer service department.

The service works by connecting an EE customer to a Sign Solutions interpreter via a video link on the EE website. The interpreter then relays the conversation between EE and the customer using British Sign Language.

Angela Lester, compliance manager at EE, comments: "At EE, we have a commitment to widen the accessibility of our services and this latest move to partner with Sign Solutions plays a significant role in our ongoing pledge.

"There is absolutely no reason why Deaf customers should be treated any differently to those without hearing difficulties and we're pleased to be one of the first major companies within the telecoms sector to be making our services more accessible."

Sean Nicholson, CEO at Sign Solutions, says: "A growing number of companies are recognising the benefits of improving their accessibility, particularly amongst their Deaf customers.

"Testament to this is the fact that EE and other high-profile brands within the telecoms sector are signing up to our services."

EE is the second telecoms provider to have signed up with Sign Solutions who recently welcomed Virgin Media on board.

The first digital communications company in Britain to offer superfast 4G mobile services alongside fibre broadband, EE delivers the best network in the UK to over 27 million customers across the EE, Orange and T-Mobile brands.

For more information, visit www.signsolutions.uk.com.

Notes to Editors

Sign Solutions is a language and learning company and specialist in British Sign Language interpreting. Its InterpretersLive! service allows Deaf people to access an interpretation service via video link from their desktop, tablet or smartphone and aims to provide them with the same levels of access as hearing people when dealing with communication we encounter every day.

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