



**Facts International
Facts Centre
3 Henwood
Ashford
TN248FL
01233 648492**

Calling all text relay users!

Dear Sir/Madam,

Are you a user of the text relay service and willing to help us with our research?

Ofcom, the UK communications regulator, has commissioned Opinion Leader an independent market research agency and its sister company Facts International, to gather the opinions of regular text relay users about their experience of the text relay service.

There will be some changes to the text relay service from 18 April 2014 and Ofcom wants to check if, and how, these changes deliver a better service. Therefore, Ofcom wants to find out about the experiences of text relay users both now and then again in 2014 when the new service is in place.

We want to talk to as many different users of text relay as possible. We would like to hear from anyone who:

- is 16 or over, and
- is willing to complete a short survey (either online or face to face with an interviewer) and diary task.

There will be a £30 thank you payment upon completion of the diary. Communications support will be arranged, if you would like this.

If you would like to take part in the research please either register your interest at www.facts.uk.com/ofcomtextrelay or call one of our research team at Facts International on **01233 648492**.

Alternatively you can contact us by post. Our address is:

[Continued over page]

**Facts International
Facts Centre
3 Henwood
Ashford
TN248FL**

Please register your interest by 17 March 2014.

Please mention this research to anyone else you think may be interested, so they can take part too.

Thank you in advance for your help with this important research!

Yours sincerely,

Lynsey Thompson
Research Executive, Facts International