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The article *Video Relay Service Practices and Policies around the World*. Proceedings of the International AEGIS Conference, November 28-30, 2011, (pp. 216-223.) has been brought to the attention of the JCA-AHF Convener.

The authors are: Vogler, J. McWhinney, P. Harper, A. Raike, G. Hellstrom, G. Vanderheiden.

The article can be found online at:

<http://www.epr.eu/aegis/wp-content/uploads/2011/12/AEGIS_Conference_proceedings-final.pdf>