



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Irish Text Relay Service

Accessibility Measures

Take-up and usage statistics 2024

Information Notice

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1 Executive Summary

1. One of ComReg’s objectives is to ensure that end-users with disabilities have access to electronic communications services equivalent to that enjoyed by the majority of end-users. To achieve this objective, on 30 December 2015, following a public consultation, ComReg published ComReg Decision D09/15 entitled Provision of Access to a Text Relay Service. This decision specified that service providers with more than 100,000 subscribers must provide end-users with disabilities access to a Text Relay Service.
2. Irish Text Relay Service (ITRS) translates text into voice (TTV) and voice into text (VTT) to facilitate a person who may be deaf or hard of hearing in making and receiving calls in the Republic of Ireland. Calls are relayed through an ITRS agent who performs this translation. ITRS is used with smartphones, tablets, and computers. ITRS helps people with a disability to access services like banking, utilities and travel by phone or online.
3. The ITRS service is operated by Eircom Limited (‘Eir’) acting as the host of the ITRS, and serving the customers of Three Ireland, Eir, Sky Ireland, Tesco Mobile Ireland, Virgin Media Ireland, and Vodafone Ireland and is funded by each of these operators.
4. In 2024 there was a total of 3013 TTV calls, and 60 VTT calls. Further details of the calls per month are available, along with details relating to the quality of service standards achieved are available in section 2 below. Section 3 of this document sets out an overview of the take-up and usage of ITRS from 2022 – 2024.
5. ITRS is available directly from www.itrs.ie
6. Information about ITRS is available through Irish Sign Language (ISL)¹ on ComReg’s YouTube at the following link :[Information on using the Irish Text |Relay Service](#).

¹ Irish Sign Language” means the sign language used by the majority of the deaf community in the State as noted in the [Irish Sign Language Act 2017](#)

2 ITRS Usage and Service Levels

7. The charts used in this document set out the usage and service levels of ITRS for the period from 1 January to 31 December 2024.
8. Where “Abandoned ITRS calls” is referred to, this means the rate at which end- users of ITRS cancel an attempt to make an ITRS call via the ITRS service. The recommended abandoned call rate for ITRS calls (both TTV and VTT calls) is no more than 5% of calls per calendar month, as set out in ComReg Decision D09/15.
9. Additionally, the service level is measured by the percentage of calls answered by the ITRS agent within 20 seconds of the call being made to them. The recommended percentage (%) for ITRS calls (both TTV and VTT calls) answered in 20 seconds is 80%, as set out in ComReg Decision D09/15. Both the TTV and VTT calls are handled by the same ITRS agents as part of the relay or translation service.

2.2 Text to Voice

10. Figure 1 indicates the variation in the number of TTV calls via ITRS on a monthly basis; TTV calls totaled 3,013 in 2024. TTV calls peaked in February 2024 with 323 calls, this excludes 40 training calls made in that month. The lowest number of calls were recorded in June and December, with 178 and 195 calls respectively.

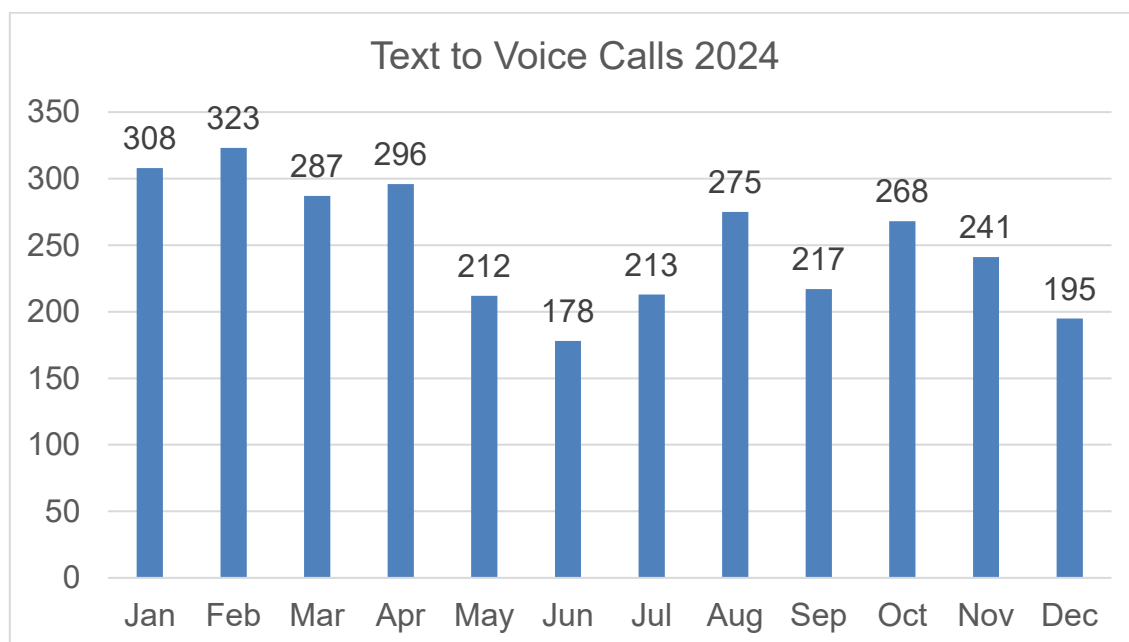


Figure 1Text to Voice Calls, Volume January – December 2024

11. Figure 2 reflects the first of the quality of service indicators for ITRS; the percentage of TTV calls abandoned by month for the period January to December 2024. The suggested maximum of no more than 5% of TTV calls is consistently met.

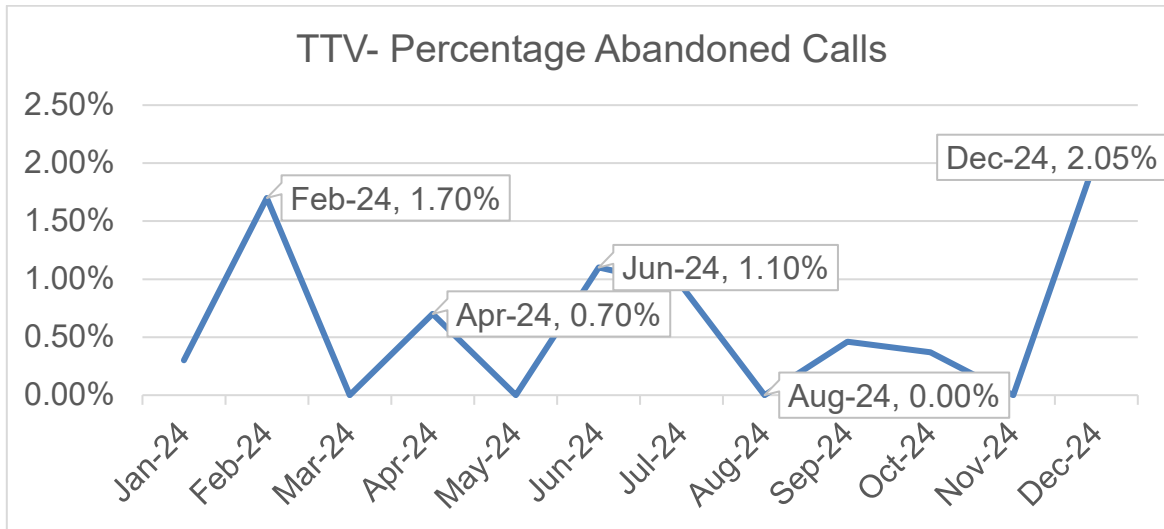


Figure 2 Text to Voice - Abandoned calls January – December 2024

12. Figure 3 reflects the second of the quality indicators for ITRS; the percentage of calls answered by ITRS agents within 20 seconds of the call being made, by month for the period January to December 2024. The suggested percentage is 80% of calls in 20 seconds.

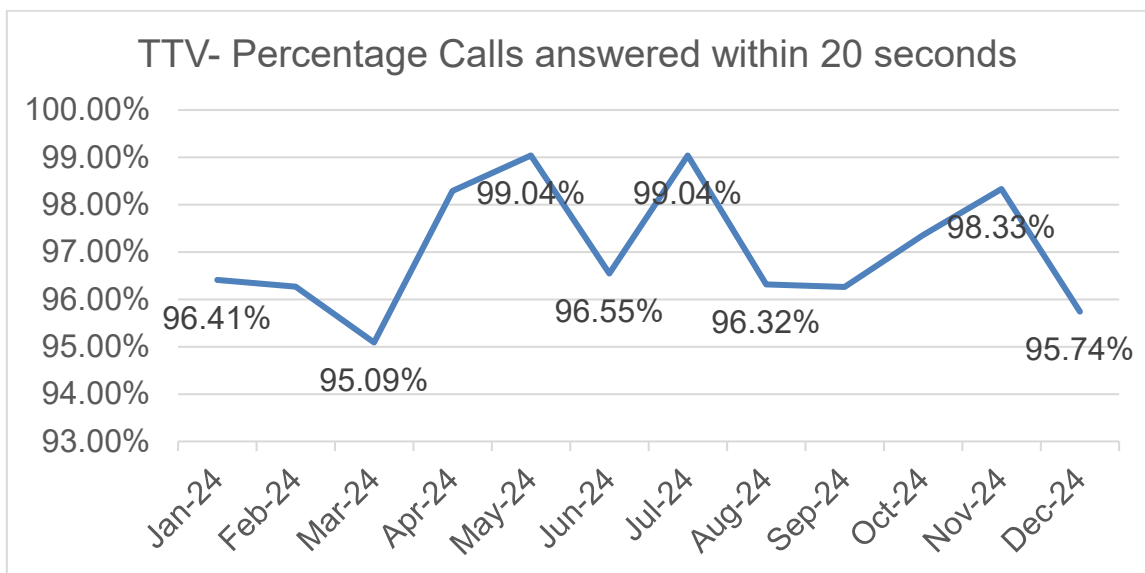


Figure 3 Text to Voice % answered in 20 Seconds January – December 2024

2.3 Voice to Text

13. Figure 4 indicates that the number of VTT calls via ITRS varied month on month during this period. In total, there were VTT calls in 2024, which excludes the 15 training calls in February. The adjusted figure for February is 5. This adjustment means that VTT calls peaked in August with 11 VTT calls.

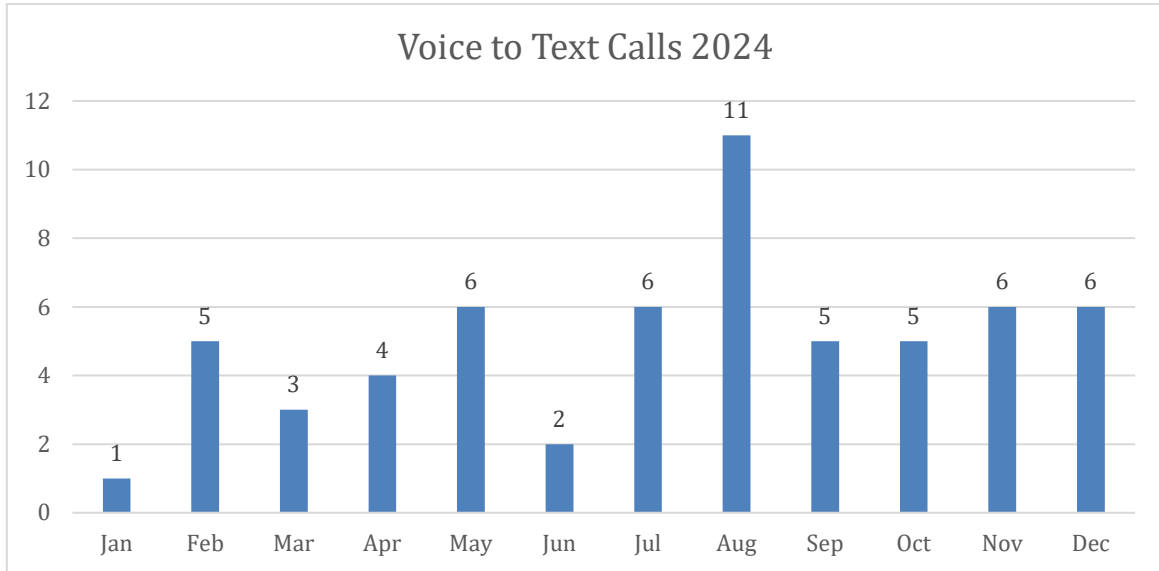


Figure 4 Voice to Text Calls, Volume January – December 2024

14. Figure 5 reflects the percentage of VTT calls abandoned by month for the period January to December 2024. In November of the VTT calls received, one call was abandoned, which caused an abandonment rate of 16.67% to be recorded for that month.

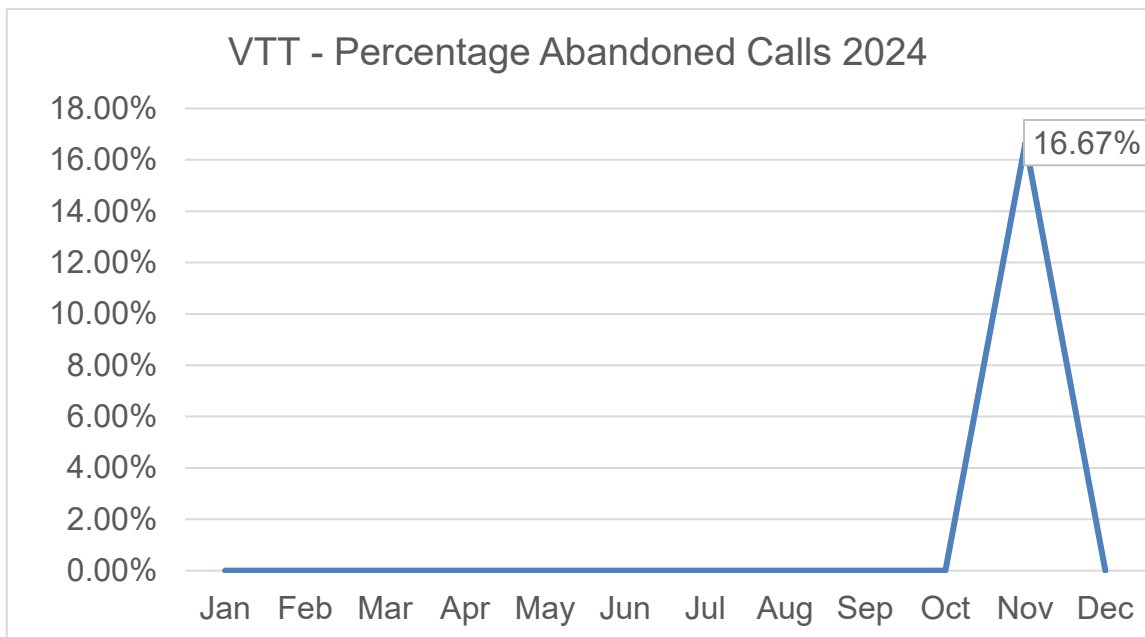


Figure 5 Voice to Text, Percentage Abandoned Calls January – December 2024

15. Figure 6 reflects the percentage of VTT calls answered by ITRS agents within 20 seconds of the call being made, by month for the period January to December 2024. The suggested percentage is 80% of calls answered in 20 seconds. The recommended service level target was achieved in all months except April 2024, when one of the four calls received that month exceeded the 20 second target, as it was answered in 33 seconds.

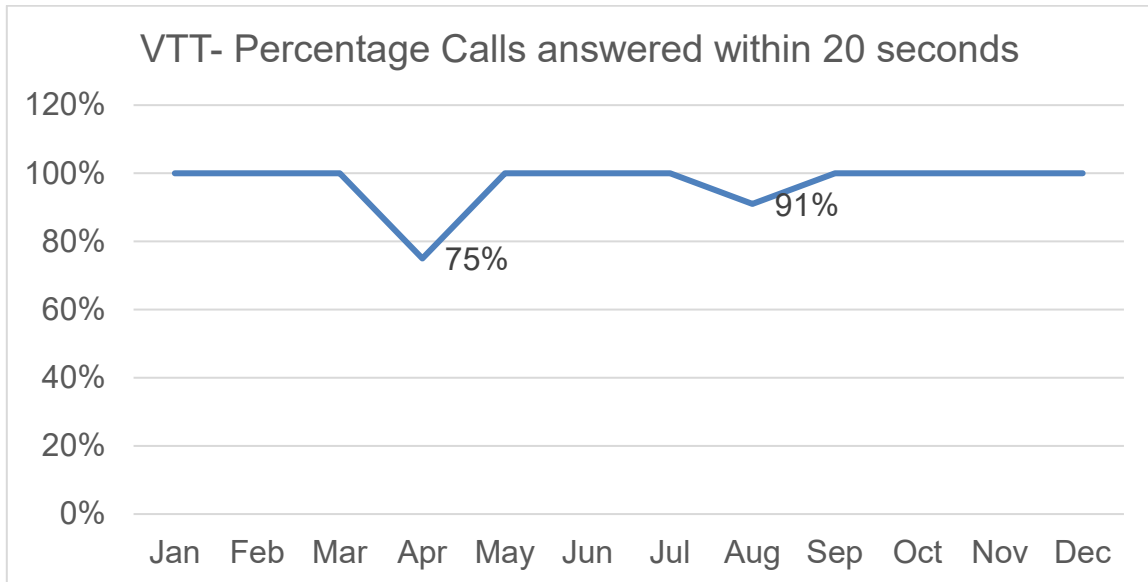


Figure 6 Text to Voice Percentage answered in 20 Seconds January – December 2024

3 Call Volume Trends

16. In 2024 there were a total of 3013 TTV calls, a decrease of 339 calls (10%) on 2023 calls. VTT calls decreased by 30% in 2024 to 60 calls.

Table 1 ITRS Calls and Texts offered 2022 – 2024 by Month.

ITRS Calls	2024		2023		2022	
	Text to Voice	Voice to Text	Text to Voice	Voice to Text	Text to Voice	Voice to Text
Jan	308	1	291	5	158	5
Feb	323	5	261	5	192	11
Mar	287	3	358	23	261	18
Apr	296	4	268	1	275	2
May	212	6	272	5	311	11
Jun	178	2	392	3	385	30
6 Month Sub Total	1604	21	1842	42	1582	77
Jul	213	6	299	7	200	19
Aug	275	11	257	7	354	7
Sep	217	5	256	3	311	10
Oct	268	5	231	11	275	11
Nov	241	6	222	13	315	4
Dec	195	6	245	3	212	2
6 Month Sub Total	1409	39	1510	44	1667	53
Total	3013	60	3352	86	3249	130

Table 2 ITRS Annual Calls and Texts

ITRS	TTV	VTT
2024	3013	60
2023	3352	86
2022	3249	130