



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# Irish Text Relay Service

## Measures for disabled end-users Take up and usage statistics

### Information Notice

**Reference:** 23/66

**Version:** Final

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# Irish Text Relay Service (“ITRS”)

## 1.1 Background

1. One of ComReg’s objectives is to ensure that disabled end-users have access to electronic communications services equivalent to that enjoyed by the majority of end-users. In order to achieve this objective, on 30 December 2015, following a public consultation, ComReg, in ComReg Decision D09/15<sup>1</sup> (“D09/15”), decided that service providers with more than 100,000 subscribers must provide disabled end-users access to a Text Relay Service.
2. ITRS translates text into voice (“TTV”) and, voice into text (“VTT”), to facilitate deaf and hard of hearing people and those with speaking difficulties in making and receiving calls, including when using mobile devices, in the Republic of Ireland. Calls are relayed through ITRS agents who perform this translation. ITRS can be used with smartphones, tablets, computers and textphones. ITRS is a pathway for end-users with a disability to access services (e.g., banking, utilities, travel, etc.,) by phone or online. Since 2017, the ITRS is available to end-users and full information on how to access and use the service is found on the official ITRS web site, [www.itrs.ie](http://www.itrs.ie).
3. The ITRS service is operated by Eircom limited (‘Eir’) acting as the host of the ITRS, and serving the customers of Three, Eir, Sky, Tesco Mobile, Virgin Media, and Vodafone and, is funded by each of these operators.
4. The ITRS can be accessed from the ITRS.ie URL.<sup>2</sup>

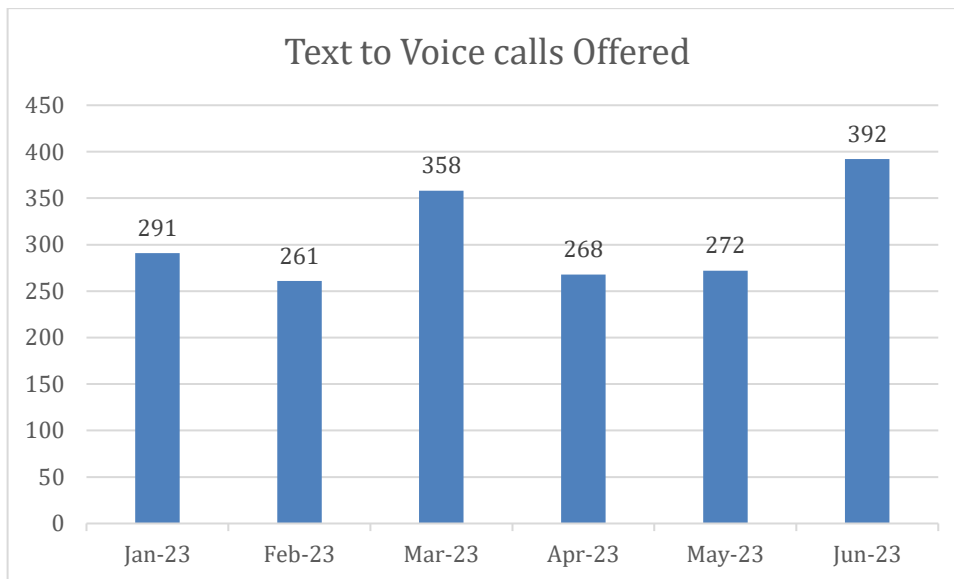
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<sup>1</sup> ‘Provision of Access to a Text Relay Service’, Ref ComReg 15/143, Decision No. [D09/15](#).

<sup>2</sup> Previously, ITRS end users could make and receive text relay calls through downloading the ITRS Application from the Google Play Store or the iOS App Store.

## 1.2 Usage and Service Levels of ITRS

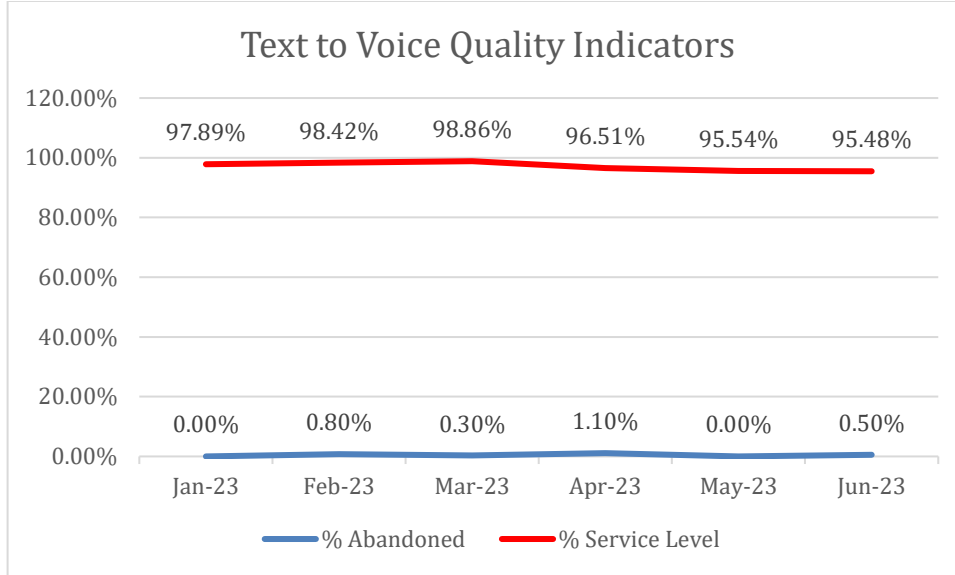
5. The following charts set out the usage and service levels of ITRS for the period from 1 January 2023 to 30 June 2023.
6. Where “Abandoned ITRS calls” is referred to, this means the rate at which end-users of ITRS cancel an attempt to make an ITRS call via the ITRS service. The recommended abandoned call rate for ITRS calls (both TTV and VTT calls) is 5% or less than 5% ( $\leq 5\%$ ) of calls per calendar month, as set out in ComReg Decision **D09/15**.<sup>3</sup>
7. 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 % 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 agent as part of the relay or translation service.
8. Chart 1 indicates that the number of TTV calls via ITRS varied month on month during the period, TTV calls reached 392 in June 2023, with a low of 261 in February 2023.



**Chart 1: Text to Voice Calls, January to June 2023**

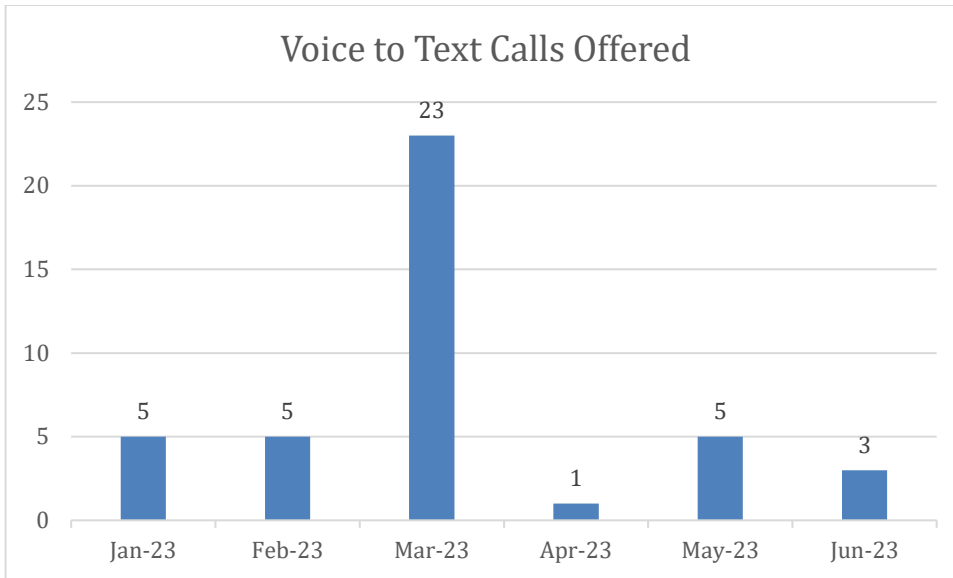
<sup>3</sup> <https://www.comreg.ie/publication/provision-of-access-to-a-text-relay-service>

9. Chart 2 reflects indicators of the Quality as regards ITRS TTV calls by month for the period January to June 2023.



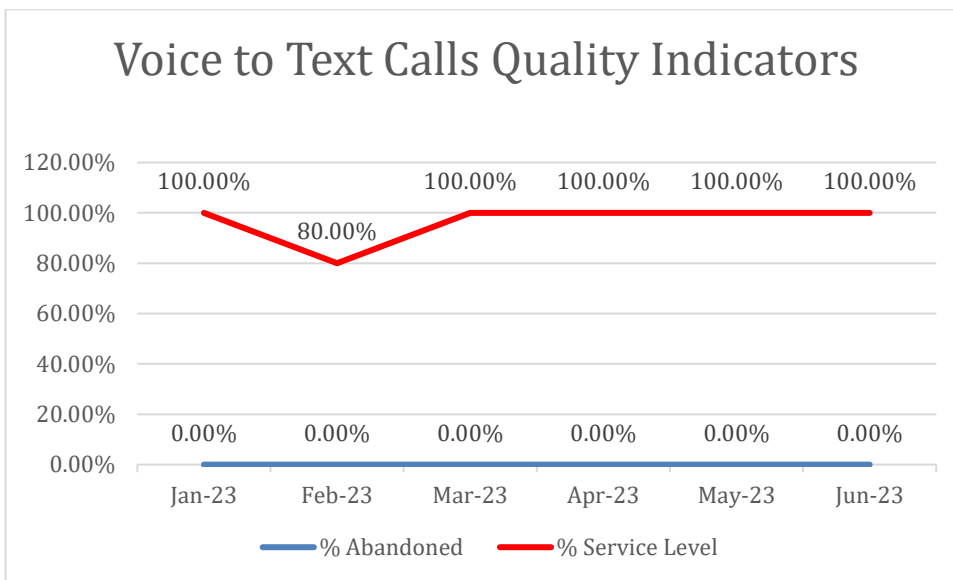
**Chart 2: Text to Voice Quality Indicators, January to June 2023**

10. As noted earlier, the recommended abandoned call rate for TTV ITRS calls is 5% or less than 5% ( $\leq 5\%$ ) of calls per calendar month. In relation to month-on-month Voice to Text calls made from January to June 2023, the abandonment rate remained below the threshold.
11. For the same six-month time period calls exceeded the 80% answered within 20 seconds threshold.
12. Chart 3, notes that in the same period, the voice to text calls (VTT) calls by ITRS end users continue to remain low and lower compared to TTV calls. VTT calls via ITRS varied month on month during the period, peaking at 23 in March 2023, with a low of 1 in April 2023.



**Chart 3: Voice to Text Calls, January to June 2023**

13. Chart 4 below reflects indicators of the Quality as regards ITRS VTT calls by month.



**Chart 4: Voice to Text Quality Indicators, January to June 2023**

14. As noted earlier, the recommended abandoned call rate for VTT ITRS calls is 5% or less than 5% ( $\leq 5\%$ ) of calls per calendar month. In relation to month-on-month Voice to Text calls made from January to June 2023, the abandonment rate was 0% of calls.
15. For the same six-month time period calls met or exceeded the 80% answered within 20 seconds threshold.

16. Text to voice calls in general are declining, from 4090 in 2020 to, 3249 in 2022, however the half year total for 2023 is 1842 TTV calls.
17. The TTV calls have also continued to decline since Q3 2021. The website was refreshed in July 2022, within Q3, the TTV calls declined again by the end of Q4 2022.
18. Additionally, VTT calls in 2022, declined in 2022, (from 240 to 130). So far in 2023 there have been a total of 56 VTT calls.

## Annex 1: Call Volume Trends

19. TTV calls declined from 4,090 in 2020 to, 3,249 in 2022. The TTV calls have continued to decline since Q3 2021. The half year total for 2023 is 1842 TTV calls.
20. The number of VTT calls in 2020 was 58. VVT call volumes reached 240 in 2021 and then there was a decline to 130 in 2022. Table 1 ITRS Calls and Texts offered 2020 - 2022 by Quarter.

**Table 1 ITRS Calls and Texts offered 2020 – 2023 by Quarter**

ITRS Calls	2023		2022		2021	
	Text to Voice	Voice to Text	Text to Voice	Voice to Text	Text to Voice	Voice to Text
Dec			212	2	307	3
Nov			315	4	285	4
Oct-22			275	11	333	4
Q4 Sub Total			802	17	925	11
Sep			311	10	352	3
Aug			354	7	269	40
Jul			200	19	583	88
Q3 Sub Total			865	36	1204	131
Jun	392	3	385	30	219	30
May	272	5	311	11	263	21
Apr	268	1	275	2	439	31
Q2 Sub Total	932	9	971	43	921	82
Mar	358	23	261	18	262	9
Feb	261	5	192	11	193	3
Jan	291	5	158	5	267	4
Q1 Sub Total	910	33	611	34	722	16
Total	1842	56	3249	130	3772	240

**Table 2 ITRS Annual Calls and Texts**

ITRS	TTV	VTT
<b>2023 Q1-Q2</b>	1842	56
<b>2022</b>	3249	130
<b>2021</b>	3772	240
<b>2020</b>	4090	58