



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Irish Text Relay Service

Measures for end-users with disabilities; take up and usage statistics

Information Notice

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Irish Text Relay Service (“ITRS”)

1.1 Background

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. In order 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. ITRS translates text into voice (TTV) and voice into text (VTT) to facilitate a person who maybe 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 can be used with smartphones, tablets, computers and textphones. ITRS helps people with a disability 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. ITRS is available directly from www.itrs.ie
5. Information about ITRS is available through Irish Sign Language (ISL)¹ on ComReg’s website 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](#)

1.2 Usage and Service Levels of ITRS

6. The following charts set out the usage and service levels of ITRS for the period from 1 July 2023 to 31 December 2023.
7. 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% oof calls per calendar month, as set out in ComReg Decision D09/15.
8. 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 agent as part of the relay or translation service.
9. Chart 1 indicates that the number of TTV calls via ITRS varied month on month during the period; TTV calls reached 299 in July 2023, with a low of 222 in November 2023.

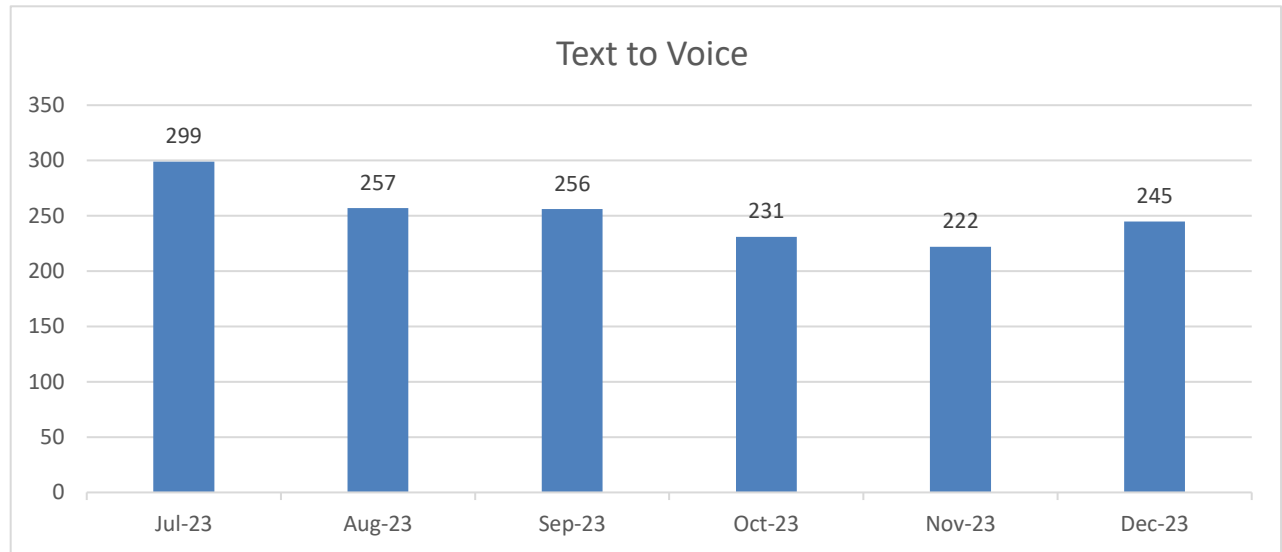


Chart 1 Text to Voice Calls, 1 July to 31 December 2023

10. Chart 2 reflects indicators of the Quality for ITRS TTV calls by month for the period 01 July to 31 December 2023.

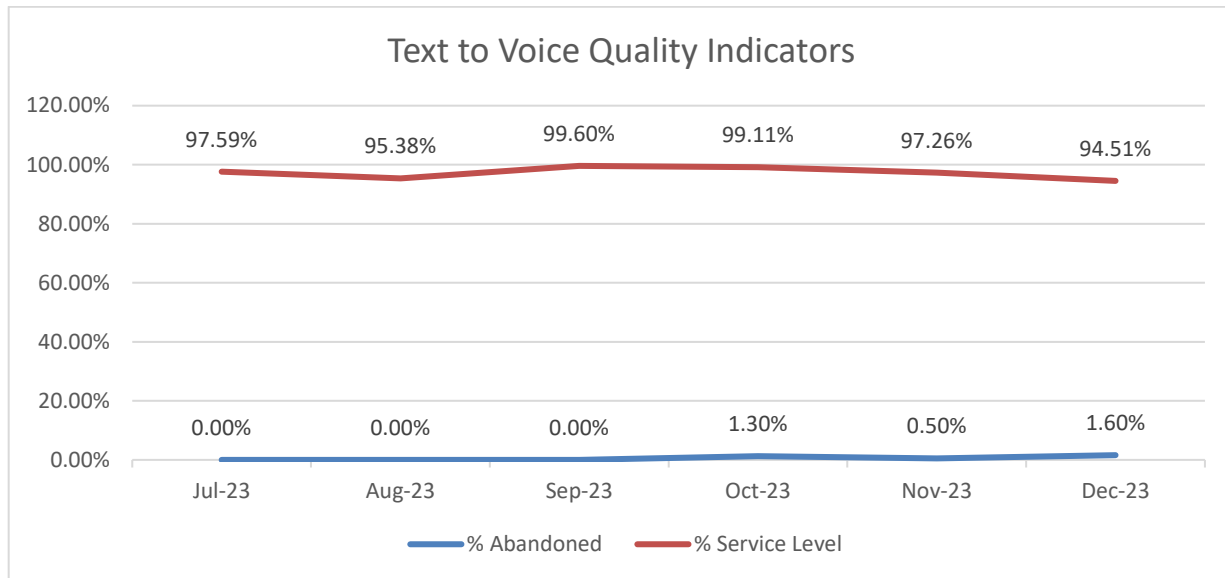
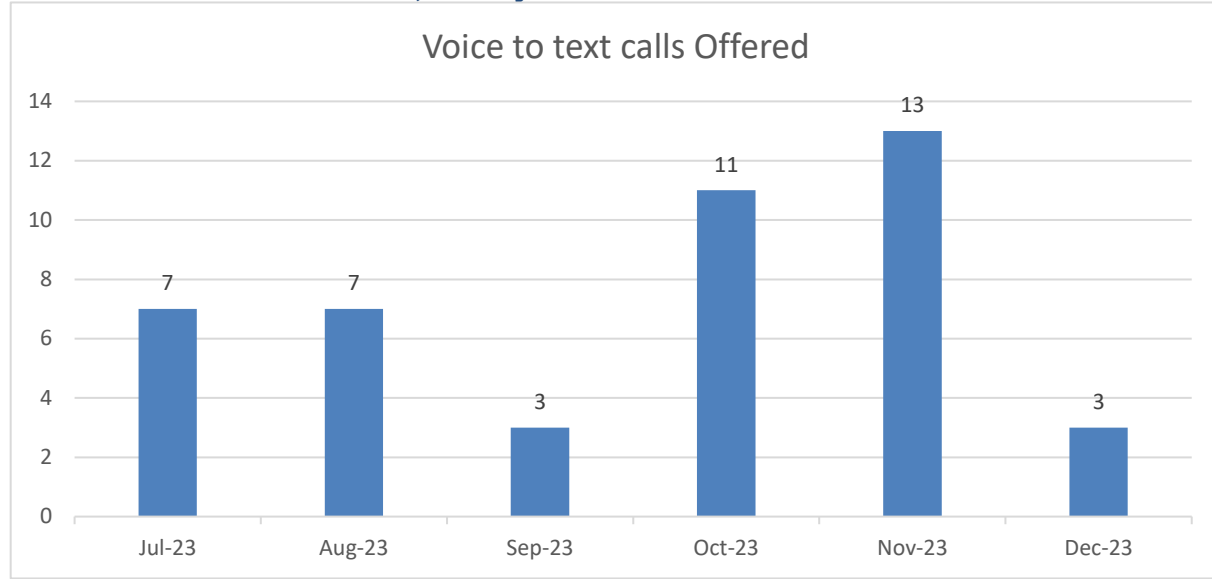


Chart 2 Text to Voice Quality Indicators, 1 July to 31 December 2023

11. As noted earlier, the recommended abandoned call rate for TTV ITRS calls is no more than 5% of calls per calendar month. In relation to month-on-month Voice to Text calls made from 1 July to 31 December 2023, the abandonment rate remained below the threshold.
12. For the same six-month period calls answered within the 20 second threshold exceeded the 80% target.
13. Chart 3, notes that in the same period, the VTT calls by ITRS end-users continue to remain low and lower than TTV calls. VTT calls via ITRS varied month on month during the period, peaking at 13 in November 2023, with a low of 3 in September and December 2023.

Chart 3 Voice to Text Calls, 01 July to 31 Dec 2023



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

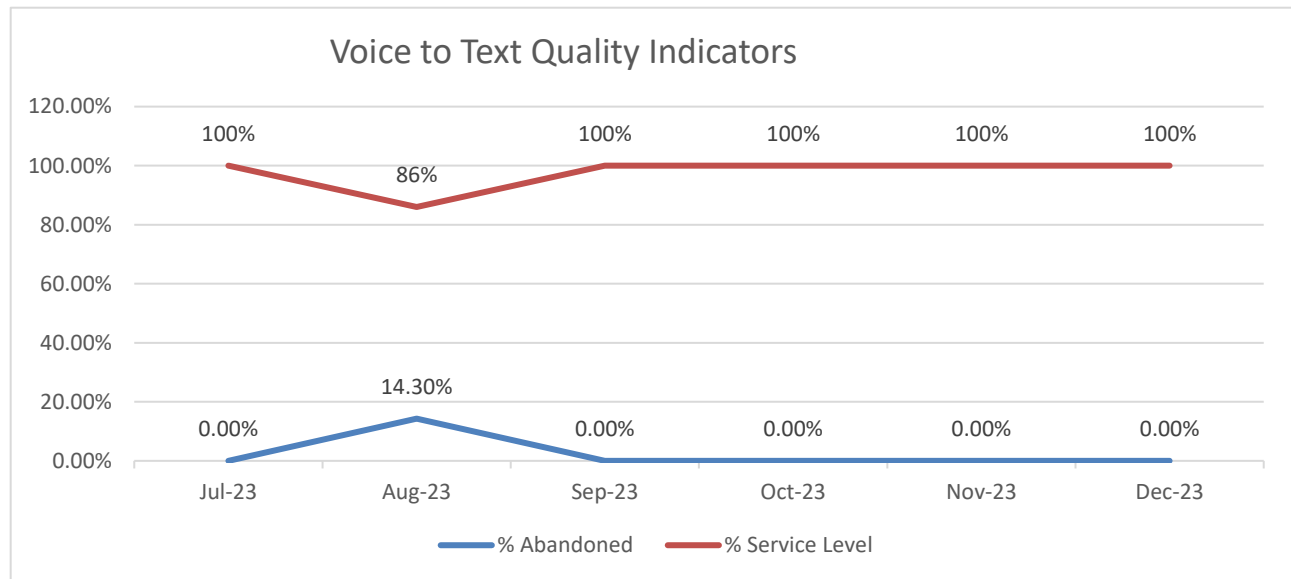


Chart 4 Voice to Text Quality Indicators, 01 July to 31 Dec 2023

15. As noted earlier, the recommended abandoned call rate for VTT ITRS calls is no more than 5% or less than 5% ($\leq 5\%$) of calls per calendar month. In relation to month-on-month Voice to Text calls made from 1 July to 31 December 2023, the abandonment rate was 0% of calls, apart from August 2023, when one abandoned called equated to an abandonment rate of 14.3%.

16. For the same six-month period, VTT calls met or exceeded 80% answered within a 20 second threshold.

Annex 1: Call Volume Trends

17. TTV calls increased marginally from 3,249 in 2022 up to 3,352 in 2023.

18. The number of VTT calls in 2023 was 96, down from 130 in 2022.

Table 1 ITRS Calls and Texts offered 2021 – 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	245	3	212	2	307	3
Nov	222	13	315	4	285	4
Oct-22	231	11	275	11	333	4
Q4 Sub Total	698	27	802	17	925	11
Sep	256	3	311	10	352	3
Aug	257	7	354	7	269	40
Jul	299	7	200	19	583	88
Q3 Sub Total	812	13	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	3352	96	3249	130	3772	240

Table 2 ITRS Annual Calls and Texts

ITRS	TTV	VTT
2023	3352	96
2022	3249	130
2021	3772	240
2020	4090	58