

Using the Irish Text Relay Service (ITRS) to make and receive calls



Commission for
Communications Regulation
An Coimisiún um
Rialáil Cumarsáide

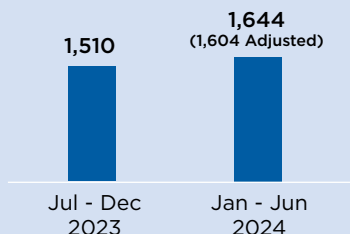
The ITRS ensures that those of us who are deaf, hard-of-hearing or speech-impaired, are able to make and receive calls independently.

How ITRS works



Take up and usage statistics*

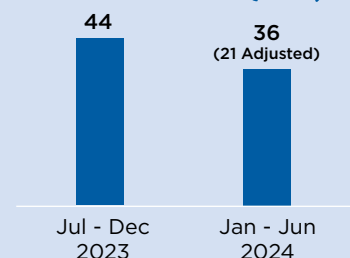
TEXT TO VOICE



TTV calls **increased to 1644** from 1510 in the previous 6 months, an increase of 94, excluding the 40 training calls.

For the same time frame, excluding the training VTT calls **decreased by 23 calls** in total.

VOICE TO TEXT



Quality of Service Indicators

	TEXT TO VOICE		VOICE TO TEXT	
	% Abandoned	% Service Level	% Abandoned	% Service Level
Jul - Dec 2023	3.40%	97.24%	2.30%	97.6%
Jan - Jun 2024	0.63%	96.64%	0.00%	96%

Note: In February 2024, 40 TTV and 15 VTT training calls were made, both sets of figures are noted.

Abandoned calls means the rate at which end-users of ITRS cancel an attempt to make an ITRS call via the ITRS service. The abandoned call rate for ITRS calls is no more than 5% of calls per calendar month.

Service level is measured by the percentage of calls answered by the ITRS agent within 20 seconds of the call being made to them.

Further information

▶ www.itrs.ie

▶ **Opening Hours**
08:30-18:30 Monday-Thursday
09:00-21:00 Friday and Saturday
10:00-18:00 Sunday and Public Holidays

*www.comreg.ie/publication/text-relay-service-take-up-and-usage-statistics-january-to-june-2024