

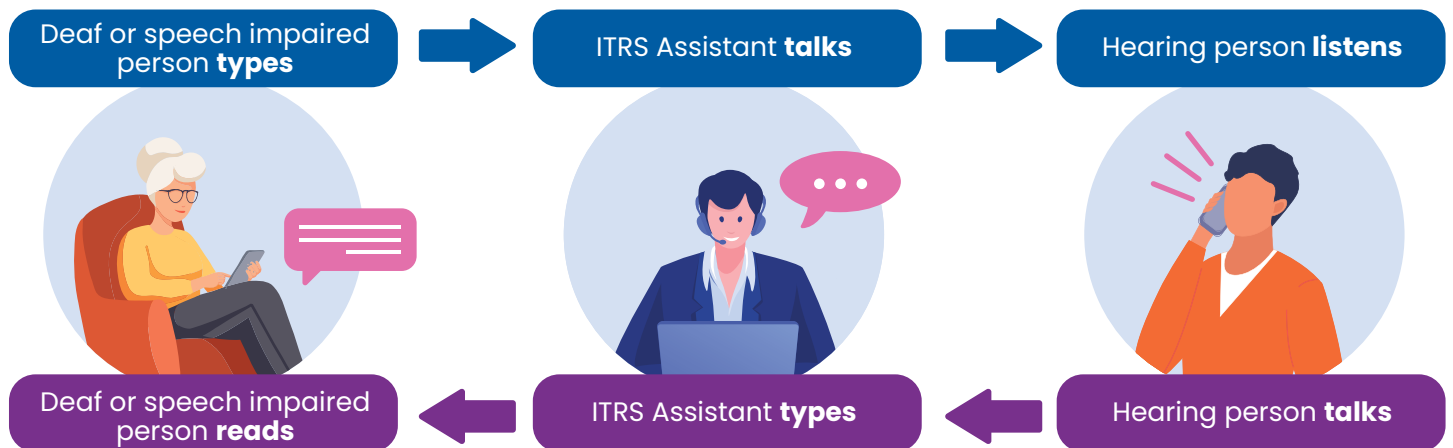
Using the Irish Text Relay Service (ITRS) to make and receive calls



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

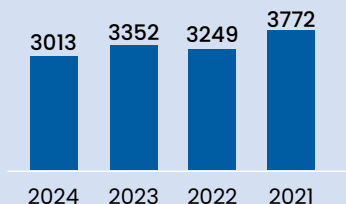
The ITRS ensures that those of us who are deaf, hard-of-hearing or speech-impaired, are able to make and receive calls independently.

How ITRS works



Take up and usage statistics*

TEXT TO VOICE

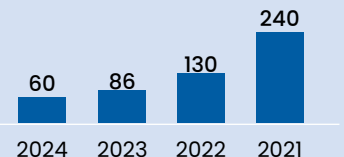


In 2024 there were a total of 3013 TTV calls, **decrease of 339 calls (10%)** on 2023 calls.



VTT calls **decreased by 30%** in 2024 to 60 calls.

VOICE TO TEXT



Quality of Service Indicators

	TEXT TO VOICE		VOICE TO TEXT	
	% Abandoned	% Service Level	% Abandoned	% Service Level
2024	0.64%	97.06%	1.38%	97.16%
2023	0.51%	97.18%	1.19%	97.17%
2022	2.29%	93.11%	2.08%	96.61%
2021	3.10%	93.69%	1.98%	97.98%

Note: In February 2024, 40 TTV and 15 VTT training calls have been excluded from the TTV and VTT totals.

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

*<https://www.comreg.ie/publication/text-relay-service-take-up-and-usage-statistics-january-to-december-2024>