

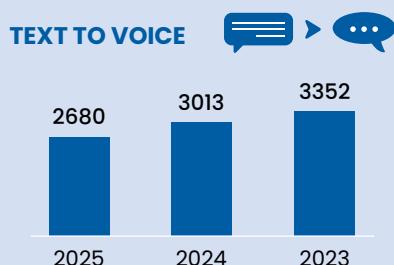
Using the Irish Text Relay Service (ITRS) to make and receive calls

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

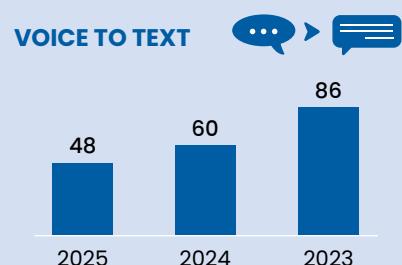
How ITRS works



Take up and usage statistics*



In 2025 there were a total of **2680 TTV calls**, a decrease of 333 from 2024.
VTT calls **decreased** from 60 in 2024 to 48 calls in 2025.



Quality of Service Indicators

	TEXT TO VOICE		VOICE TO TEXT	
	% Abandoned	% Service Level	% Abandoned	% Service Level
2025	0.88%	97%	0%	97%
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%

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