



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Irish Text Relay Service

Accessibility Measures

Take-up and usage statistics

January – June 2026

Information Notice

Reference: ComReg 26/56

Version: **Final**

Date: 24/08/2026

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.
One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0.
Teil | Tel +353 1 804 9600 Suíomh | Web www.comreg.ie

Content

Section	Page
1 Executive Summary	3
2 ITRS Usage and Service Levels	4
3 ITRS Usage Tables	8

1 Executive Summary

- 1.1 One of ComReg's objectives is to ensure that end-users with disabilities have access to electronic communications services equivalent to those enjoyed by most end-users. 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.
- 1.2 Irish Text Relay Service (ITRS) translates text into voice (TTV) and voice into text (VTT) to facilitate a person who may be 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 is used with smartphones, tablets, and computers. ITRS helps people with a disability to access services like banking, utilities, and travel by phone or online.
- 1.3 The ITRS is operated by Eircom Limited ('Eir'), acting as the host of the ITRS, and serves 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.
- 1.4 Section 2 below sets out details of the usage of ITRS; calls made via the service, as well as details of the quality-of-service standards achieved per month. Section 3 of this document provides an overview of the annual take-up and usage of ITRS from 2024 – 2026.
- 1.5 ITRS is available directly from www.itrs.ie
- 1.6 Information about ITRS is available through Irish Sign Language (ISL)¹ on ComReg's YouTube site 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](#)

2 ITRS Usage and Service Levels

- 2.7 The charts used in this document set out the usage and service levels of ITRS for each calendar month during the period from 1 January to 30 June 2026.
- 2.8 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. The recommended abandoned call rate for ITRS calls (both TTV and VTT calls) is no more than 5% of calls per calendar month, as set out in ComReg Decision D09/15.
- 2.9 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 agents as part of the relay or translation service.

2.1 Text to Voice

Figure 1 indicates the variation in the number of TTV calls via ITRS monthly; in total there were 1,288 TTV calls in the first 6 months of 2026. TTV calls peaked in January 2026 with 254 calls, while 123 calls were recorded in June.

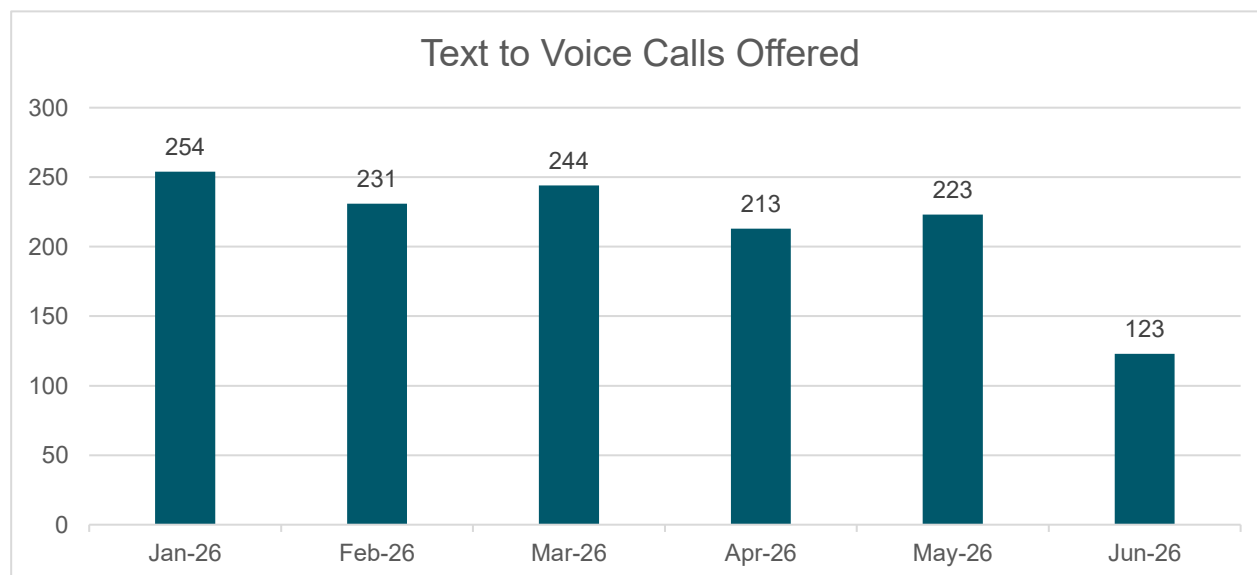


Figure 1 Text to Voice Calls - January to June 2026

- 2.10 Figure 2 reflects the first of the quality-of-service indicators for ITRS; the percentage of TTV calls abandoned for the period January to June 2026. As noted, suggested maximum abandoned call rate for ITRS calls of no more than 5% of TTV calls is consistently met.

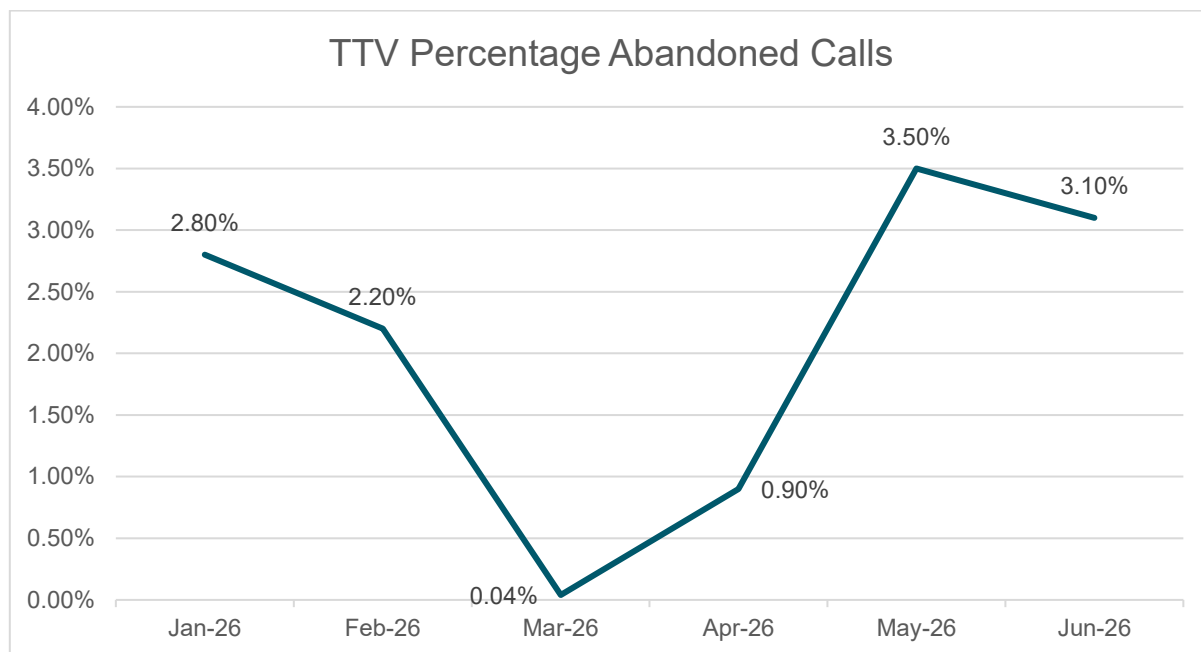


Figure 2 TTV Percentage of abandoned calls - January to June 2026

- 2.11 Figure 3 reflects the second of the quality-of-service indicators for ITRS; the percentage of calls answered by ITRS agents within 20 seconds of the call being made, by month, for the period January to June 2026. The suggested percentage is 80% of calls in 20 seconds. The average for the 6-month period is 97.85%.

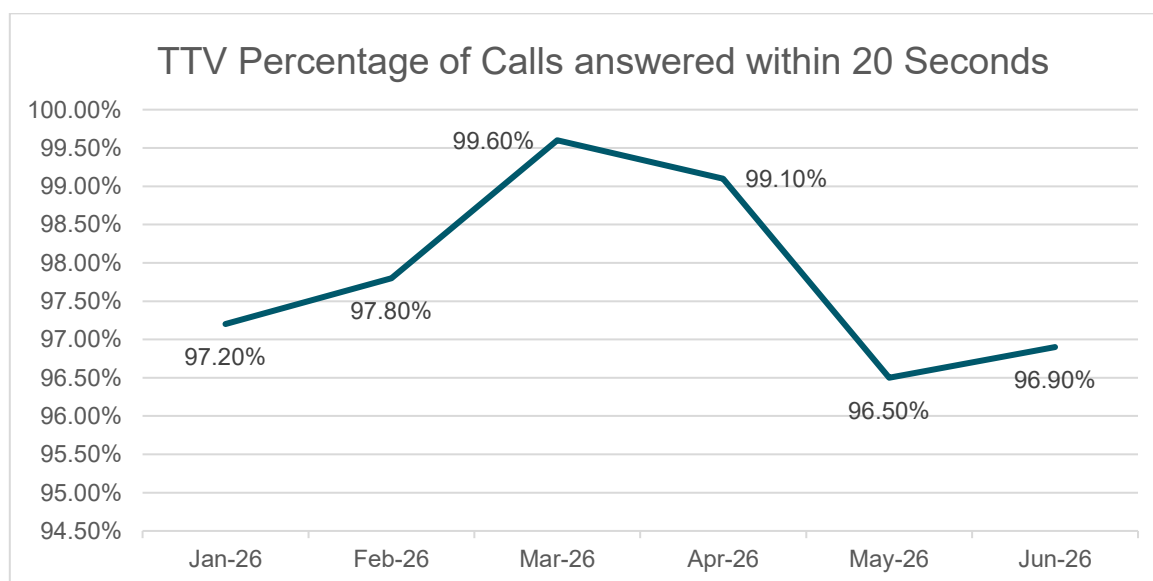


Figure 3 TTV Percentage of Calls answered - January to June 2026

Voice to Text

- 2.12 Figure 4 indicates that there were in total 20 VTT calls via ITRS during the six months to the end of June 2026.

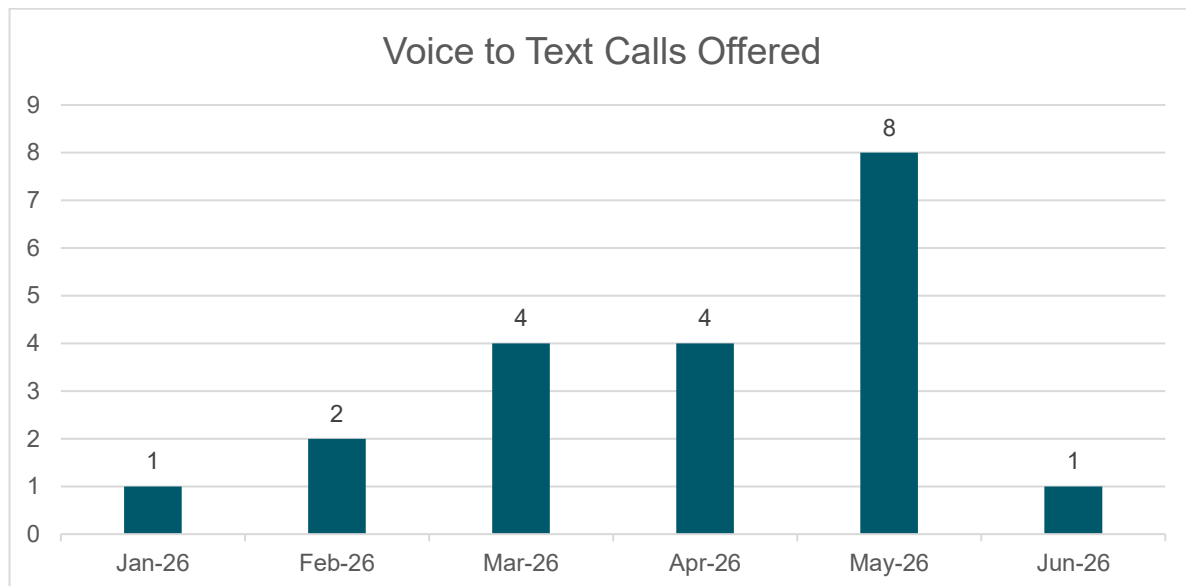


Figure 4 Voice to Text Calls - January to June 2026

- 2.13 Figure 5 reflects the percentage of VTT calls answered by ITRS agents within 20 seconds of the call being made. One call in January was answered within 34 seconds, and one of the four VTT calls in October was answered within 34 seconds rather than 20 seconds. The rest of the VTT calls in 2025 were answered in 20 seconds.

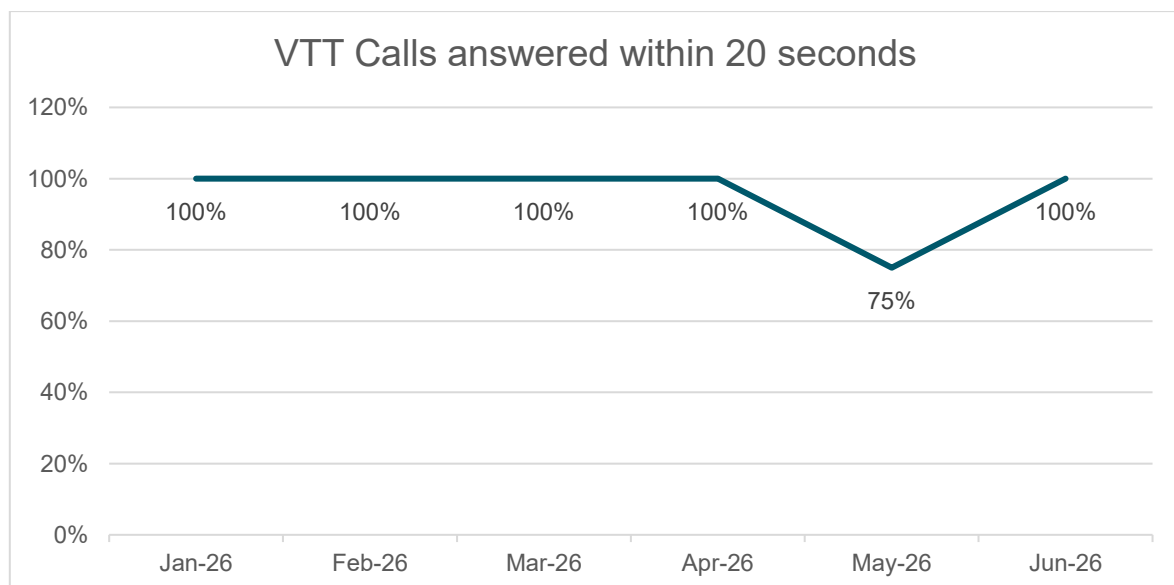


Figure 5 Percentage of Calls answered within 20 seconds January to June 2026

- 2.14 Figure 6 reflects that, between 1 January and 30 June 2026, 2 calls were abandoned this means an average of a 95% answer rate for VTT calls in the 6-month period.

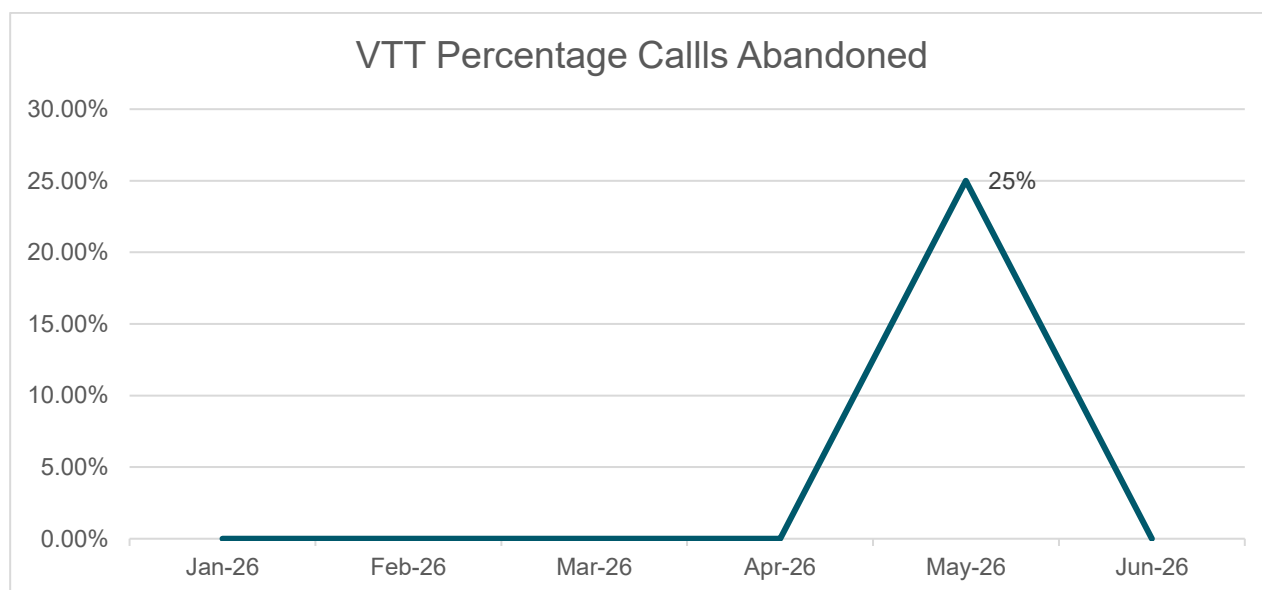


Figure 6 VTT Percentage of Calls abandoned - January to June 2026

3 ITRS Usage Tables

3.16 In the first 6 months of 2026, there were 1,288 TTV calls, and 20 VTT.

Table 1 ITRS Calls and Texts offered 2024 – 2026 by Month.

ITRS Calls	2026		2025		2024	
	Text to Voice	Voice to Voice	Text to Text	Voice to Text	Text to Voice	Voice to Text
Jan	254	1	286	8	308	1
Feb	231	2	202	8	323	5
Mar	244	4	223	2	287	3
Apr	213	4	243	4	296	4
May	223	8	202	6	212	6
Jun	123	1	267	1	178	2
6 Month Sub Total	1288	20	1423	29	1604	21
Jul			208	1	213	6
Aug			223	1	275	11
Sep			246	0	217	5
Oct			229	4	268	5
Nov			166	3	241	6
Dec			185	8	195	6
6 Month Sub Total			1257	17	1409	39
Total			2680	48	3013	60