



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Irish Text Relay Service

Measures for disabled end-users Take up and usage statistics

Information Notice

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Irish Text Relay Service (“ITRS”)

1. On 30 December 2015, ComReg issued decision D09/15¹, which requires all service providers with more than 100,000 subscribers to provide access to an enhanced Text Relay Service (“TRS”), since 2017.
2. In June 2017, the Irish Text Relay Service (“ITRS”)² went live. ITRS translates text into voice and voice into text to facilitate Deaf and Hard of Hearing people and those with speaking difficulties in making and receiving calls, including using mobile devices, in the Republic of Ireland. Calls are relayed through ITRS agents who perform this translation. The ITRS service is operated by eir serving the customers of Three, eir, Sky, Tesco Mobile, Virgin Media, and Vodafone and is funded by each of these operators. The data contained in the following table details the usage of ITRS from June 2017 to 31 July 2018.

Usage and Service Levels of ITRS

ITRS Calls	Text to Voice Calls Offered	Voice to Text Calls Offered	Text to Voice Average Seconds per Call	Voice to Text Average Seconds per Call	% Abandoned	Service Level (answered within 20 seconds)
Jun 17 to Aug 17 ³	1,764	317	129	566	1.10%	96.56%
Sep 17 to Nov 17	1,242	18	357	50	0.60%	94.57%
Dec 17 to Feb 18	1,059	75	356	98	0.16%	97.10%
Mar 18 to May 18	1,267	33	375	76	0.40%	94.96%
Jun 18 to Aug 18	1,008	35	403	96	0.47%	93.72%

¹ ComReg 15/143 D09/15 Electronic Communications Provision of access to a Text Relay Service

² www.itrs.ie

³ Figures to Aug 2017 may not a reliable indicator of trends due to end-users trying the new service and other testing

3. Prior to the introduction of the ITRS there was a text relay facility for those who had access to a minicom terminal which operated with a fixed line only. Historic usage of the minicom system is set out below and it shows that, for text to voice (TTV) calls, usage has increased from just under 1,100 TTV calls using the Minicom in 2016 to over 5,300 TTV calls using the new ITRS and existing minicom during its first year of operation.

	Text to Voice Calls Offered	Voice to Text Calls Offered	Text to Voice Average Seconds per Call	Voice to Text Average Seconds per Call
2015	1040	184	395	93
2016	1091	254	412	78
2017/18	5,332	443	304	198

Usage of ITRS

4. The average number of users accessing ITRS between August 2017 and August 2018 was 94 with the majority being mobile users.

ComReg Consumer Engagement

5. An ongoing ComReg Consumer Engagement programme is underway to inform the public about ITRS and its benefits. To date this has included:
- a. March 2018: Presence and information from ComReg at the 50 Plus Expo in Cork;
 - b. May 2018: Presence and information from ComReg at the Active Retirement Ireland Trade and Tourism Show in Dublin;
 - c. August 2018: Press and Radio information;
 - d. September 2018: Information about ITRS communicated at the School Summit in Dublin; and
 - e. September 2018: Presence and information from ComReg at the National Ploughing Championships in Tullamore.