



Irish Text Relay Service

Measures for end-users with disabilities; take up and usage statistics

Information Notice

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Version: Final

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Irish Text Relay Service (“ITRS”)

1.1 Background

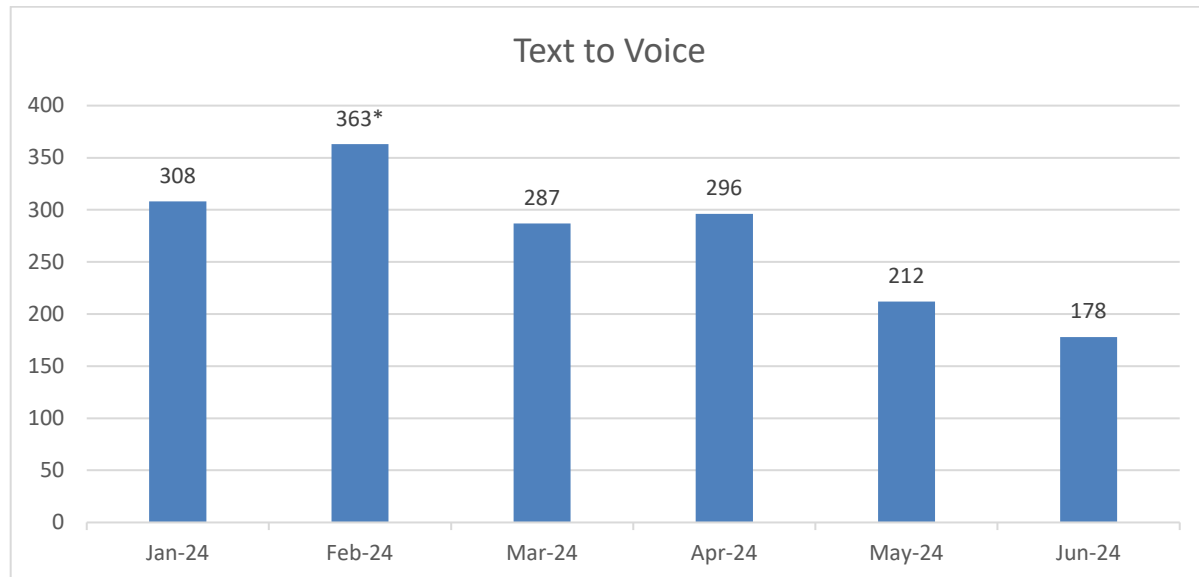
1. One of ComReg’s objectives is to ensure that end-users with disabilities have access to electronic communications services equivalent to that enjoyed by the majority of end-users. In order to achieve this objective, on 30 December 2015, following a public consultation, ComReg published ComReg Decision 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.
2. ITRS translates text into voice (TTV) and voice into text (VTT) to facilitate a person who maybe 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.
3. The ITRS service is operated by Eircom limited (‘Eir’) acting as the host of the ITRS, and serving 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.
4. ITRS is available directly from www.itrs.ie
5. Information about ITRS is available through Irish Sign Language (ISL)¹ on ComReg’s website 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](#)

1.2 ITRS Usage

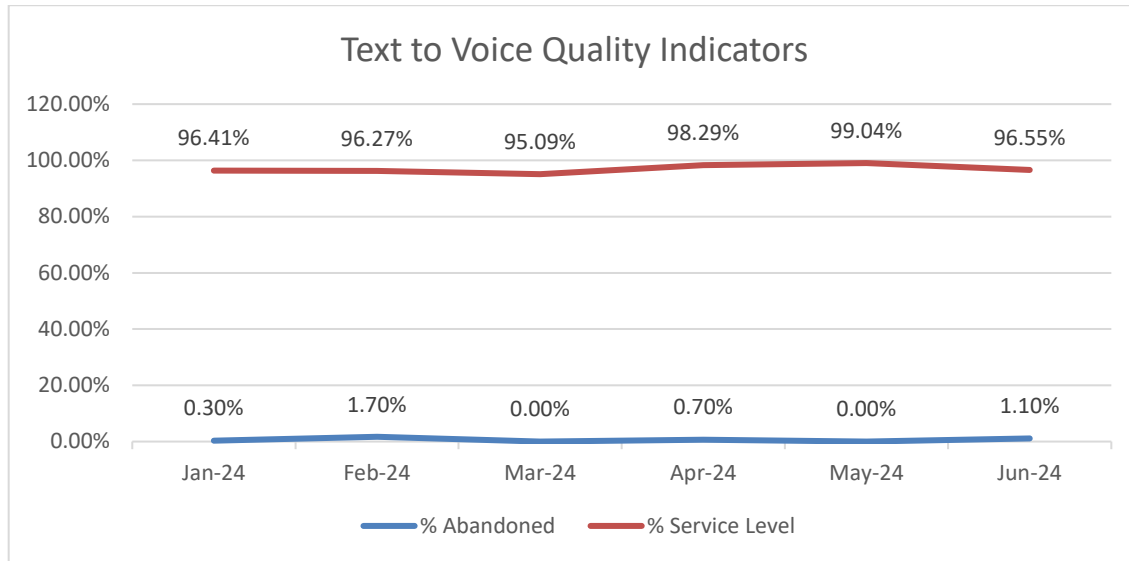
6. The charts used in this document set out the usage and service levels of ITRS for the period from 1 January to 30 June 2024
7. Where “Abandoned ITRS calls” is referred to, this means the rate at which end- users of ITRS cancel an attempt to make an ITRS call via the ITRS service. The recommended abandoned 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.
8. 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 agent as part of the relay or translation service.
9. Chart 1 indicates that the number of TTV calls via ITRS varied month on month during this period; TTV calls reached 363 in February 2024, however it must be noted that 40 of these calls were training calls, as such the adjusted figure is 323. The lowest number of calls were recorded in June 2024, at 178 calls.

Chart 1 Text to Voice Calls, Volume January – June 2024. (* includes 40 Training calls)



10. Chart 2 reflects indicators of the Quality for ITRS TTV calls by month for the period January to June 2024

Chart 2 Text1 to Voice Calls Quality Indicators, January – June 2024

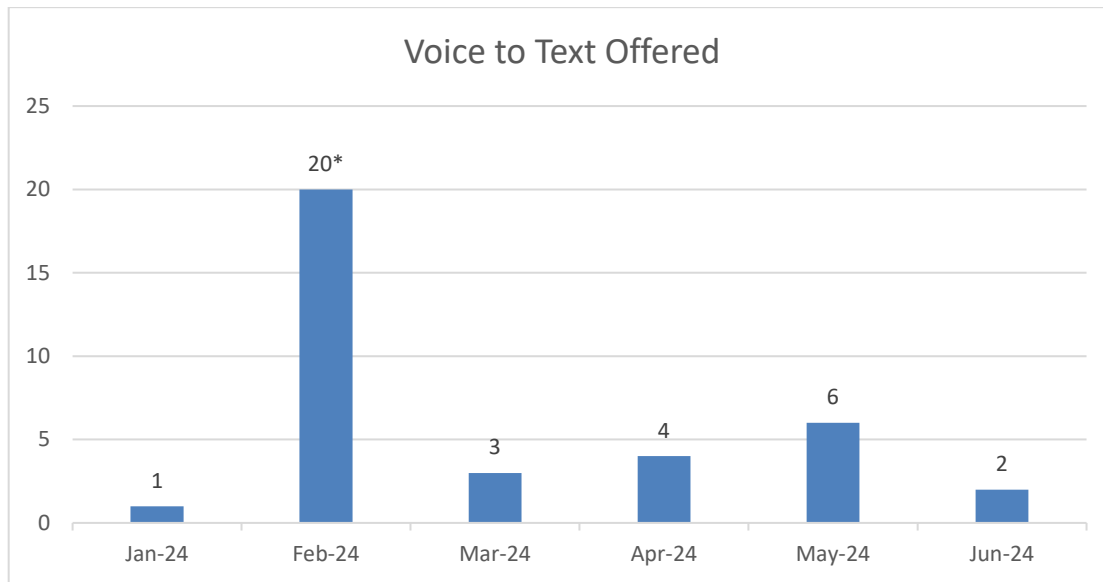


11. As noted, the recommended abandoned call rate for TTV ITRS calls is no more than 5% of calls per calendar month. In relation to month-on-month Voice to Text calls made from 1 January to 30 June 2024, the abandonment rate remained below the threshold.

1.3 ITRS Service Levels

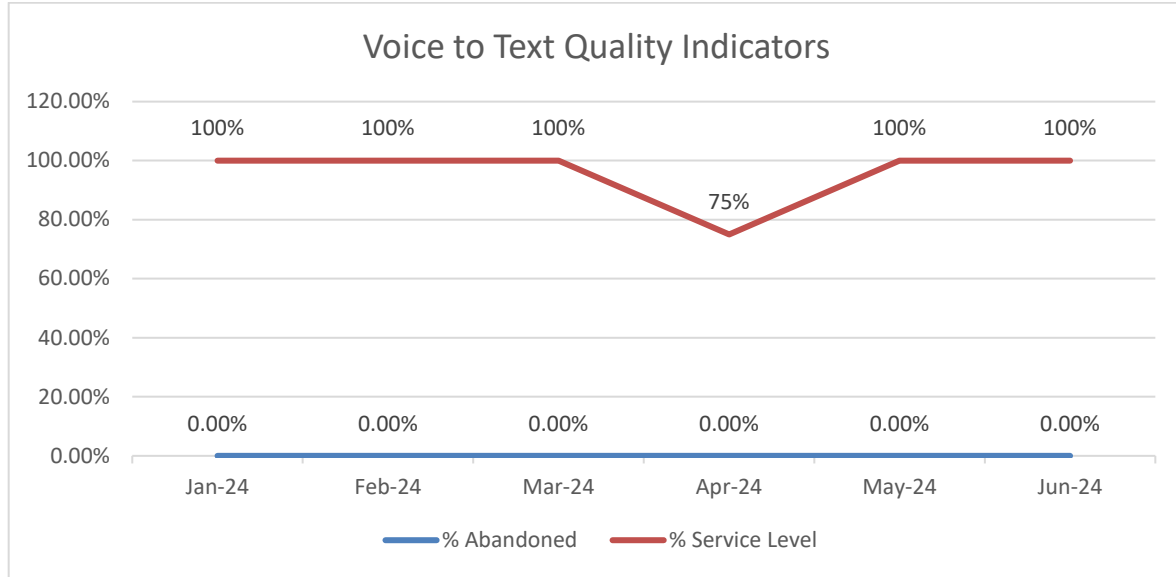
12. Chart 3 notes the VTT calls by ITRS end-users continue to remain low and lower than TTV calls. VTT calls reached 20 in February 2024, however it must be noted that 15 of the calls were training calls, as such the adjusted figure is 5. With this adjustment, the highest number of calls were registered in May 2024 with 6 calls. The lowest number of calls were recorded in January 2024, with 1 call.

Chart 2 Voice to Text Calls, Volume January – June 2024. (* includes 15 Training calls)



13. Chart 4 below reflects indicators of the Quality of ITRS VTT calls by month. The recommended service level targets were met in all months apart from April 2024, when one of the 4 VTT calls offered was answered within 33 seconds rather than 20 seconds.

Chart 4 Voice to Text Quality Indicators, January – June 2024



14. The recommended abandoned call rate for VTT ITRS calls is no more than 5% or less than 5% ($\leq 5\%$) of calls per calendar month. In relation to month-on-month Voice to Text calls made from 1 January to 30 June 2024, the abandonment rate was 0% of calls.

Annex 1: Call Volume Trends

15. In the first half of 2024, TTV calls increased to 1644 from 1510 in the previous 6 months, an increase of 94, (excluding the 40 training calls).
16. For the same period, excluding the training calls, VTT calls also decreased.

Table 1 ITRS Calls and Texts offered 2022 – 2024 by Month.

ITRS Calls	2024		2023		2022	
	Text to Voice	Voice to Text	Text to Voice	Voice to Text	Text to Voice	Voice to Text
Jan	308	1	291	5	158	5
Feb	363	20	261	5	192	11
Mar	287	3	358	23	261	18
Apr	296	4	268	1	275	2
May	212	6	272	5	311	11
Jun	178	2	392	3	385	30
6 Month Sub Total	1644*	36**	1842	42	1582	77
Jul			299	7	200	19
Aug			257	7	354	7
Sep			256	3	311	10
Oct			231	11	275	11
Nov			222	13	315	4
Dec			245	3	212	2
6 Month Sub Total			1510	44	1667	53
Total	1644	36	3352	86	3249	130

Note * inclusive of 40 training calls, ** inclusive of 15 training calls.

Table 2 ITRS Annual Calls and Texts

ITRS	TTV	VTT
2024 Year to Date	16 44	36
2023	33 52	86
2022	32 49	130
2021	37 72	240