



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# **Irish Text Relay Service**

## **Accessibility Measures**

**Take-up and usage statistics**

**January – December 2025**

### **Information Notice**

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**An Coimisiún um Rialáil Cumarsáide**  
**Commission for Communications Regulation**

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# 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 that enjoyed by the majority of 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 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.
- 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 2022 – 2025.
- 1.5 ITRS is available directly from [www.itrs.ie](http://www.itrs.ie)
- 1.6 Information about ITRS is available through Irish Sign Language (ISL)<sup>1</sup> on ComReg's YouTube at the following link :[Information on using the Irish Text |Relay Service](#).

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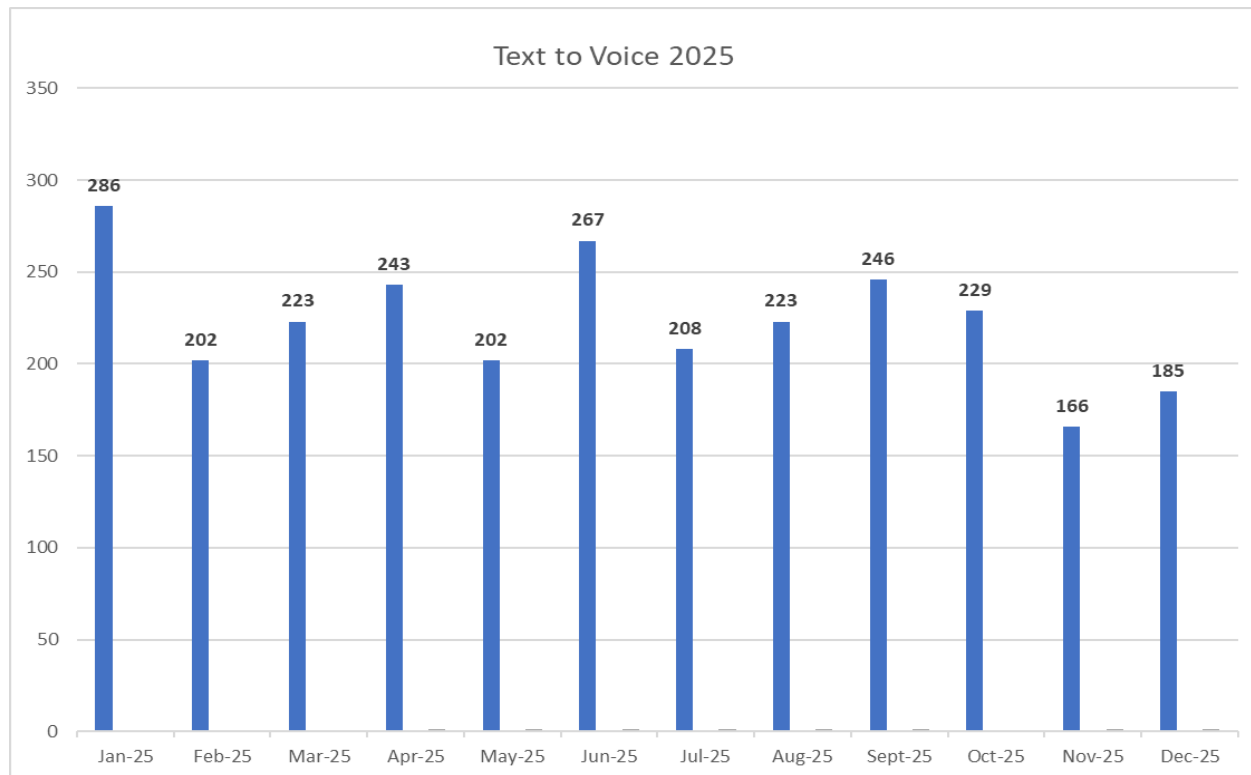
<sup>1</sup> Irish Sign Language" means the sign language used by the majority of the deaf community in the State as noted in the [Irish Sign Language Act 2017](#)

## 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 31 December 2025.
- 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.

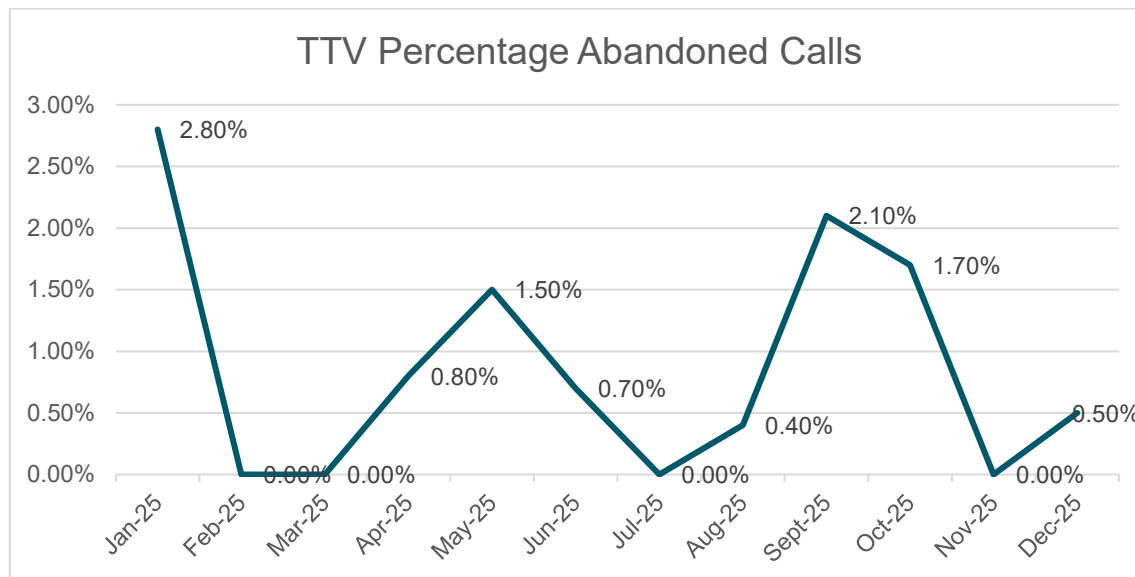
### 2.1 Text to Voice

- 2.10 Figure 1 indicates the variation in the number of TTV calls via ITRS on a monthly basis; in total there were 2,680 TTV calls in 2025. TTV calls peaked in January 2025 with 286 and dropped to 166 calls in November 2025.



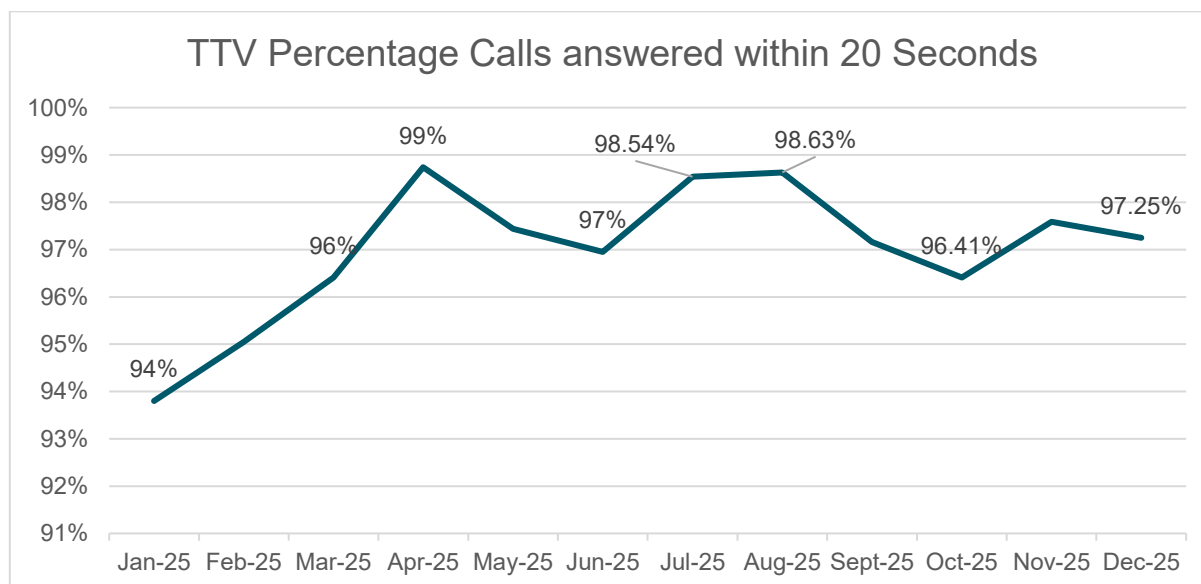
**Figure 1 Text to Voice Calls - January to December 2025**

- 2.11 Figure 2 reflects the first of the quality-of-service indicators for ITRS; the percentage of TTV calls abandoned by month for the period January to December 2025. The suggested maximum abandoned call rate for ITRS calls of no more than 5% of TTV calls is consistently met.



**Figure 2 TTV Abandoned calls January – December 2025**

- 2.12 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 December 2025. The suggested percentage is 80% of calls in 20 seconds.



**Figure 3 TTV Percentage of Calls answered January – December 2025**

Voice to Text

2.13 Figure 4 indicates that there were in total 48 VTT calls via ITRS in 2025.

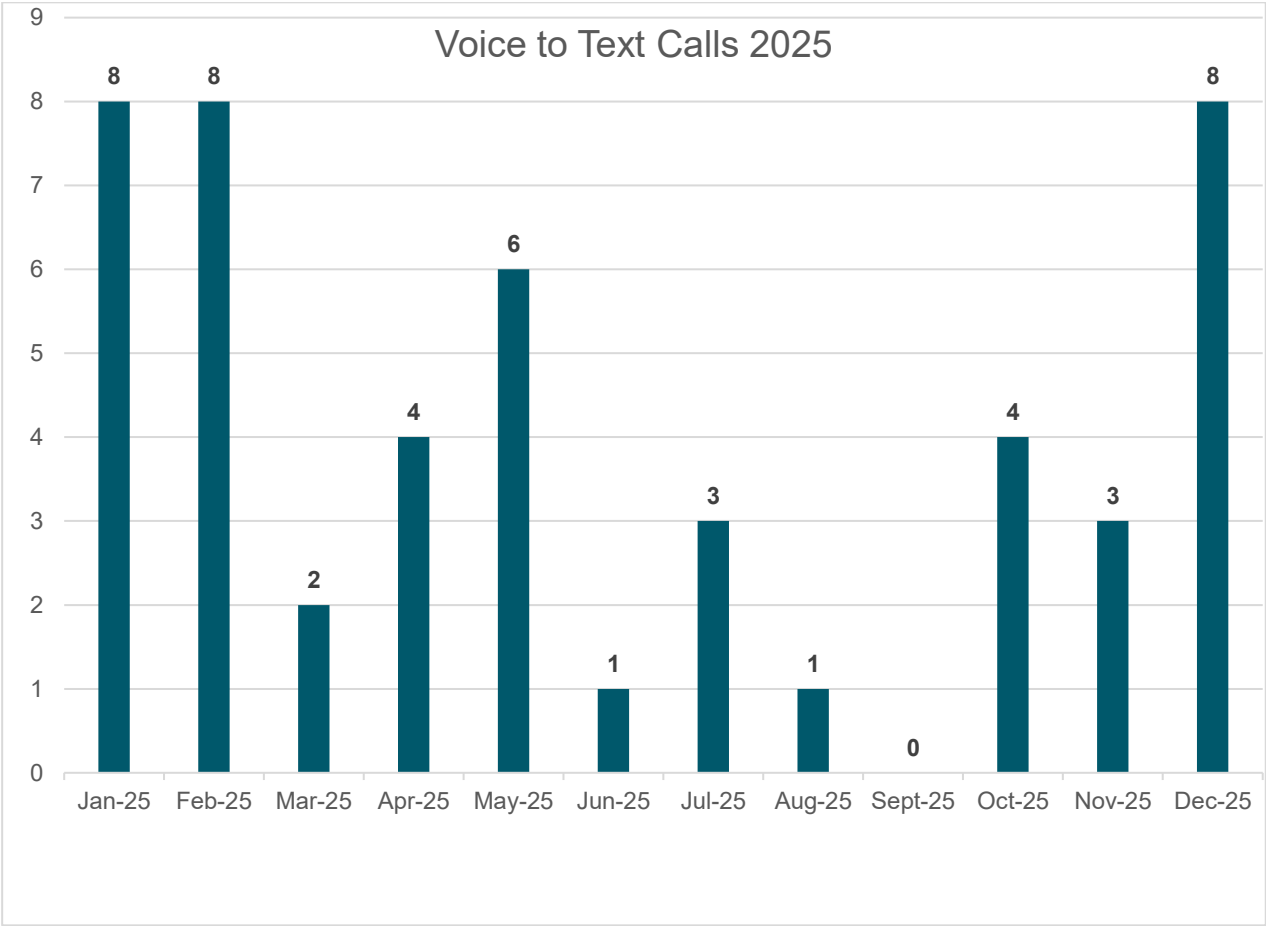
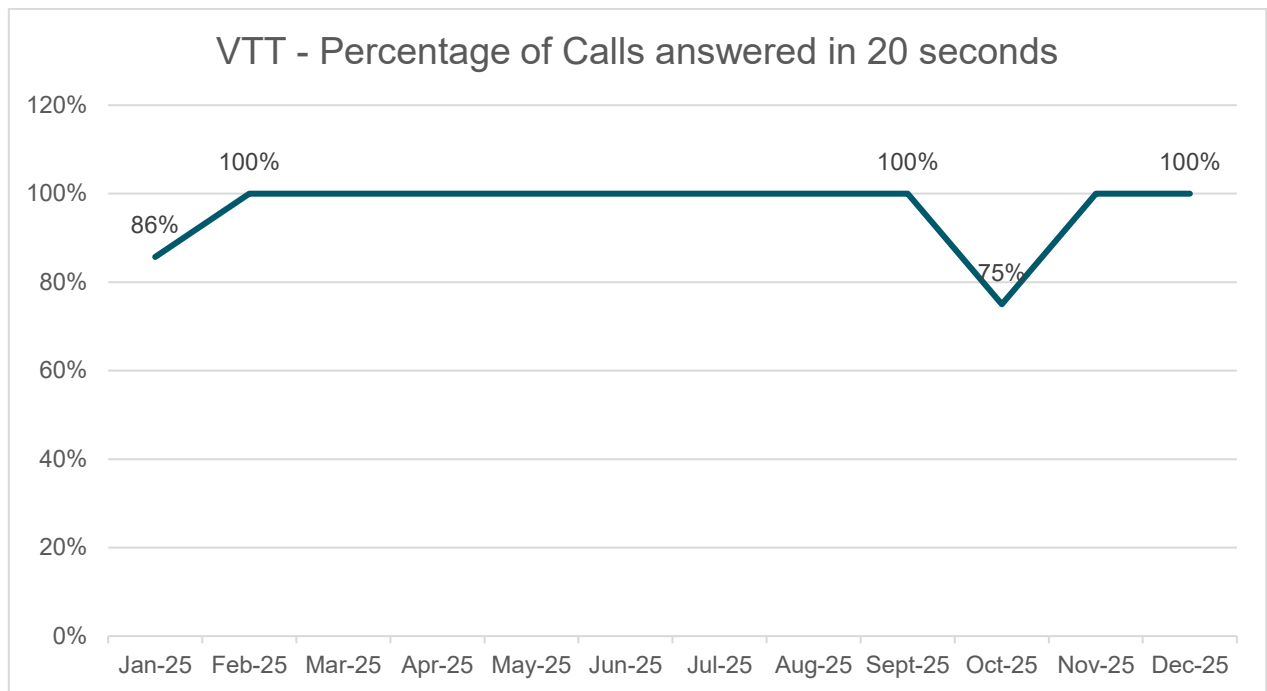


Figure 4 Voice to Text Calls, Volume January – December 2025

- 2.14 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 4 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 – December 2025**

- 2.15 Between 1 January and 31 December 2025, no VTT calls were abandoned.

### 3 ITRS Usage Table

- 3.16 In 2025, there were 2,680 TTV calls which is a decrease of 12.03% on 2024. The 48 VTT calls in 2025 represents a 20% decrease on 2024 VTT calls.

**Table 1 ITRS Calls and Texts offered 2023 – 2025 by Month.**

| ITRS Calls               | 2025          |               | 2024          |               | 2023          |               |
|--------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
|                          | Text to Voice | Voice to Text | Text to Voice | Voice to Text | Text to Voice | Voice to Text |
| Jan                      | 286           | 8             | 308           | 1             | 291           | 5             |
| Feb                      | 202           | 8             | 323           | 5             | 261           | 5             |
| Mar                      | 223           | 2             | 287           | 3             | 358           | 23            |
| Apr                      | 243           | 4             | 296           | 4             | 268           | 1             |
| May                      | 202           | 6             | 212           | 6             | 272           | 5             |
| Jun                      | 267           | 1             | 178           | 2             | 392           | 3             |
| <b>6 Month Sub Total</b> | 1423          | 29            | 1604          | 21            | 1842          | 42            |
| Jul                      | 208           | 1             | 213           | 6             | 299           | 7             |
| Aug                      | 223           | 1             | 275           | 11            | 257           | 7             |
| Sep                      | 246           | 0             | 217           | 5             | 256           | 3             |
| Oct                      | 229           | 4             | 268           | 5             | 231           | 11            |
| Nov                      | 166           | 3             | 241           | 6             | 222           | 13            |
| Dec                      | 185           | 8             | 195           | 6             | 245           | 3             |
| <b>6 Month Sub Total</b> | 1257          | 17            | 1409          | 39            | 1510          | 44            |
| <b>Total</b>             | <b>2680</b>   | <b>48</b>     | <b>3013</b>   | <b>60</b>     | <b>3352</b>   | <b>86</b>     |