



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Irish Text Relay Service

Accessibility Measures

Take-up and usage statistics January – June 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 In the first half of 2025 there was a total of 1,423 TTV calls, and 29 VTT calls. Further details of the calls per month are available, along with details relating to the quality of service standards achieved, in section 2 below. Section 3 of this document sets out an overview of the take-up and usage of ITRS from 2022 – 2025.
- 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 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 the period from 1 January to 30 June 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 1,423 TTV calls in the first 6 months of 2025. TTV calls peaked in January 2025 with 286 calls, while 202 calls were recorded in both February and May.

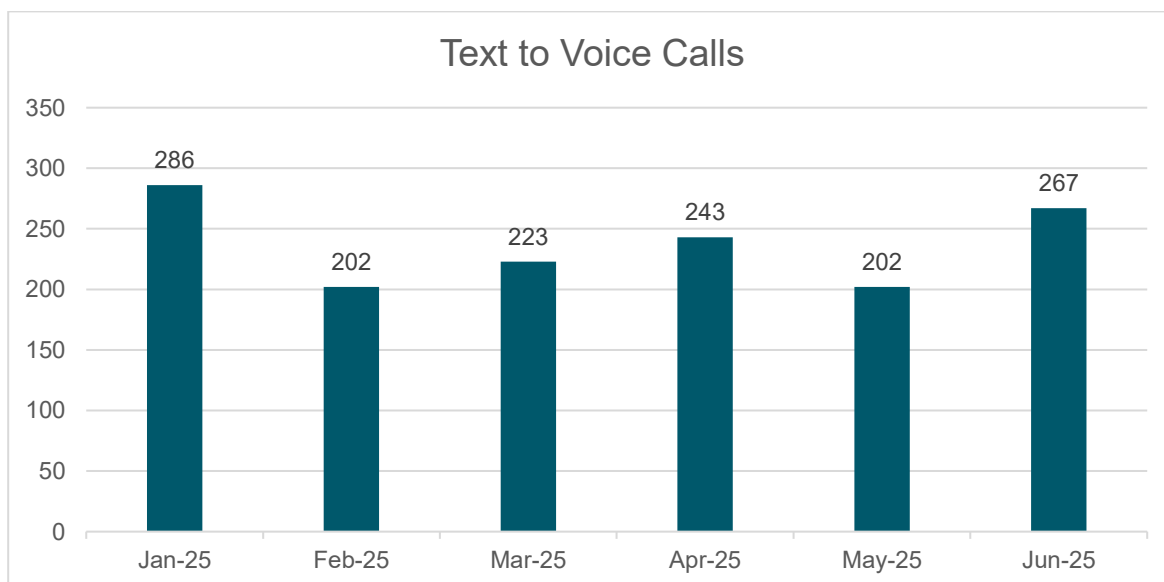


Figure 1 Text to Voice Calls - January to June 2025

- 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 June 2025. The suggested maximum of no more than 5% of TTV calls is consistently met.

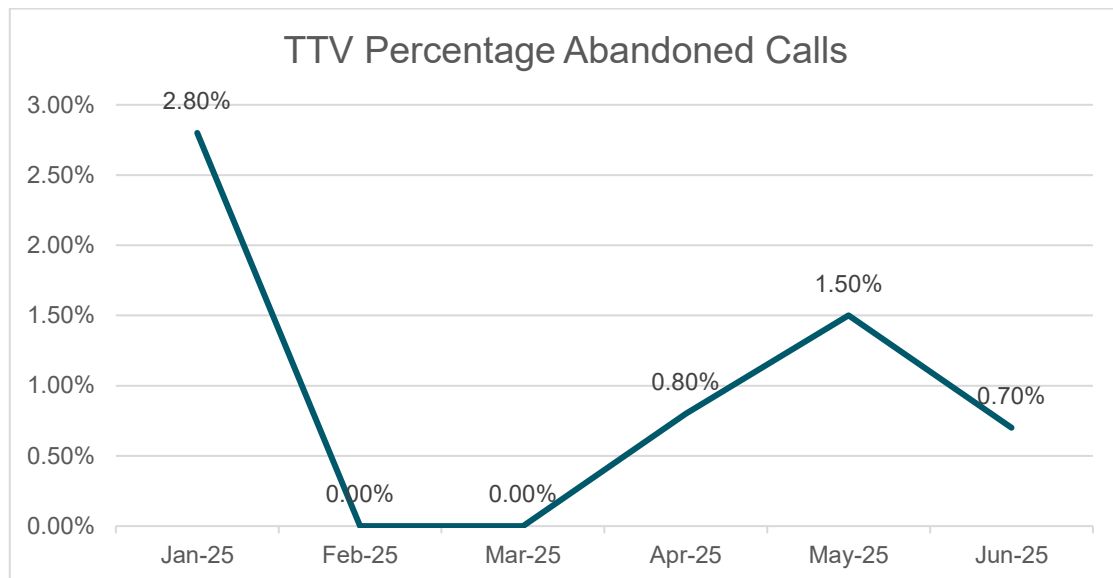


Figure 2 TTV Abandoned calls January – June 2025

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 June 2025. The suggested percentage is 80% of calls in 20 seconds.

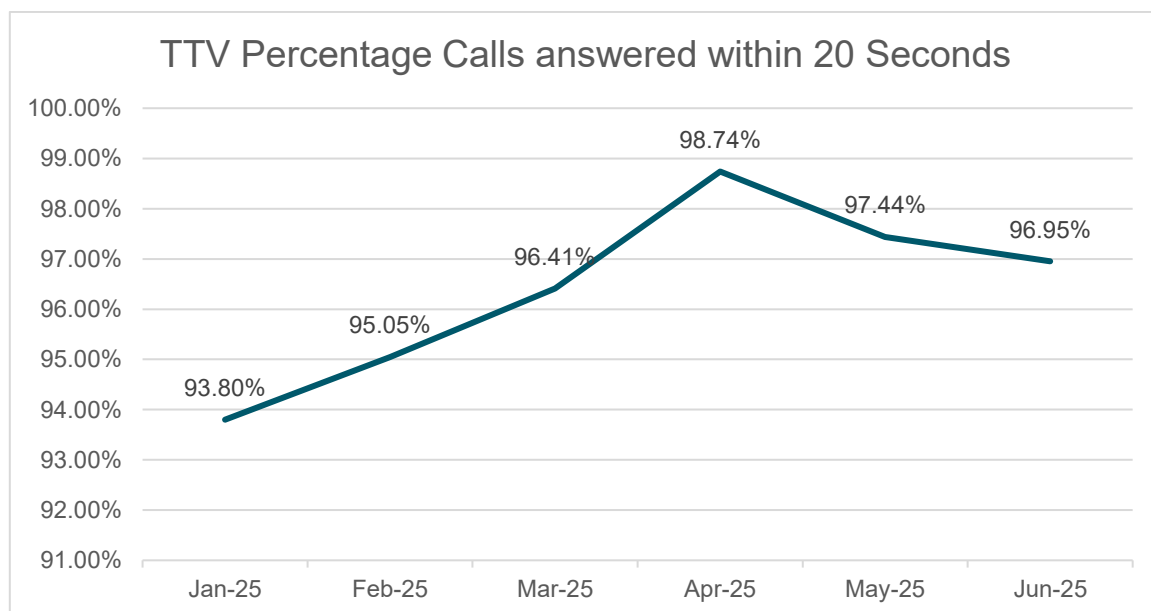


Figure 3 TTV Percentage of Calls answered January – June 2025

Voice to Text

- 2.13 Figure 4 indicates that there were in total 29 VTT calls via ITRS during the six months to the end of June 2025.

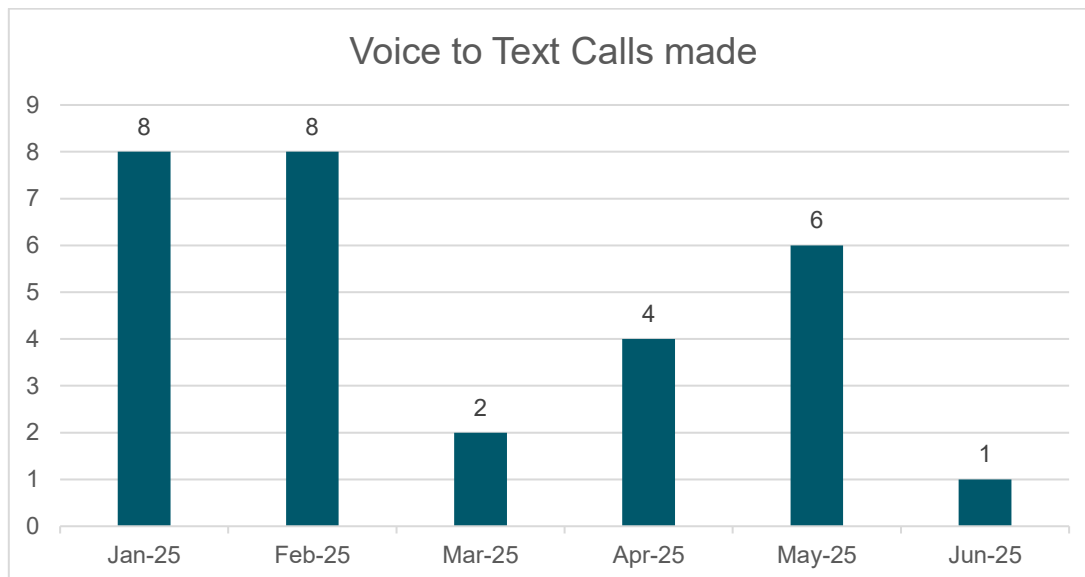


Figure 4 Voice to Text Calls, Volume January – June 2025

- 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, while the rest of the calls in the 6-month period were answered within 20 seconds. Between 1 January and 30 June 2025, no VTT calls were abandoned.

- 2.15 Between 1 January and 30 June 2025, no VTT calls were abandoned.

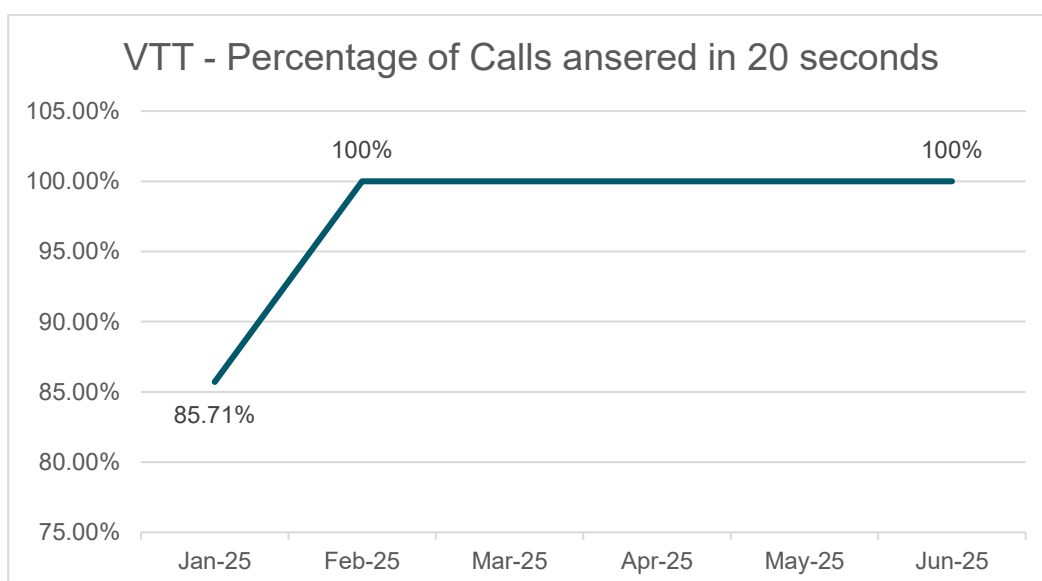


Figure 5 Percentage of Calls answered within 20 seconds January – June 2025

3 ITRS Usage Tables

- 3.16 Between January – June 2025, there were 1,423 TTV calls and 29 VTT calls. In contrast from July to December 2024, there were 1,409 TTV calls and 39 VTT calls. TTV calls in 2025 showed a small increase of 1% compared to the second half of 2024. While VTT calls decreased by 25.6% - a reduction of 10 calls in the same time period.

Table 1 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
6 Month Sub Total	1423	29	1604	21	1842	42
Jul			213	6	299	7
Aug			275	11	257	7
Sep			217	5	256	3
Oct			268	5	231	11
Nov			241	6	222	13
Dec			195	6	245	3
6 Month Sub Total			1409	39	1510	44
Total			3013	60	3352	86

Table 2 ITRS Annual Calls and Texts

ITRS	TTV	VTT
2025 (H1)	1423	29
2024	3013	60
2023	3352	86