

Using the Irish Text Relay Service (ITRS) to make and receive calls



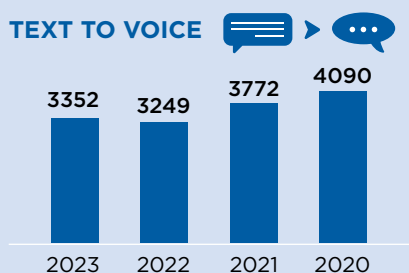
Commission for
Communications Regulation
An Coimisiún um
Rialáil Cumarsáide

The ITRS ensures that those of us who are deaf, hard-of-hearing or speech-impaired, are able to make and receive calls independently.

How ITRS works

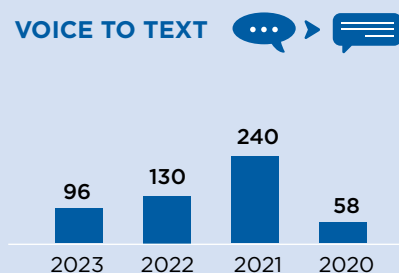


Take up and usage statistics*



The volumes indicate a **3% increase** in text to voice calls year on year 2022-2023.

The volumes also indicate a **26% decrease** in voice to text calls for the same period.



Quality of Service Indicators

	TEXT TO VOICE		VOICE TO TEXT	
	% Abandoned	% Service Level	% Abandoned	% Service Level
2023	0.51%	97.18%	1.19%	97%
2022	2.29%	93.11%	2.08%	96.61%
2021	3.10%	93.69%	1.98%	97.98%
2020	0.31%	95.15%	4.17%	93.02%

Abandoned calls means the rate at which end-users of ITRS cancel an attempt to make an ITRS call via the ITRS service. The abandoned call rate for ITRS calls is no more than 5% of calls per calendar month.

Service level is measured by the percentage of calls answered by the ITRS agent within 20 seconds of the call being made to them.

Further information

▶ www.itrs.ie

▶ **Opening Hours**
08:30-18:30 Monday-Thursday
09:00-21:00 Friday and Saturday
10:00-18:00 Sunday and Public Holidays

*ITRS Take-Up and Usage Statistics July - December 2023