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| The International Teleocmmunication Union - Connecting the World. | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
|  | | | Geneva, 27 January 2022 | |
| **Ref:** | | **TSB Circular 376**  **SG2/RC** | | **To:**  - Administrations of Member States of the Union  **Copy to:**  - ITU-T Sector Members;  - ITU-T Associates;  - ITU Academia;  - The Chairmen and Vice-Chairmen of Study Groups;  - The Director of the Telecommunication Development Bureau;  - The Director of the Radiocommunication Bureau | |
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| **Subject:** | | **Questionnaire on text relay services** | | | |

Dear Sir/Madam,

The experts participating in the work of ITU-T Study Group 2 have been discussing the possible assignment of directly assigned global numbers for text relay services. There are five broad types of text relay services that can be identified, which are:

* text-to-text;
* speech-to-speech;
* speech‑to‑text;
* video-to-text; and
* video-to-speech.

During the discussions a number of issues were raised over the provision of such services, the various mechanisms under which such services could be provided, and the different types of rules and environments in which they might exist.

The purpose of this TSB Circular is to identify the current situation with respect to text relay services in your country in order to assess the impact that the results of those discussions would have on your administration with regard to the provision of text relay services and the manner by which ITU-T Study Group 2 should take this work forward. Any assignment of global numbering resources for this purpose has the potential to directly impact nationally based services. Responses are invited until 26 April 2022, ahead of the next ITU-T SG2 meeting, which is planned to be held from 9 to 20 May 2022 in Geneva, Switzerland.

Yours faithfully,

Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau

**Annex**: 1

Annex 1:  
Questionnaire on text relay services

Question 1  
Does your administration offer a text relay service?

(click a box to add a check mark)

Yes (go to Question 2)

No (go to Question 3)

Question 2 – If your administration offers text relay services  
a) What type(s) of text relay service(s) is offered?

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| --- | --- |
| **Relay service type (click to select one or more)** | **Description of service offered** |
| Text-to-text |  |
| Speech-to-speech |  |
| Speech to text |  |
| Video-to-text |  |
| Video-to-speech |  |
| Other (please explain) |  |

b) Which parties are involved in their provisioning?

|  |
| --- |
| Response: |

c) Is this a regulated service?

Yes

No

If there is information that describes the text relay service available on the web, please provide the URL:

|  |
| --- |
| URL: |

d) Is it run as a commercial or a subsidised service?

Commercial

Subsidised

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| --- |
| Comments, if any: |

e) If it is subsided, on what basis?

(e.g., direct government support or via an obligation based approach where all telcos have to cover the cost)

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| Response: |

f) If a similar non-national[[1]](#footnote-1) service were to be available, would you:

allow interconnection between your national service and the non-national service?

support access to the non-national service using? (please choose one of the following)

national numbers under your administration; or

global numbers under the administration of the TSB.

Question 3 – If your administration does not currently offer a text relay service

1. Does your administration have plans to implement a text relay service?

Yes

No

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| --- |
| Comments, if any: |

If yes:

• What type of text relay service is planned?

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| --- |
|  |

• Within what timescales?

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| --- |
|  |

• Is there a recognised need for such a service?

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| --- |
|  |

• How would such a service be funded?

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|  |

1. If a non-national text relay service were available, would your administration consider it as an alternative to providing a national text relay service or in addition to a national text relay service?

Alternative

Addition

|  |
| --- |
| Comments, if any: |

1. If your administration considered access to a non-national service, would your administration support access to the non-national service using:

national numbers under your administration; or

global numbers under the administration of the TSB

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| --- |
| Comments, if any: |

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1. Non-national refers to the provision of a text relay service for use in your country that may be based elsewhere, and that provides access to text relay services that terminate in your country or internationally. [↑](#footnote-ref-1)