Telecommunication Relay Service in Japan

The Nippon Foundation Telecommunications Relay Service

The law of Telecommunications Relay Service (TRS) was enacted in 2020. The Nippon Foundation Telecommunications Relay Service (NFTRS) was designated as the sole provider of official relay services in Japan by the Minister of Internal Affairs and Communication. Since July 1, 2021, NFTRS has been providing official TRS 24 hours 7 days a week.

The funding mechanism for Japanese TRS is as described in the following diagram.

TCA: Telecommunications Carriers Association

MIC: Ministry of Internal Affairs and Communication

<u>Activities FY2022-23 (from April 1, 2022 to March 31, 2023)</u>

Budget: approx. JPY 1.6 billion (JPY 7 was charged to every telephone number contract in Japan)

Number of CAs: 253 (VRS 141 Text RS 112) (Staff CAs 51, outsourcing 202)

Number of administrative staffs: 21

Number of booths: 27 at the busiest time of the day (emergency call 2, VRS 11, Text RS 14)

Number of TRS provided: 365,990 (emergency calls 637, VRS 175,640, Text RS 189,713) (approx. 1,000 services per day)

Time of TRS provided: 2,103,869 minutes (emergency calls 4,840, VRS 1,028,228, Text RS 1,070,801) (approx. 96 hours per day)

Training of CAs: Conducted the official training program prepared by Ministry of Health, Labour and Welfare, in addition to spontaneous day to day onsite trainings.

Customer Service: Responded to questions and provided support 12,823 times.

Promotion and outreach: Conducted TVCM, YouTube CM, SNS promotion and 93times onsite outreach program.

Research: Conducted research on Captioned Telephone Service that is expected to start in FY2024-25.