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>> MODERATOR: This would not have been possible without the tremendous support of Andrea, our friend and our guide who guides us for everything and The Nippon Foundation that has sponsored the sign language interpretation. WSIS Forum is extra budgetary, so we have to raise funds for every service provided. So thank you very much. Our Deputy Secretary-General Mr. Malcolm Johnson would like to award certificates. Malcolm, if you could please come to the stage.

>> MALCOLM JOHNSON: Thanks. Just to add my thanks to Nippon Foundation for its support to this event, and in fact, a lot of the activities that go on in ITU appreciate that very much. We rely very much on support and sponsorship from participants to the WSIS Forum especially to provide sign language and captioning that we try to provide for any event in ITU that is discussing accessibility.

And we are pleased that we have that available here today, tomorrow for the high level sessions, Wednesday, and if you go to any event in room A we are actually trialing

machine captioning as well, because that will give us the opportunity to provide more captioning at negligible cost to the organisation once that has proved itself. So thanks very much, Nippon Foundation, and we have a little certificate to give you of our appreciation, but also to my good friend Andrea Saks, Andrea, of course, makes sure that ITU just when I wanted to stay something nice about Andrea. Can you get it back onto the speaker? Can you get it back on the speaker? Can you get it back on the speaker? It's on now. Okay.

Yes, so also a little certificate of appreciation to Andrea. Andrea Saks is Chairing the group in ITU that's taking a lead on a lot of the accessibility we do in ITU, and is the champion, I would say, for accessibility in ITU.

She always makes sure that we do provide the accessibility features for any of our meetings dealing with accessibility, and if we are not, then I see her in my room very quickly to make sure that something is done about it. So nice to have this opportunity to give a reward, acknowledgment to Nippon Foundation and to Andrea.

>> ANDREA SAKS: Malcolm, do you know that you don't even bother with my last name anymore? Everybody says Andrea and that's it. That's quite nice! It's too hot in here. We will wait a few minutes while everybody gets situated.

Good afternoon, Ladies and Gentlemen! And I see our wonderful captioners have got everybody's name on a piece of paper so we cannot make mistakes. I can make them, but they won't. Okay. Welcome to the Telecommunications Relay Service Session which is sponsored by The Nippon Foundation, and we are very grateful to that because they are providing us with sign language and captioning for today.

I would like to just say briefly what a relay service is because lots of people have questions about what is a relay service. So I will just do it in a fashion like I have got two people here. One is hearing and one is deaf or one can't speak, but one can, so to speak. And this person in this hand who cannot speak properly on the phone or cannot hear has a device to call an intermediary, which is this person here, which is in the middle. And then the person that they wish to call can use the phone.

We are relaying information to that person who can hear and use the phone normally in the way that they listen and speak. So, hence, the term relay service. What happens is that the person who is deaf, severely hard of hearing or voiceless calls or signs if it's video on the Internet to a relay service operator who we call a communications

assistant or for short a CA, who then in turn contacts the doctor, the lawyer, or a friend and relays what the person who is deaf is saying verbatim. They are not allowed to deviate or create other ways of speaking.

They must read or translate the signs as they are done. They then speak at the same time they are taking the information in to the person that is on the other side on the phone that they have called to tell them Charlie is on the phone, he wishes to know if you are going to meet him for golf on Wednesday. So Charlie's friend or just says to the relay service operator, the CA, oh, yes, I will. What time. And the conversation goes back and forth with the intermediary.

The intermediary is the Communication Assistant or the CA, and they created a relay service all together. So that is a relay service. Technology can be used, various amounts of different technology exist throughout the world, but the ITU has standardized it in its standard of F.930 which will be described by Masahito Kawamori in a few minutes and I have explained who will use it. The general population will use it. For every one person who needs to use a relay service to communicate outward to the world that does not need technology to communicate, there are four people attached.

There are family members -- at least -- there are more. There are family members, businesses, life to be happen. Just think of what you couldn't do if you couldn't use the phone. I do know we have Smart Phones and we text and WhatsApp and everything else, and WhatsApp is in real time if the person is on the Smart Phone at the time that you WhatsApp them, but if they are not, they are not. This is in real time. This is important because there are only about 17 countries that provide relay services in any capacity, and we need to increase this so that it becomes global and worldwide.

Others are going to be discussing this in detail. I'm just hitting the high points. So we decided to do this workshop because we had a session in accessible Europe a while back last year and it was so successful, people wanted to know, we decided to do it again. And we hoped to discuss how to promote services worldwide and especially in Developing Countries. Now, what I would like to do at this point is just introduce our speakers and then we will start.

So I have on my right Ms. Tomoko Tsutsui who comes from The Nippon Foundation in Japan, and they are the ones that are sponsoring this event. Then I have Mr. Masahito Kawamori who is the ITU 26 of 16 Rapporteur and he comes

from Keio University. I have Mr. Nanao Kachi, I hope I have said that right, Director of Social and Consumer Policy, Consumer Affairs and Strategic Policy of Canada's Radio, Television and Telecommunications Commission Canada, who is at the end. Wave so they know who you are.

And I have Mr. Henry Mejia Roget, and he is a member of the Colombian World Federation for the Deaf, and he will be speaking via his interpreter. So he has, we have persons with disabilities on our panel, me included. I broke my hearing aid, but everybody yells at me anyway, so I will be fine.

With that I would like to start with the presentation of Ms. Tomoko Tsutsui. Please go ahead.

>> TOMOKO TSUTSUI: My name is Tomoko Tsutsui. I have no slides and this is not my presentation. I just want to say a few words. Once again, I'm sorry, my name is Tomoko Tsutsui. I am here as a President of the Nippon Foundation, which is call co-organising this session. Before we hear from the speakers, I would like to just say a few words on behalf of the Nippon Foundation.

We hope that today's session, the workshop session on TRS, the telecom relay service will be creating an TRS in many countries around the world, particularly in Developing Countries where such services are often not available. According to the World Federation of the Deaf, there are around 70 million deaf people in the world today. The majority of these people are unavailable to use telephone. According to our research, only 25 countries in the world have official TRS, and even these countries have different standards of service. Canada and Colombia have an official system, and we have representatives of those two countries here today. However, in most developing countries and in some affluent OECD members countries including Japan there is no official TRS as a part of public infrastructure.

So even in Japan, which is economically and technologically developed country, there is no official TRS. I would like to talk about why we don't yet have TRS because it might help countries trying to create such service. Firstly, people in Japan have little awareness about making communication accessible to everybody. Japan has well developed accessibility laws for buildings and transportation infrastructure. This means that residents and visitors to Japan, including people with disabilities, elderly people and others, can use trains and buses without any trouble.

However, our laws regarding accessibility to communication are still undeveloped. And we have various

barriers to communication. In Japan, sign language interpretation is considered for the ministry that deals with welfare, not the ministry that deals with telecommunications. So when we ask the communication ministry for official TRS, we got referred to the welfare minister instead.

Therefore, we need to show the Japanese Government and communications ministry that TRS is a telecommunication issue, not a welfare issue. Secondly, this is widely believed that telephony is not required if people can communicate using text. Everybody uses email and chat, and I'm sure that most of you here today use text to communication at work and in your private lives. I do too. But think for the moment, what would you do if you couldn't use the telephone at all as of tomorrow? I think the world as we know it would cease to function if we have no access to telephony. Telephony is essential for communication in modern society. This is why we need to create a society where all people, hearing and deaf, have access to telephony.

We need the people to understand that communication using text cannot completely take the place of telephony. And lastly, many people in Japan believes that we don't need Communication Assistant to run official TRS. They believe that Communication Assistant could be some kind of Artificial Intelligence or voice recognition software rather than real human being.

However, the World Federation of the Deaf, International Federation of Hard of Hearing People and European Federation of Hard of Hearing People have stated that voice recognition software is not yet at the level where it can be practically used. To resolve this problem, we believe that we should ask ITU-T to set the standards for caption telephone using AI.

For example, ITU-T could set standards for usable level of voice recognition. This is important topic and I hope you will be able to discuss it in today's session. So we don't have TRS system in Japan because of the lack of legislation and people's lack of awareness of the issue. The Nippon Foundation advocates for accessible communication and we began TRS six years ago as a pilot project.

There are now more than 9,000 people registered to use the service. I just mentioned some of the reason that Japan does have official TRS, but another big issue is the large financial cost. So in our pilot project, we use real time communications in order to make a relatively inexpensive system.

Although the system doesn't yet function perfectly, we think it can be used practically in Developing Countries as it is not difficult or expensive to install. In the upcoming session, you may have time to discuss how ITU could create the standards for the official TRS. If so, we have The Nippon Foundation's experience of real time communication can be of some use to you. The Nippon Foundation hopes the discussion in today's session will help bring access to telephony one step closer to the deaf people of the world. Thank you very much for your attention.

(Applause).

>> ANDREA SAKS: I have to make an apology to AbeerShakweer. She wasn't on my list. So I would like her to wave her hand and I will have her speak after Masahito Kawamori who also comes from Japan. If you would like to carry on with your presentation since this is related. Thank you. We are having a discussion whether Masahito will go next. I think we are ready.

>> MASAHITO KAWAMORI: Thank you very much. So I would like to talk about telephone relay service and related accessibility standardization work at ITU. So before I go, again, I will introduce ITU a little bit so that Henry, our colleague from Colombia would know. ITU is United Nations agency for Information Communications and Technology, and it was founded in 1865. It's the oldest international organisation.

And standards making is one of ITU's first activities. Currently, for example, SOS, the international Morse code distress signal was formalized by ITU in 1906. After that ITU took the more prominent role of the intergovernmental coordination after the Titanic disaster. And we currently have 193 Member States in over 800 private sector entities.

And some of the well known ITU standards, one is International Telephone Country Code. So whenever you call Egypt or Colombia, you use ITU's standard. Data Communication Over Telephone Network, ADSL, is also an ITU standard, public key certificate is cybersecurity standard which is widely used. It is also ITU standard, and video compression H.264 is a famous well-known ITU standard which was awarded second time, I mean, two-time Emmy Award last time in 2017.

And we have been working closely with WHO and other UN agencies and also working with persons with disabilities, European Federation of Hard of Hearing, International Federation of Hard of Hearing, World Federation of the Deaf, and World Blind Union, and so on. And question 26 that Andrea mentioned is the question, the question is a group

specifically designated to deal with accessibility to multimedia systems and services, and we are developing or assisting the development of multimedia technical standards such as telephone relay service addressing accessibility needs of persons with disabilities, and the work is done with direct participation and contribution of persons with disabilities. So we follow the dictum, "Nothing About Us Without Us."

And "Nothing About Us Without Us," by the way, comes from the Latin saying *Nihil de nobis sine nobis*, the longstanding principle of democracy. The ITU for relay service and other accessibility documents are edited and contributed by deaf and hard of hearing professionals including engineers, telecom operators, university professors.

We have several standards for accessibility. One is what Andrea suggested mentioned F.930, multimedia telecommunication relay service. We also have a technical report paper on overview of remote captioning services, and also F.921, which is audio-based network navigation system for persons with vision impairment, for the blind people, and accessibility terms and definitions, and H.702, which is accessibility profiles for IPTV systems for broadcasting.

So I would like to introduce ITU-T recommendation F.930. It's titled multimedia telecommunication relay service. It is the world's newest standard on relay service and relay service in this context is defined as a telephone service that enables deaf and hard of hearing people to make a voice call with a hearing person. Communication assistance mediates between the deaf and hard of hearing caller and hearing caller, and it's a necessity in an inclusive society for deaf and hard of hearing persons. The current Document, F.930 describes currently widely used available service types of telephone relay service.

And functional equivalence of relay service is emphasized strongly. So there are four major types of relay services described in this recommendation. One is text relay service and another one is caption telephony relay service, video relay service, and speech to speech relay service. Video relay service is relay service with Communication Assistant providing sign language interpretation. And it starts with a call from a deaf or hard of hearing caller with sign language, and a phone with video sign will be transmitted to Communication Assistant, and then the voice is transmitted to the hearing caller, and the other way around too.

The voice of a hearing caller can be transmitted over

voice communication to the Communication Assistant and then translated into sign language. And classical text relay service is, it uses text message. So rather than using a sign language, deaf or hard of hearing person can type into it a text message which will be made into a voice call by a Communication Assistant. And then the hearing person can hear the voice of the Communication Assistant and vice versa, the other way around.

There is a service called Captioned Telephony Relay Service, which is for a deaf or hard of hearing person who can speak. So the voice of a hearing user can be transliterated into text by speech to text translation by a Communication Assistant. Sometimes helped by a machine. And then the deaf or hard of hearing person can read the text and respond with voice, his own voice, to the hearing user. And vice versa. So it's a person who it speak but cannot hear to make a voice call easily.

So these are the four types of, I mean, three types of telephone relay service that we have described 3 of 4 actually, and all of these assume that there is functional equivalency in the telephone relay service. The functional equivalency is defined in the recommendation as the capability to which persons with different ranges of abilities are able to use a communication service or system with a level of offered functions and convenience of use that is similar to those offered to the wider group of users in a population.

It's kind of complicated, but in a similar spirit, the UN CRPD Article 9 states that States Parties shall take appropriate measures to ensure that persons with disabilities access on an equal basis with others to information and communications including information and communications technologies and systems. So functional equivalency implies that the deaf and hard of hearing users would not be at a disadvantage compared to the mainstream user so that there will be no incurring costs, no restriction of the types of equipment that they can use for the telephone relay service, no restriction of the types of calls, for example, it should include emergency calls, real time. It should be real time and also bidirectional. There should be no restriction on the hours with relay service operation and no specific complication on call setup methods, so on. So functional equivalency implies that TRS should allow deaf and hard of hearing persons to make an emergency call.

Any failure to connect to emergency centres in a timely manner, get accurate information to emergency call centers

or any miscommunications could carry a high price in the form of loss of service, harm or even death of persons with disabilities placing the call.

So accurate and fast routing to the relay to the appropriate emergency call centers is most important. And so for that purpose, in telephone relay service communication assistance is very important because he or she mediates between a deaf and hard of hearing caller and a hearing caller. So CA may use automatic speech recognition, ASR, to facilitate captioning, the technique called respeaking can be used. But the accuracy of captioned text is essential. So we need standard on quality of Communication Assistant, and despite the advancement of ASR, it cannot surpass or replace human CA yet.

So I would like to touch on something that Mrs. Tomoko Tsutsui has touched on. World federation of deaf and international federation of hard of hearing made this joint statement on automatic speech recognition with help of European Federation of Hard of Hearing as well as Japanese federation of the give. And they notified ITU.

It informs Governments and other bodies that automatic speech recognition is not to replace human Communication Assistant in acceptable service like telephone relay service and captioning service. Considering the important of telephone relay service, especially its use in emergency situations, sufficient reliability and quality of service of TRS is essential as I mentioned before. And at the current stage, automatic speech recognition is still premature for replacing human operators and more research and development needs to be done before it becomes truly usable. So in conclusion, telephone relay service and captioning by human CA should be given a priority.

And we also can see that there are currently issues with ASR telephone relay service. Telephone relay service is telephone service, so that means automatic speech recognition engine is different from automatic speech recognition engine for stand alone use like Siri, for example.

So it's due to poor sound quality of telephone lines. Automatic speech recognition for telephone cannot guarantee good recognition accuracy currently. And also, there may be unknown environmental conditions surrounding noise and unspecified number of speakers or quality of microphone. These are the parameters that would make automatic speech recognition very difficult.

And some words such as a proper noun or technical term unknown to the automatic speech recognition system are hard

to learn and still difficult to ensure reliable recognition. So without any means to amend or revise the text ASR, automatic speech recognition will not be usable still in telephone relay service.

So currently in question 26, ITU-T, we are developing a guideline on the use of AI for ICT accessibility. This technical paper describes the use of AI, various technologies, but also we are concentrating on automatic speech recognition. It describes some parameters and criteria for objective quantitative assessment and measurement of the quality of service using these technologies and we are trying to hold workshops on automatic speech recognition inviting vendors like Google, Microsoft, and to plan so that we can have appropriate benchmark and metrics.

So in conclusion, we are creating global standards for accessibility, telephone relay service is an essential part of telecommunication for an inclusive society and F.930 is the new standard giving the important framework for TRS. ASR for telephone is still developing and should not be confused with stand alone ASR. That's it. Okay. Thank you very much.

(Applause).

>> ANDREA SAKS: Thank you, Masahito, I do apologize to Abeer that I didn't call her name in the beginning, so I would like her to talk about relay services and how things are going in her country which she has agreed to do. Thank you. Can you carry on?

>> ABEER SHAKWEER: Thank you, Andrea. Well, actually, currently in Egypt we are in the process of establishing our National Relay Centre. This is the first relay centre to be established in Egypt. For us, it's it's challenging and I will tell you why, because this presentation is full of challenges. So the centre actually won't be only a relay service centre, but it will be a kind of support centre for persons with disabilities. So part of the centre will be a relay centre, but it will also provide other services like information to persons with different disabilities on the services that are provided for them by the Government. They need guidance or they need to know, for example, the existing schools or the students with disabilities, so it's a kind of a complete service centre to PwDs. So our highest priority now is to connect emergency services to persons with disabilities.

The challenges in my country, let's say in the Least Developed Countries are a little bit different than other countries, and I will tell you later on why the challenges

are different. And also we would like to have, to facilitate communication between persons with hearing and speech disabilities and the society at large. Among the objectives is to provide guidance for the visually impaired and as I said providing information on all governmental services to PwDs, and, of course, the ultimate goal for us is to have, to support the Egyptian society be more inclusive.

So this is currently what we are working on, we are working on phase 1 of the centre. So the centre should start or should focus on the emergency services, and here I will tell you why the challenges are different. For example, if a citizen calls the fire station and they don't answer him back and this happens in Egypt, this is, of course, a disaster, but when it comes to persons with disabilities, if he is in the same situation, the magnitude of the problem, I think, will be much higher.

So here the problem for us is not a technical problem. It's a procedural problem. So I have to make sure that the process and the flow of the work is very well laid out so that I make sure that the person is served through the emergency services. So I think the challenge is a little bit different than in other countries. So the first phase we are working on is the communication with emergency service, and the communication between hard of hearing and people with speech disabilities with the rest of the community.

On the second phase, we will add the road guidance support for the visually impaired and also to support the PwD so get any kind of information they want to have through the centre, and this, of course, the challenge is a procedure challenge because it needs very well coordination between different entities of the Government, which is sometimes not really the case.

The third phase of the centre is to have support for PwDs on their daily tasks, like they want to have, to buy something from the pharmacy. They get a delivery from a supermarket, any kind of daily activity they are performing and also we would like to give support to PwDs if they are like filling forms or applications on line. So this is the kind of a brief on what we have achieved so far. In May 2017 we announced the Egypt ICT accessibility policy. This was developed with the support of the ITU. And it mentions relay services and accessible commune communication. Last December we approved the Law of Persons with Disabilities and its executive bylaws. And as I said in the previous session, it mentions ICT accessibility and

assistive technologies for the first time in the Egyptian law.

Of course, such stuff is facilitating what we are doing. In July 2018, the Government announced the establishment of the first Egyptian national relay centre. We are working currently on the execution plan. We also get in touch or got in touch with many stakeholders like some companies like avoidia, like Sprint in the U.S. and also communicating with the Federal Communication Commission to get support on the legislation and processes and to get kind of knowledge exchange and experience exchange to avoid as many obstacles and challenges as possible.

I am suppose to have the first rely call in July 2019 and I'm not sure how I am going to do this, but hopefully I can do it. For the challenges we have five different types of challenges, of course, for the recommendations, social challenges, technical and operational challenges and financial challenges. When it comes to regulatory framework, yes, we already announced the ICT accessibility policy in Egypt, but the implementation is a totally different story, especially that many entities are involved within the implementation.

For example, we have in Egypt a Council called the National Council for Disability Affairs which is responsible for the coordination between different entities when it comes to any issue related to disability, but actually the work of the centre is not that efficient and this causes a problem in the whole ecosystem to provide services to PwDs. I think the other challenges may be relevant to other countries, like the misuse of IP related services. Also in Egypt, while we can make calls over WhatsApp it's not something official that we can use to, as a Government that we can use to provide service to the citizens or to provide information through IP. So this will need a kind of legislation or the decree from the minister.

Of course, data privacy and the ability of governmental employees to provide information through a third party, I think, or to a third party, I think this will be a little bit challenging.

Social challenges, as I said in the morning also, we have a different, different sign languages in Egypt, and I think this will cause a problem for the interpretation. Yes, we have the unified sign language now, but it's being taught in the schools which means the current generations and the youth at least, they still have differences in their sign language. The mindset is a huge problem, because only this year, last year was announced by the President of Egypt

as the year of disability. So it made a huge difference in the awareness raising and the work that has been done in the area of disability in general, not only ICT but still we have a problem with the mindset with awareness raising so I think the society is not yet mature enough to accept the inclusion of persons with disabilities, so we are introducing to them another new technology or another new way of communication while they are still unable to like consider the inclusion as a serious issue or accept the inclusion or digest the inclusion, let's say digest the inclusion concept.

Also PwDs have a problem with data privacy, of course, and we always hear from them that they are having a problem or a mistrust with their interpreters because there isn't an official body in Egypt that certifies interpreters. So in general there is, apart from the data privacy, they have a mistrust or a trust problem. The technical problems, of course, the Internet coverage because I believe that for the relay centre in Egypt, the most relevant type will be the video relay centre, because we don't have captioned telephone in Egypt, and I think the technology will be very expensive to import it and to start something from scratch.

Also most of persons, most of the persons with disabilities have difficulties reading and writing, so I think the video relay service will be the most relevant type and, of course, this needs a very good Internet coverage and high speed. Also we have a problem that 50% of persons with disabilities do not have Smart Phones. They are still using the legacy phones or the land lines, not really the land lines but they are using the normal mobile devices. So that, so this means, of course, also Egypt is a big country, so the distribution of the servers and the equipment and the layout, the design will need a very well study to be able to cover the country as a whole.

For the operational challenges, as I said, we don't have an official body that qualify interpreters. So this is one of the challenges, and I think it's a big one. And as we, we always hear from the deaf people that in Egypt that they have a problem that their interpreters are not really aware of the deaf culture, and maybe because they are not certified suggests a kind of, a profession that they acquired somehow, but there isn't an official body to teach them that they should have learned to work as interpreters. Also we have a real problem when it comes to special terms, like ICT, for example, when we are training PwDs on ICT courses, we have a problem with the technologies.

This goes also for the medical and legal domains. Of

course, such a relay centre will need a code of ethics for the agents. We need also a structure to receive the complaints and deal with them very efficiently and make sure that every complaint is well started and someone goes back to the user. And the consumer education, we also note we need education for the community regarding relay services, but we need to educate and raise awareness of deaf people on the relay service, its availability, how it's used and so on.

Last but not least are the financial challenges. I think that it's not about the establishment of the centre itself. The problem will be the operational costs because we don't want to, like to increase the financial burden on PwDs, so we have to find a way to bear the cost of the relay service centre. I know that there are other, there are already solutions in other countries, but this will need, again, a decree or a legislation to put this in place and which is, I think, is not that easy or straight forward.

We also need funding at least at the beginning of the operation of the relay centre on the awareness raising and education for the use of relay services. So this is in a nutshell the challenges that we are facing now, and I hope I can solve them before July 2019.

Thank you.

>> ANDREA SAKS: Thank you, Abeer.

(Applause).

Now, technically we are running short of time because of the fact that we started late. So I am with the permission of the group, I don't know where Anthony is, the next presenter. Do you know, what's happening with that? So I'm going to take a little extra time because I don't know where Anthony is. So he was the next session, so we have two more speakers, I'm going to ask you, everybody has kind of been having 15 minutes, but I don't know we can get away with that. If you would be conscious and maybe do 12, we will be able to get by.

I'm going to ask Mr. Henry Mejia Roget, Director General of the Federacion Nacional de Sordos de Colombia to speak next. He will be voiced by his own interpreters who will be speaking in Colombian sign language to him and he will be speaking to them. Thank you. Please go ahead.

>> HENRY MEJIA ROGET: I will stand up. It is better for me to do the sign language. Good morning, everyone, thank you for providing me to give this presentation in WSIS which is very important and thank you for The Nippon Foundation that fund us to come here. I am going to talk about the Centro de Relevo Colombian which is a good part

public-private partnership. It's a public-private partnership between Government and National Federation of the Deaf. It is started in 2001, and until now it's almost 18 years running the project. Centro De Relevo is designed and managed by the National Federation of the Deaf in Colombia. Its name is FENASCOL.

In 2001 we started with TTY phones but the big in Latin America for the deaf population is deaf people do not have very good reading and writing skills because of the deprivation of sign language on the education that was given to them. This is why they do not have a very good skills to use the TTY phone. And in 2001, we do not have a very good Internet connection to have video phones, so in 2009 we started the video phone, video relay services as deaf community asked for it.

When we started with the video relay services and the video remote interpretation, deaf people were very, very happy. In Centro de Relevo, it's a project that integrated various ICTs in order to respond to the basic communication needs of the deaf people so deaf people can be independent. They do not need to ask for the families for mediate their communication, to broker their communication to ask the mother and the father or siblings or anything. By having the Centro de Relevo deaf people can communicate as Masahito explained before deaf people have interpreters there and can make their calls.

As I said, Centro de Relevo is a good practice at international level. We are benefiting approximately 25,000 deaf people and their families providing independence to deaf people to interpretation services. Also Colombia is helping Paraguay Government to have their own telecommunication relay services. In 2013 Colombian Government represented by the Ministry of ICTs and FENASCOL do the advocacy to the Paraguayan Government to have teleservices to start in 2013.

We do have the National Public Policy on Disability and Social Inclusion, and it is included in the Document 1 and 66, which states that the foundation for projects for people with disabilities.

In the COMPES, the Council for People with Disabilities has recommendation 18, which is a public policy in the Government that supports Centro de Relevo. It means that it is not a program, a Government program, it's a policy that blessed the changes of Government.

Also Centro De Relevo has been created and maintained precisely by what is mentioned in point 5 of the background of the New Delhi Declaration, Inclusive ICTs for Persons

with Disabilities, making empowerment a reality.

This is the best phrase that I can get from that declaration. This is the declaration. In the year 2015 and it says you can't see which is highlighted talking about the project sets and persons with disabilities should be counseled and asked to participate in the development of ICTs applications and services it mean it's a Government wants to make a project like this, they must ask first the deaf community in order to make it for the deaf community. Most Governments do their design and then give that kind of project. And give that kind of project to the deaf people. So we recommend to the Governments to first ask people with disabilities about what they need and how they need it. It is for countries to implement their own video relay services. In resolution 70 of ITU, here are members of ITU. So I am the CEO of FENASCOL, but I am also the secretary, the regional secretary for South America of the WOFD, the World Federation of the Deaf.

As a secretary, I do the advocacy with the Latin American Governments in order to implement these kinds of projects based on these kinds of resolutions. You were talking about also the F930 recommendation of the ITU.

There is radio telecommunications service guidance for the Governments who wants to implement this kind of project, and also I want to talk about the 10 commitments of the World Bank for the compliance of the LDGs. Sustainable Development Goals. And one of these goals talking about digital development projects. The World Bank says Governmented need to develop derth tall projects. So I can see, we can see that there are the two areas, the digital development and the project for people with disabilities.

However, it's true what I'm going to say. We have found in so much countries that we need to give guidance to the deaf people, to the deaf community. If the deaf community do not get empowered, they cannot do the proper advocacy to the Governments. So Governments may ask, okay, so tell me, how can I do it? How can we do it? What is the regulation? But people with disabilities, deaf people, deaf community needs to know about this guidance, needs to know about the Convention of the Rights of Persons with Disabilities needs to know about the SDGs and needs to know about every regulation that sustained this kind of projects. If people do not get empowered, governments still will look at a security approach. We need to do the advocacy, the correct advocacy with the Governments.

This is why it's important for the deaf community to know about and get involved in the design of this kind of

projects. If we do not do it like this, Governments may say, sorry, we do not have money, we do not have the money to respond to this project. Centro de Relevo project costs 600,000 Euros by a year. And the Colombian Government is still funding. You may think 600,000 Euros, it's a lot of money, but Colombian Government is giving it to the project and to the deaf community. And National Federation of the Deaf people is running this project, it's operating this project.

Given the voice for the deaf community. As Abeer said, we may find that there is no training interpreters to do these kinds of services, but in the Centro de Relevo we have the training, built for training areas that teach our interpreters about ethics, about interpretation, about translation in order to, them to do a correct work, a correct service.

We must say that for, also for the Governments and for the deaf people, we found that there is Government who do not have enough money and people who do not have enough money. But communities, deaf community needs to get involved and needs to get to know how to do the advocacy in order to the projects to create projects and public policy, not to, for only last four years or the term for each Government for it to be a public policy.

I'm going to start closing this presentation talking about that of FENASCOL. It has 35 affiliated associations of deaf people from all over Colombia. We work in Union to all of the association of deaf people in Colombia to guarantee their rights. Talking about the video relay service, an average of 40,000 calls per month are relayed. Deaf people in Colombia can call for land lines, mobile lines, and also in Colombia, and also from all over the world to those lines in Colombia.

For example, I'm here in Geneva, so I can go to the Web page of the Centro De Relevo or go to the app, application, mobile application of Centro De Relevo and make a call. I have the application on my cell phone, and I can go in and ask for a call to my family, to my wife, or for my co-workers. Also services are 24 hours a day and seven days of the week. The video remote interpretation is called SIEL, and it has been 20,000 services in the last year. In Colombia right now there is a total of 800 interpreters all over the country paid by the Government. But this amount is not enough to satisfy the demand of interpreters.

(Switching captioners).

>> HENRY MEJIA ROGET: Last year the -- excuse me, how can I do a click in order to see the video, please.

Click on the slide. That's it.

Okay. This video shows how a deaf person used the VRS service. It is a girl who calls her mother.

(Music and video playing.)

(Dialogue in Spanish.)

>> HENRY MEJIA ROGET: This video shows how a deaf person can communicate with a relative, in this case their mother to give a good news about her engagement. In the other hand we have the video remote interpretation that can be implemented in the work offices for the deaf people.

This shows a deaf people who use remote interpretation.

(Music and video.)

(Dialogue in Spanish.)

>> HENRY MEJIA ROGET: In this case the person has his computer and they have the video remote interpretation who can communicate with his coworker.

(Video dialogue in Spanish.)

>> HENRY MEJIA ROGET: This is a previous schedule, but by now it is 24 hours per day.

(Video continuing.)

>> HENRY MEJIA ROGET: It says it can communicate with every person. Thank you, everyone! I hope you can share this information with other persons. Here is countered by social media.

>> ANDREA SAKS: Hi. We have one more speaker and we were held up and started late for a variety of reasons. Can you not hear me? You mean I have to be louder? That's unusual.

Is that better? Is that better?

So Anthony has just come in who is in the next session. If you would indulge us another ten minutes so another speaker can finish and then the floor will be yours. Is that okay, Anthony? You are a doll, as usual.

Okay. My next speaker is Mr. Nanao Kachi, Director of Social Inclusion in Consumer Affairs and Strategic Policy, Canadian Radio, Television, and Telecommunications Commission of Canada. So just rock. We will get right into it. Thank you.

>> NANAOKACHI: All right. Thank you to the ITU and the Nippon Foundation for inviting me to come here. I am with the Canadian Telecommunications Commission. The key thing you need to know about us, we regulate the industry in Canada and work to ensure that all Canadians regardless of ability of ability have access to a telecommunications system. The framework under which I work is a rights-based human rights principles. We rely on market forces to the

maximum extent possible but regulate where there's market failure. We have this concept of unjust discrimination.

Also in Canada in 2018 they announced the Accessible Canada Act, was tabled in our parliament. It will be umbrella legislation that will regulate the accessibility of all federally regulated entities including federal departments, including the CRTC.

Video Relay Service in Canada. So CRTC has been in the Relay space since 1985 when we began mandating the teletypewriter or TTY Relay Service. In 2009 we mandated Internet protocol or IP Relay Service. Both are text-based.

In 2008 the CRTC was asked to mandate Video Relay Service. At that time we didn't have enough evidence or information to do that. And so from 2008 to 2016 is how long it took for VRS to actually become operational in Canada. It launched in the 28th of September 2016.

We know what Video Relay Service is. So as I said, it was a fairly long roadmap. As I said, in 2008 we were asked by Canadians to introduce VRS. Unfortunately, we didn't have the proper information at that time. Over the course from 2009 to 2014 we were able to gather the information we needed to impose or to mandate VRS and the framework basically says it's basic telecommunications service, VRS must be provided by our providers and will be overseen and implemented by a third-party administrator.

We could have gone with a decentralized or centralized approach. We went with the centralized approach. It was the most efficient approach, resulting in a more consistent quality of service and addressed the issue of a limited pool of qualified sign language interpreters. In Canada we have two dominant sign languages, American Sign Language and LSQ, Langua des Signes du Quebec. We decided that a \$30 million funding cap would be appropriate and we would review the framework with VRS in three years.

The key to the system that we put in place in Canada, we wanted to build capacity within the Canadian system. When we put into place the framework we understood that we didn't have the capacity and interpretation services nor the capacity in the technological services. So what we did was, we split the service into two pieces, the interpretation and the technological platform. We are hoping that that will allow Canadian service providers to build capacity over time so that eventually the service will truly be a Canadian service.

At the same time we set out the requirements for the administrator. The administrator has to create quality service standards, has to file an annual report with CRTC as

well as application for annual funding. It has a \$30 million cap but every year it must come in and justify the amount of money that it thinks it will use in that upcoming year.

Let's see now. We don't need that. So the VRS system in Canada was established based on feedback that we received from the deaf community. We allowed the deaf community to provide their comments to us in sign language videos. We interpreted all the major documents into sign language. It was the most accessible hearing or consultation that the CRTC held.

Similarly, the board for the administrator, which we call the K Administrator for VRS. Has to have interpretation from the sign language community. It also has representation from the telecom service providers as well as some independent service providers. There are two permanent advisors from the interpretation organisations in Canada.

That's the structure. That's just a timeline from when we approved the mandate to when it launched. A sense of how the money actually is distributed. So the telecommunications service providers put money into what we call a central, national contribution fund. That fund then administers the money to the administrator of VRS.

Gives you a sense of how much. In 2018 they spent about \$15 million Canadian in operations. 1.5 million in professional. They had some contingency funding, marketing, education, and outreach, administration, board expenses, for about a total of \$20 million Canadian.

Currently the service is only focused on residential use. It hasn't been expanded to business use as of yet. Originally when it started it was only for adults. It has now been expanded to children, though the children have to get permission of their parents.

The key thing on this slide I would like you to focus is the fact that the number of calls from hearing to deaf is 22 percent. And we would like to attribute that to, when we created VRS in Canada we wanted to make it as equitable a service, mirroring what a hearing person would have in terms of telephone conversations. Every person who registers for VRS is actually provided a quote-unquote normal telephone number. If I wanted to call my friend Nancy, I would dial her number as if I was calling anyone else. The call gets routed through a Relay Service. We have a conversation.

So for the CRTC, seeing that 20 percent of all calls is hearing to deaf really gives us a sense that this

service is allowing the deaf community to become more an integral part of every day society. That the level of isolation is being diminished.

I also point you towards the 911 calls. That is the emergency call service in Canada. And in the first quarter of 2018 they dealt with 173 calls. We prioritized those calls. As soon as a 911 call comes into the VRS service, it becomes prioritized and there are at least two operators, the main operator and a supervisor, who takes that call to make sure that that call is done seamlessly. It really points to the importance that we put towards the 911 element of the service.

So as I said, it launched in September 16. It did begin with limited hours, only because we had an issue with the number of interpreters. But after one year it has become a 24/7 service. We have 15 call centers across Canada with over 250 sign language interpreters. We have about 5100 registered customers. That number I think is a little old. I think it is closer to 7,000 registered customers.

There is our growth. Distribution of usage. Thank you for your attention. I hope you found that educational.

(Applause.)

>> ANDREA SAKS: Thank you. I'm not going to have time to recap. We have been graciously given the extra 15 minutes from the next session by Anthony Giannoumis, who will take over because we started late. Thank you, Anthony. Can you get up here with your crutches? I don't know that you can get up here with your crutches. We are not that accessible.

I want to thank my panelists very much. We are not going to take any more time. They are here in the building and we are available by email. Thank you very much for attending the Relay Service Accessibility -- I don't even know the name of this one.

Accessibility Workshop on Telecommunications Relay Service.

The next workshop is called -- I'll give you a little promo -- Universal Design for Sustainable Development. It is organised by the Oslo Metropolitan University. There you go. Up you go.

(Applause.)

(The session concluded at 1620 CET)

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