# Relay services and trends in electronic communication

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# GHAccess

- Relay services provide modality conversion.
- Provides access to interpersonal communication
- First text relay services in 1970's.
- First public video relay services for sign language in 1997 in Sweden and Texas. See picture.------>
- The current relay services assume that the speaking user is called by a telephone number.
- Enormous development in reduced device size and increased network speed .
- There are trends in electronic communication which threaten the usability of current relay services. They need to follow the trends. That is the focus of this presentation.

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- **Speech calls are more and more often called without use of number.**
- **Click on a name or button, get a link, make the call without a number.**
- **Relay services need to open for non-number based calling.**

- **In Europe, regulation is ready for the move.**
  **The European Electronic Communications Code, EECC, and the European Accessibility Act EAA require relay services to operate on non-number based calling.**

**Relay service technology and other regions need to follow the trend. Otherwise we will see a reduction in accessibility to communication.**

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- More and more calls are made with more than two parties.
- Remote meetings are common.
- It is essential with affordable and smooth access to meetings with relay service support.
- The EECC and EAA require access to multiparty meetings by relay services.
- Multiparty communication with speech and video is well standardized.
- Two standards for multiparty calling with real-time text were published in 2021.
- ETSI is working on  a report about multiparty RTT.
- We see in this meeting that relay service functionality is possible in multiparty calling and it needs to be made smooth and affordable and generally available.

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-----------------------------------------------|^|
|[Alice] Hi, Alice here.                        |-|
|                                               | |
|[Bob] Bob as well.                             | |
|                                               | |
|[Eve] Hi, this is Eve, calling from Paris.     | |
|      I thought you should be here.            | |
|                                               | |
|[Alice] I am coming on Thursday, my            | |
|        performance is not until Friday morning.| |
|                                               | |
|[Bob] And I on Wednesday evening.              | |
|                                               | |
|[Alice] Can we meet on Thursday evening?       | |
|                                               | |
|[Eve] Yes, definitely. How about 7pm.          | |
|      at the entrance of the restaurant        | |
|      Le Lion Blanc?                           | |
|[Eve] we can have dinner and then take a walk  |-|
-----------------------------------------------|v|
| <Eve-typing> But I need to be back to        |^|
|    the hotel by 11 because I need             |-|
|                                               | |
| <Bob-typing> I wou                           | |
-----------------------------------------------|v|
| of course, I underst                          |^|
-----------------------------------------------|-|
```

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- More and more calls are made with real-time web communication technology.
- Calls are initiated from web pages or web communication apps.
- EECC and EAA regulations are valid also for web based calling.
- Relay service access is needed also in web-based calling.

- One of the new standards for real-time text is for web-based calling.
- Web based calling moves the interoperability from operators to web browser software.
- Web based calling moves accessibility requirements from communication devices to web page software.

# **Conclusion**

- The goal for relay services is to make interpersonal communcation smooth, simple and affordable when the different parties use different communication modalities.
- The rapid trends described should cause rapid redefenition of relay services and their regulation and implementation because of:
  - The move to non-number based calling
  - The move to multiparty calling
  - The move to web-based calling

- Let us keep the usability of relay services by following these trends.

# Thanks

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