

Addressing new frontiers: International Access to National Relay Services



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United Nations

1. UN Convention on the Rights of Persons with Disabilities (“Disability Treaty”)



2. UN 2030 Sustainable Development Goals



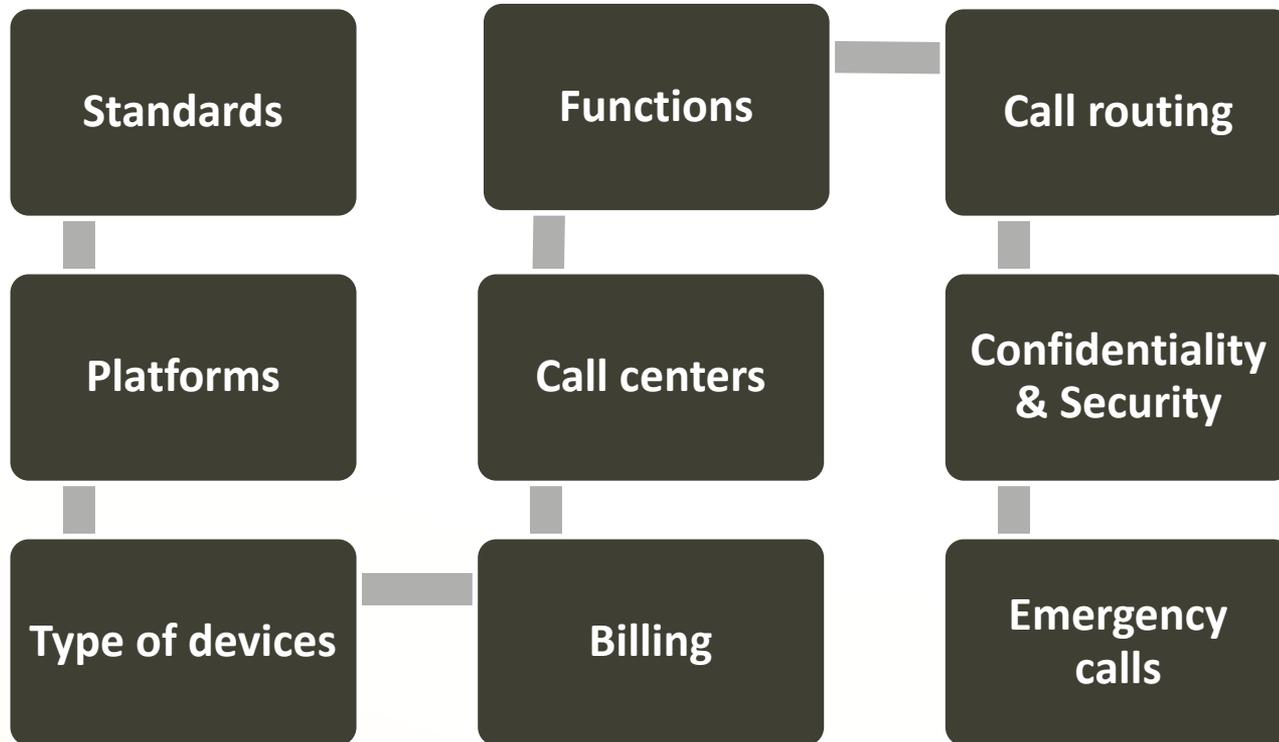
Telecommunications Relay Service

Telecommunications relay service is a telephone service that allows people who are deaf, hard of hearing, deafblind, have hearing loss or a speech disability to place and receive telephone calls.

**Example: Text
relay service**



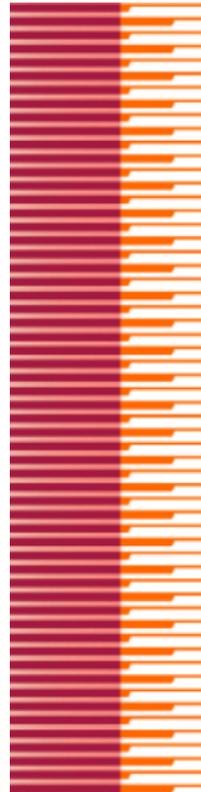
Interoperability is an essential component of relay service



International Telecommunication Union



- **March 2018** – ITU published **telecommunication relay service guidelines**
 - Doesn't include **international access** to national relay services
- **ITU-T Study Group 16** is developing key performance indicators for relay service



International Telecommunication Union

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

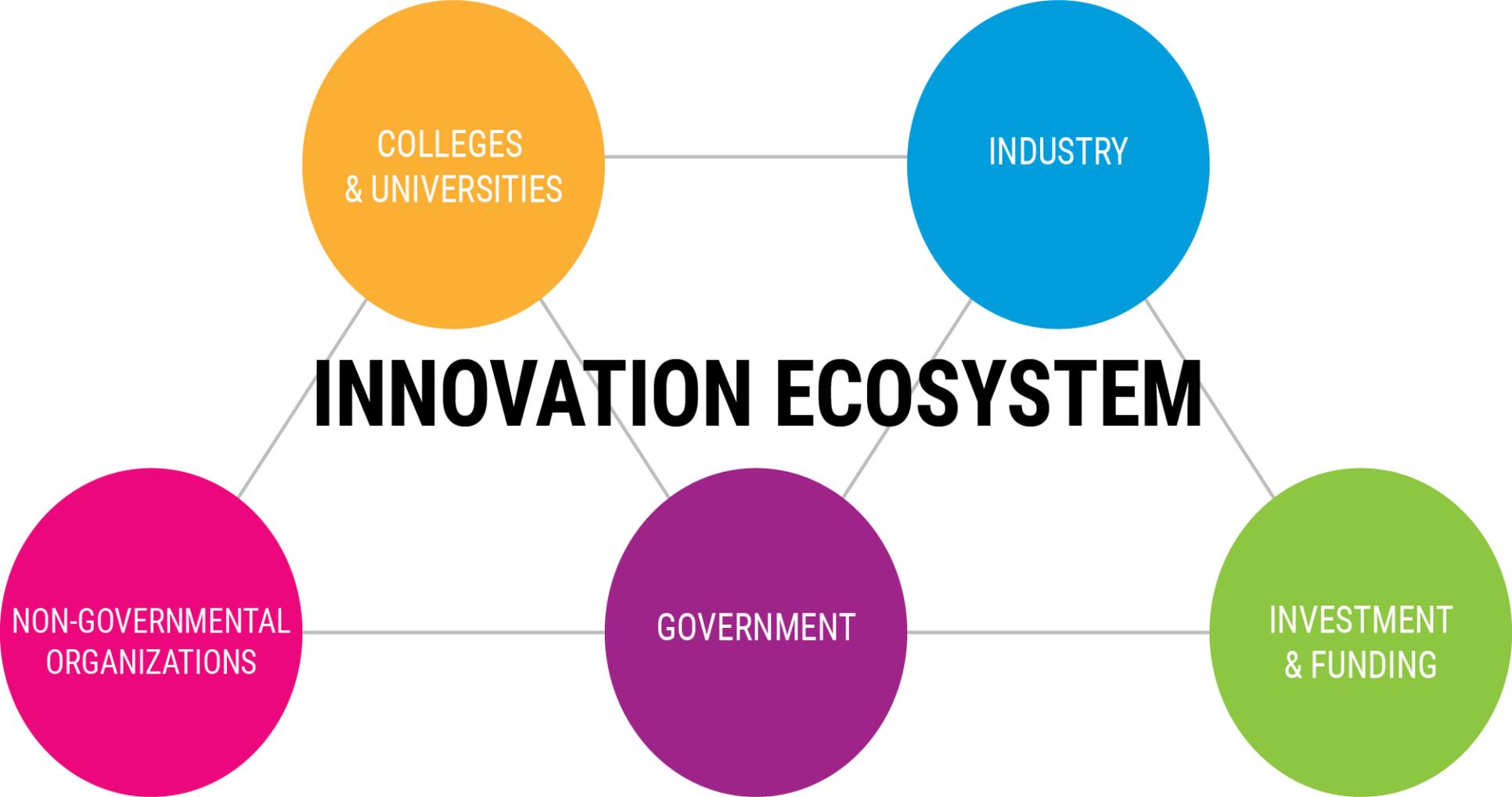
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SERIES F: NON-TELEPHONE TELECOMMUNICATION
SERVICES

Accessibility and human factors

Multimedia telecommunication relay services



COLLEGES
& UNIVERSITIES

INDUSTRY

INNOVATION ECOSYSTEM

NON-GOVERNMENTAL
ORGANIZATIONS

GOVERNMENT

INVESTMENT
& FUNDING

Relay Service Roadmap



1. International Level

- International Telecommunication Union
- Global Disability Organizations



2. Country Level

- Public Service vs. Privatization
- Legislation and Regulations



3. Best Practices

- Case Studies
- Funding Mechanism