

Telephone Relay: Lifeline to Society for the Deaf and Hard of Hearing

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Coordinated by



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The United Nations
in Vienna

Contributing to



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Deafness: Invisible Disability

- Deafness : Underestimated Disability
- World wide:
 - 70 Millions Deaf Persons
 - 466 Millions Hard of Hearing Persons or about 15+% of population
 - 1.1 billion young people at risk of hearing loss due to exposure to noise

<https://wfdeaf.org/>

<http://www.who.int/mediacentre/factsheets/fs300/en/>

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Deafness: Requires Visual Communication

Visual Tools for Accessibility:

- ✓ Sign language interpreters live/Video/TV
 - ✓ Captioning/Subtitling live/Video/TV
 - ✓ Telephone Relay Services for Sign language and for Text
- ☞ ☐ - Avatars or Signing Robots
- Automatic Speech Recognition (ASR)

Telephone Relay Services

Despite.....

- National laws for equal rights for persons with disabilities:
Equal access to communication
- UN Convention on the Rights for Persons with Disabilities
- International Standards for Relays from ITU/ETSI *

***... less than 20 countries worldwide provide
Telephone Relay Services with equal functionality!***

* ITU F.930: Multimedia telecommunication relay Services <https://www.itu.int/rec/T-REC-F.930-201803-I/en>

* ETSI 202 975: Requirements for relay Services

Accessible Europe

