

Human Factors (HF); Harmonized relay services

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Contents

Intellectual Property Rights	6
Foreword.....	6
Introduction	6
1 Scope	7
2 References	7
2.1 Normative references	7
2.2 Informative references	8
3 Definitions and abbreviations.....	8
3.1 Definitions	8
3.2 Abbreviations	9
4 General information	10
4.1 Relay service	10
4.2 Service types	10
4.3 Service provision.....	11
4.4 Grade of service	11
4.5 Supplementary services	11
5 Service requirements	11
5.1 Text Relay Service	11
5.1.1 Text/speech conversion.....	11
5.1.2 Call set up	11
5.1.3 Emergency services	11
5.1.4 Directory enquiry services	12
5.1.5 Talk through.....	12
5.1.6 Voice messaging	12
5.1.7 Text messaging	12
5.1.8 General.....	12
5.2 Speech to speech relay service	12
5.2.1 Speech/speech service.....	12
5.2.2 Call set up	12
5.2.3 Emergency services	13
5.2.4 Directory enquiry services	13
5.2.5 Voice messaging	13
5.2.6 General.....	13
5.3 Sign relay service	13
5.3.1 Sign/speech conversion.....	13
5.3.2 Sign/text conversion	13
5.3.3 Call set up	13
5.3.4 Emergency services	13
5.3.5 Directory enquiry services	13
5.3.6 Talk through.....	14
5.3.7 Text communication	14
5.3.8 Voice messaging	14
5.3.9 Messaging	14
5.3.10 General.....	14
5.4 Lipreading relay service	14
5.4.1 Speech to lipreading conversion	14
5.4.2 Lipreading/text conversion	14
5.4.3 Call set up	14
5.4.4 Emergency services	14
5.4.5 Directory enquiry services	15
5.4.6 Talk through.....	15
5.4.7 Voice messaging	15
5.4.8 Video messaging.....	15

5.4.9	General.....	15
5.5	Captioned Telephony Service.....	15
5.5.1	Speech to text conversion	15
5.5.2	Talk through.....	15
5.5.3	Call set up	15
5.5.4	Emergency services	16
5.5.5	Directory enquiry services	16
5.5.6	General.....	16
5.6	Text to text service	16
5.6.1	Text to text conversion	16
5.6.2	Call set up	16
5.6.3	Emergency services	16
5.6.4	Directory enquiry services	16
5.6.5	General.....	16
5.7	Facsimile relay services.....	17
5.7.1	Fax/speech conversion	17
5.7.2	Fax/text conversion.....	17
5.7.3	General.....	17
6	Service provision.....	17
6.1	Organization plan	17
6.2	Quality assurance	17
6.2.1	The quality organization.....	17
6.2.2	Presentation of the quality assurance program.....	17
6.3	Response time	18
6.3.1	24 hour service.....	18
6.3.2	Limited hour service	18
6.4	Hold.....	18
6.5	Traffic recording.....	18
6.5.1	Service performance	18
6.5.2	Call performance	19
6.6	Billing.....	19
6.7	System reliability.....	19
6.7.1	Availability	19
6.7.2	Disaster recovery plan	19
6.7.3	Fault messages	19
6.8	Transmission quality	19
7	Operator aspects	20
7.1	Operator proficiency requirements.....	20
7.2	Operator procedures	20
7.2.1	Information	20
7.2.2	Freedom from bias	20
7.2.3	Assistance	20
7.2.4	Translation practice.....	20
7.2.5	Neutrality	20
7.2.6	Accuracy	20
7.3	Confidentiality.....	20
7.3.1	Content disclosure	20
7.3.2	Secrecy.....	20
7.3.3	Privacy	21
7.3.4	Emergencies.....	21
7.4	Calls to stored voice services	21
7.4.1	Interactive services	21
7.4.2	Data base access	21
7.5	Profanity, obscenity and illegality.....	21
7.5.1	Conversations	21
7.5.2	Obscenity directed to operator.....	21
7.6	Language	21
7.7	Operator Training requirements	22
7.8	Operator counselling	22
8	User aspects.....	22

8.1	Complaints handling	22
8.2	User information	22
9	Interoperability	22
Annex A (informative): Interoperability		23
A.1	General	23
A.2	Access specifications.....	23
A.2.1	PSTN based voice services.....	23
A.2.2	PSTN based text services	23
A.2.3	IP based text service	23
A.2.4	IP based Video service	23
A.2.5	Web based service	23
A.2.6	Facsimile service	24
Annex B (informative): Call set up		25
B.1	General	25
B.1.1	Three step calling	25
B.1.2	One step calling	25
B.1.2.1	Option 1	25
B.1.2.2	Option 2	26
B.1.2.3	Option 3	26
B.1.2.4	Option 4	27
B.1.2.5	Option 5	27
Annex C (informative): Supplementary services.....		28
C.1	General	28
C.1.1	Calling Line Identification Presentation (CLIP).....	28
C.1.2	Connected Line Identification Presentation (COLP).....	28
C.1.3	Call forwarding, to announcement.....	28
C.1.3.1	Call forwarding, text announcement.....	28
C.1.3.2	Call forwarding, video announcement.....	28
C.1.4	Message waiting indication	28
C.1.5	Alarm calls	28
C.1.6	Do not disturb.....	29
C.1.7	Advice of charge	29
C.1.8	Call progress information.....	29
Annex D (informative): Service funding.....		30
Annex E (informative): Bibliography.....		31
History		32

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Foreword

This ETSI Standard (ES) has been produced by ETSI Technical Committee Human Factors (HF).

Introduction

The present document is based on an TR 101 806 [i.4] which in its turn was based on the Nordic Guidelines [i.9].

The present document responds to the policy objectives set by the European Parliament and Council aiming at an improved access for people with disabilities to the information society and can increase social cohesion and improve ebusiness by permitting Small and Medium-sized Enterprises (SMEs) to communicate with disabled customers. It will assist the task of ensuring harmonized provision of relay services throughout the Community.

The present document is intended to promote innovation by providing a standard that can be used in private and public procurement processes. Therefore, it also assists the implementation of the Public Procurement Directive (2004/18/EC [i.1]) by providing a harmonized technical specification for the provision of relay services which can be used to fulfil the requirements of article 23 of the Directive which requires that "technical specifications --- shall be set out in contract documentation" and states that "... whenever possible these technical specifications should be defined so as to take into account accessibility criteria for people with disabilities or design for all users".

1 Scope

The present document specifies requirements for relay services provided over telecommunications networks. It is intended to give information suitable for incorporation into contracts between commissioning agents and service providers.

The present document is applicable to all kinds of relay services which enable a user with communication related disabilities to converse with another user. It applies to text relay services, speech to speech relay services, sign relay services, lipreading relay services, captioned telephony services, text to text services and facsimile relay services.

It specifies requirements for services provided on a full 24 hours basis and also for limited hour services.

The present document does not place requirements on network operators.

2 References

References are either specific (identified by date of publication and/or edition number or version number) or non-specific.

- For a specific reference, subsequent revisions do not apply.
- Non-specific reference may be made only to a complete document or a part thereof and only in the following cases:
 - if it is accepted that it will be possible to use all future changes of the referenced document for the purposes of the referring document;
 - for informative references.

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2.1 Normative references

The following referenced documents are indispensable for the application of the present document. For dated references, only the edition cited applies. For non-specific references, the latest edition of the referenced document (including any amendments) applies.

- [1] IETF RFC 4103: "RTP Payload for Text Conversation".
- [2] ITU-T Recommendation T.30: "Procedures for document facsimile transmission in the general switched telephone network".
- [3] ITU-T Recommendation V.18: "Operational and interworking requirements for DCEs operating in the text telephone mode".
- [4] ITU-T Recommendation H-series - Supplement 1: "Application profile - Sign language and lip-reading real-time conversation using low bit-rate video communication".
- [5] ITU-T Recommendation F.700: "Framework Recommendation for multimedia services".
- [6] ITU-T Recommendation G.711: "Pulse Code Modulation(PCM) of voice frequencies".
- [7] ITU-T Recommendation H.263: "Video coding for low bit rate communication".
- [8] ITU-T Recommendation H.264: "Advanced video coding for generic audiovisual services".

2.2 Informative references

The following referenced documents are not essential to the use of the present document but they assist the user with regard to a particular subject area. For non-specific references, the latest version of the referenced document (including any amendments) applies.

- [i.1] Directive 2004/18/EC of the European Parliament and of the Council of 31 March 2004 on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts (OJ L 134/114).
- [i.2] ETSI EG 201 013: "Human Factors (HF); Definitions, abbreviations and symbols".
- [i.3] ETSI EG 202 320 (2005): "Human Factors (HF); Duplex Universal Speech and Text (DUST) communications".
- [i.4] ETSI TR 101 806 (2000): "Human Factors (HF); Guidelines for Telecommunication Relay Services for Text Telephones".
- [i.5] ETSI TR 102 202 (2003): "Human Factors (HF); Human Factors of work in call centres".
- [i.6] ITU-T Recommendation F.703: "Multimedia conversational services".
- [i.7] ITU-T Recommendation V.21: "300 bits per second duplex modem standardized for use in the general switched telephone network".
- [i.8] ITU-T Recommendation V.23: "600/1200-baud modem standardized for use in the general switched telephone network".
- [i.9] NFTH: "Nordic guidelines for Telecommunications relay services".
- [i.10] UN: "Convention on the rights of persons with disabilities and optional protocol" - United Nations.
- [i.11] W3C (11 December 2008): "Web content accessibility guidelines 2.0".

NOTE: Available at <http://www.w3.org/TR/2008/REC-WCAG20-20081211>.

3 Definitions and abbreviations

3.1 Definitions

For the purposes of the present document, the terms and definitions given in EG 201 013 [i.2] and the following apply:

automatic relay service: service that enables a conversation between two terminals using different communication modes by providing the facility of automatic conversion between the two modes in substantially real time

captioned telephony: service that assists a deaf or hard of hearing user in a spoken dialogue by providing text captions translating the incoming part of the conversation

NOTE: The service is usually provided via the Internet on a computer terminal associated with the telephone being used.

commissioning agent: person or body that procures a relay service from a service provider by means of a purchasing contract

lipreading relay service: service that enables lipreaders and voice telephone users to interact by providing conversion between the two modes of communication in substantially real time

NOTE: This conversion is normally provided by a human operator who is a lipspeaker.

lost call: call that cannot be serviced as expected by the users, for reasons internal to the service and outside of control of the users

operator: person whose prime task is to provide assistance and support to users (also known as an "attendant")

real-time text: alpha numeric characters perceived as being transmitted in real time over a communications network

relay service: telecommunications service that enables users of different modes of communication e.g. text, sign, speech, to interact by providing conversion between the modes of communication, normally by a human operator

sign relay service: service that enables sign language users and other users to interact by providing conversion between the two modes of communication in substantially real time

NOTE: This conversion is normally provided by a human operator (this service is often known as a video relay service).

speech to speech relay service: telecommunications service that enables speech impaired telephone users and other users to interact by providing skilled assistance between them

NOTE: This assistance is provided by a specially trained operator.

text relay service: telecommunications service that enables text terminal users and voice terminal users to interact by providing conversion between the two modes of communication in substantially real time

NOTE: This conversion is normally provided by a human operator.

text telephone: terminal offering text telephony functions, either as a stand-alone unit or as an addition to a voice telephone or as an application in a multi-function computer based terminal (EG 201 013 [i.2])

text telephony: telecommunications facility offering real time text conversation through telecommunication networks

NOTE: Text telephony may be combined with voice telephony (EG 201 013 [i.2]).

text to text service: telecommunications service that enables two text terminal users to interact by providing any necessary protocol conversion between the two text terminals in substantially real time

NOTE: This conversion is normally provided automatically.

total conversation: audiovisual conversation service providing bidirectional symmetric real-time transfer of motion video, text and voice between users in two or more locations (ITU-T Recommendation F.703 [i.6])

V.18 protocols: protocols for modems and character handling in accordance with ITU-T Recommendation V.18 [3]

NOTE: V.18 supports EDT, 5-bit (or Baudot), DTMF, V.21 [i.7], V.23 [i.8], Bell 103 and V.18 based devices.

3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

CLI	Calling Line Identity
CLIP	Calling Line Identification Presentation
CLIR	Calling Line Identity Restriction
COLP	Connected Line Identification Presentation
COLR	Connected Line Identification Restriction
DTMF	Dual Tone Multi Frequency
EDT	European Deaf Telephone
GSM	Global System for Mobile communication
IETF	Internet Engineering Task Force
SIP	Session Initiation Protocol
SME	Small and Medium-sized Enterprise
WCAG	Web Content Accessibility Guidelines

4 General information

4.1 Relay service

A relay service is a telecommunications service as outlined in figure 1 that enables users of different modes of communication to interact by providing conversion between the modes of communication.

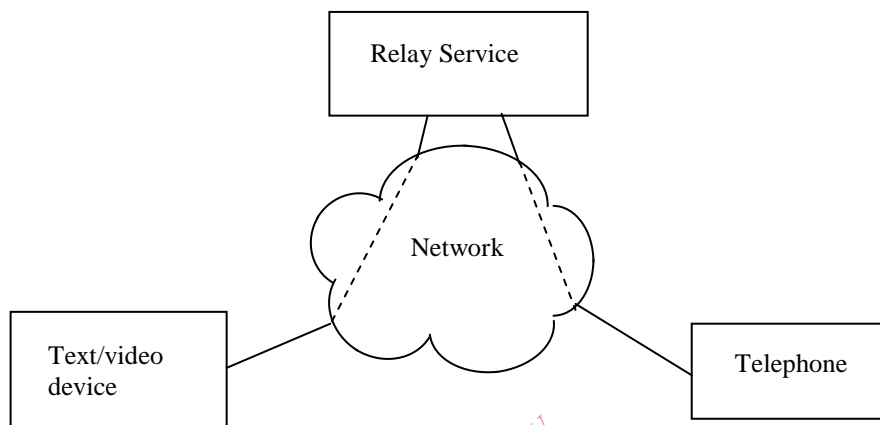


Figure 1: Communication via a relay service over a network

In its simplest form the relay service is outside the network and can be provided over a dial up network using an operator to mediate between a textphone user and a telephone user. Alternatively it can be provided by a relay service provider over any form of connection, for example over a mobile network or via an IP connection where the text/video device might be PC based. Such a service can be an automatic service using, for example, V.18 [3] modems in a gateway, to enable interworking between two text terminals operating in different communication modes.

Thus any user in any network using one mode of communication should be able to communicate with another user using a different mode of communication in the same or in any other network via a relay service. The manner in which calls are set up would be as appropriate to the communications medium used and it should be possible to set up calls to and from disabled users in the same manner as calls to and from other users (see annex B for options).

Ideally it should be possible to send/receive high quality real time text, video and voice over IP to and from any products used for mainstream communication, such as telecommunications terminals, computers (including those in Internet cafés) and mobile phones, with minimal network, firewall or terminal restrictions.

In order to satisfy the requirements of the UN Convention on the rights of persons with disabilities [i.10] it is also essential that interoperability should be achieved between all services so as to provide world wide communication equivalent to that provided for other users.

4.2 Service types

There are a number of different types of relay service offering conversion between differing modes of communication and many are still under development. The present document deals with the following relay services:

- text relay services;
- speech to speech relay services;
- sign relay services;
- lipreading relay services;
- captioned telephony services;
- text to text services;
- facsimile relay services.

4.3 Service provision

The present document is intended to provide a set of harmonized requirements for a relay service that can form the basis of a purchasing contract between some commissioning organization and a relay service provider.

The service provided to the disabled user is often subsidized in some way, the costs being partly or wholly funded by a third party, commonly some government agency. There are various ways in which a relay service might be provided and paid for and such arrangements tend to differ from country to country.

4.4 Grade of service

It has been found that it is not always feasible to provide a full 24 hour service, particularly in the case of those services with a relatively restricted usage and in the early trial stages of the provision of a new relay service.

The present document therefore provides for two possible options:

- a) a full 24 hour service;
- b) a limited hour service.

4.5 Supplementary services

Most supplementary services rely on special provisions in the network and cannot normally be provided by relay service providers. Nevertheless supplementary services such as call diversion or message storage that are provided on many networks can usually be made available in conjunction with any form of relay service.

Relay services may need to make special arrangements with network providers when offering such supplementary services. They also imply some special requirements which are dealt with in informative annex C.

These additional services would normally be provided at the user's option at an additional charge, but may alternatively be provided as part of the basic service offering.

5 Service requirements

5.1 Text Relay Service

5.1.1 Text/speech conversion

A Text Relay Service shall, as its basic service, enable the conversion between real-time text from a text terminal and speech to a voice terminal and vice versa in substantially real time.

The conversion between the two modes of communication may typically be provided by means of a human intermediary.

5.1.2 Call set up

All connections set up from the relay service to the text terminal subscriber shall be connected in text-mode, and an indication given to the call recipient that a text capability is required.

5.1.3 Emergency services

The relay service shall enable any text terminal user to access public emergency services.

This shall not preclude the possibility for the text terminal user to access the emergency service directly via the normal emergency service dialling code.