



**SLOVENSKI STANDARD**  
**SIST ES 202 975 V1.2.1:2009**  
**01-december-2009**

---

čj Yý\_]XYUj b\_]fk: Ł!<Ufa cb]nfUbY'dcgfYXcj UbYŽ b\_VY

Human Factors (HF) - Harmonized relay services

**iTeh STANDARD PREVIEW**  
**(standards.iteh.ai)**

Ta slovenski standard je istoveten z: **ES 202 975 Version 1.2.1**

[SIST ES 202 975 V1.2.1:2009](https://standards.iteh.ai/catalog/standards/sist/b09f2748-0902-4a59-b848-5acb31f0e834/sist-es-202-975-v1-2-1-2009)

<https://standards.iteh.ai/catalog/standards/sist/b09f2748-0902-4a59-b848-5acb31f0e834/sist-es-202-975-v1-2-1-2009>

**ICS:**

35.020	Informacijska tehnika in tehnologija na splošno	Information technology (IT) in general
--------	---	--

**SIST ES 202 975 V1.2.1:2009**

**en**

**iTeh STANDARD PREVIEW**  
**(standards.iteh.ai)**

SIST ES 202 975 V1.2.1:2009

<https://standards.iteh.ai/catalog/standards/sist/b09f2748-0902-4a59-b848-5acb31f0e834/sist-es-202-975-v1-2-1-2009>

# ETSI ES 202 975 V1.2.1 (2009-10)

---

*ETSI Standard*

## **Human Factors (HF); Harmonized relay services**

---

**iTeh STANDARD PREVIEW**  
**(standards.iteh.ai)**

[SIST ES 202 975 V1.2.1:2009](https://standards.iteh.ai/catalog/standards/sist/b09f2748-0902-4a59-b848-5acb31f0e834/sist-es-202-975-v1-2-1-2009)

<https://standards.iteh.ai/catalog/standards/sist/b09f2748-0902-4a59-b848-5acb31f0e834/sist-es-202-975-v1-2-1-2009>



## Reference

DES/HF-00077

## Keywords

relay, service

**ETSI**

650 Route des Lucioles  
F-06921 Sophia Antipolis Cedex - FRANCE

Tel.: +33 4 92 94 42 00 Fax: +33 4 93 65 47 16

Siret N° 348 623 562 00017 - NAF 742 C  
Association à but non lucratif enregistrée à la  
Sous-Préfecture de Grasse (06) N° 7803/88

**iTeh STANDARD PREVIEW**  
**(standards.iteh.ai)**

SIST ES 202 975 V1.2.1:2009

<https://standards.iteh.ai/catalog/standards/sist/b09f2748-0902-4a59-b848-5acb31f0e784/etsi-es-202-975-v1-2-1-2009>

**Important notice**

Individual copies of the present document can be downloaded from:

<http://www.etsi.org>

The present document may be made available in more than one electronic version or in print. In any case of existing or perceived difference in contents between such versions, the reference version is the Portable Document Format (PDF). In case of dispute, the reference shall be the printing on ETSI printers of the PDF version kept on a specific network drive within ETSI Secretariat.

Users of the present document should be aware that the document may be subject to revision or change of status. Information on the current status of this and other ETSI documents is available at

<http://portal.etsi.org/tb/status/status.asp>

If you find errors in the present document, please send your comment to one of the following services:

[http://portal.etsi.org/chaicor/ETSI\\_support.asp](http://portal.etsi.org/chaicor/ETSI_support.asp)

---

**Copyright Notification**

No part may be reproduced except as authorized by written permission.  
The copyright and the foregoing restriction extend to reproduction in all media.

© European Telecommunications Standards Institute 2009.  
All rights reserved.

**DECT™**, **PLUGTESTS™**, **UMTS™**, **TIPHON™**, the TIPHON logo and the ETSI logo are Trade Marks of ETSI registered for the benefit of its Members.

**3GPP™** is a Trade Mark of ETSI registered for the benefit of its Members and of the 3GPP Organizational Partners.

**LTE™** is a Trade Mark of ETSI currently being registered

for the benefit of its Members and of the 3GPP Organizational Partners.

**GSM®** and the GSM logo are Trade Marks registered and owned by the GSM Association.

# 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

ITeH STANDARD PREVIEW  
(standards.iteh.ai)

SIST ES 202 975 V1.2.1:2009

[https://standards.iteh.ai/catalog/standards/sist/b09d2748-0902-4a59-b848-](https://standards.iteh.ai/catalog/standards/sist/b09d2748-0902-4a59-b848-5acb31f0e834/sist-es-202-975-v1-2-1-2009)

[5acb31f0e834/sist-es-202-975-v1-2-1-2009](https://standards.iteh.ai/catalog/standards/sist/b09d2748-0902-4a59-b848-5acb31f0e834/sist-es-202-975-v1-2-1-2009)

8.1	Complaints handling .....	22
8.2	User information .....	22
9	Interoperability .....	22
<b>Annex A (informative): Interoperability .....</b>		<b>23</b>
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
<b>Annex B (informative): Call set up .....</b>		<b>25</b>
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
<b>Annex C (informative): Supplementary services.....</b>		<b>28</b>
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
<b>Annex D (informative): Service funding.....</b>		<b>30</b>
<b>Annex E (informative): Bibliography.....</b>		<b>31</b>
History .....		32

---

## Intellectual Property Rights

IPRs essential or potentially essential to the present document may have been declared to ETSI. The information pertaining to these essential IPRs, if any, is publicly available for **ETSI members and non-members**, and can be found in ETSI SR 000 314: "*Intellectual Property Rights (IPRs); Essential, or potentially Essential, IPRs notified to ETSI in respect of ETSI standards*", which is available from the ETSI Secretariat. Latest updates are available on the ETSI Web server (<http://webapp.etsi.org/IPR/home.asp>).

Pursuant to the ETSI IPR Policy, no investigation, including IPR searches, has been carried out by ETSI. No guarantee can be given as to the existence of other IPRs not referenced in ETSI SR 000 314 (or the updates on the ETSI Web server) which are, or may be, or may become, essential to the present document.

---

## 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.

Referenced documents which are not found to be publicly available in the expected location might be found at <http://docbox.etsi.org/Reference>.

NOTE: While any hyperlinks included in this clause were valid at the time of publication ETSI cannot guarantee their long term validity.

## 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] NTFH: "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/> 4a59-b848-5acb31f0e834/sist-es-202-975-v1-2-1-2009

---

## 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

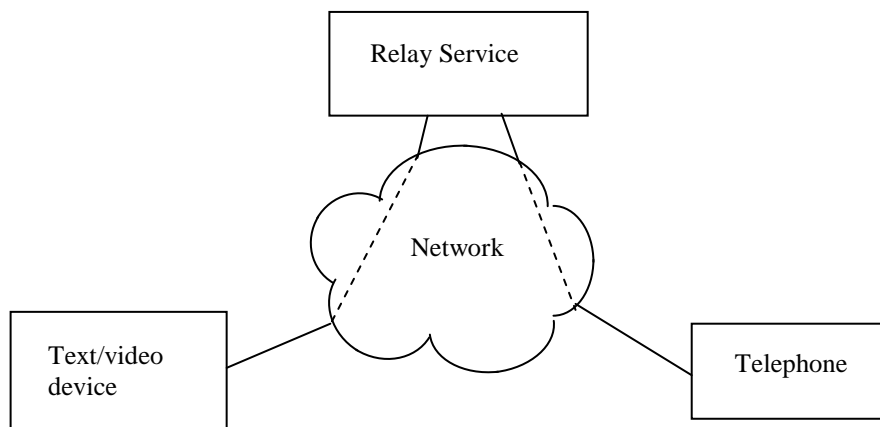
For the purposes of the present document, the following abbreviations apply:

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.