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Working Group on Service and Application (WG SA)

**Questionnaire on the Current Status of the APT Countries' Relay Services for Accessible Emergency Communication**

**Section 1: Elementary Part**

1. **Introduction:**

This document is to propose conducting a research survey on the current status of relay services for accessible emergency communication of the APT countries.

An ongoing global pandemic of coronavirus disease 2019 (COVID-19) is an apparent example of the important of emergency communication. When the outbreak becomes more severe, many more people, including persons with disabilities (PWD), are in need of medical emergency services. For persons with disabilities (PWD), gaining access to medical emergency services during the pandemic is much more challenging as the issue of accessible emergency communication has not been widely addressed. Besides medical condition, emergency situation also includes disaster, fire, crime and so on.

National single emergency number, is one effort to make emergency services easier to access. All kinds of emergency services, medical, fire, and crime for example, can be access using one single number such as 911 and 112 as suggested in Recommendation ITU-T E.161.1.

With the current ICT technology, access to emergency services is not limit to only a voice call. Emergency communication includes, in addition to voice, other types of communications such as text, and video. Relay services is another type of communication which enable persons with hearing or speech disability to engage in a conversation with other persons. The services also provide alternative communications for people who cannot engage in a voice call e.g. hiding victims during mass shootings, injured blinds in an unfamiliar and unexplainable place and situation. Recommendation ITU-T F.930 (Multimedia telecommunication relay services) describes four common types of relay services in use today: text relay, video relay, captioned telephone service relay and speech-to-speech relay. Relay services could be another means for accessible emergency communication.

A caller’s location is an important information that is necessary for providing immediate emergency response. Advanced Mobile Location (AML) is an open standard for sending a caller’s location in an emergency case when the caller dial emergency number. AML could expedite emergency service response especially when a call is made through a relay service.

Furthermore, with collaboration among APT countries, for people travelling aboard, the emergency communication and emergency location service could be accessible in the travelling country, instead of roaming back to their home country, for more accessible communication across country borders and language boundaries.

On ASTAP-31, EG AU has discussed the needs of conducting a research survey on the current status of relay services with accessible emergency communication in the AP region following the presentation from Thailand (ASTAP-31/INF-21). To raise awareness and promote accessible emergency communication in the Asia-Pacific (AP) region, guidelines on accessible emergency communication should be developed. To prepare for the guidelines, the first step is to understand the current status of emergency communication in each APT country.

1. **Objective of the Questionnaire:**

The objective of the questionnaire is to understand the emergency communication policy of each APT country especially the one regarding the accessibility of emergency services. Both the policy and the technology that made emergency services more accessible are of interest. The result of the survey could provide a means for the APT countries to share information and experience in implementing accessible emergency communication. The result should provide grounding information that can be used to establish accessible emergency communication strategy of each APT member countries, and responding effectively on the international standard movements promoted through APT, ITU, and etc. Following the result, guidelines and recommendations for Accessible Emergency Communication in the AP region could be further discussed.

1. **Responsible Group:**

WG SA/EG AU

1. **Rapporteur of the Questionnaire:**

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1. **Meeting at which the Questionnaire was approved:**

ASTAP-35.

1. **Target Responder:**

APT Members/Associate Members/Affiliate Members

1. **Deadline for Responses:**

15 December 2023

**References**

1. ITU-T F.930 Multimedia telecommunication relay services, https://handle.itu.int/11.1002/1000/13571.
2. Advance Mobile Location, EENA, https://eena.org/our-work/eena-special-focus/advanced-mobile-location/.

**Section 2: Questionnaire Part**

1. **Primary contact information**

|  |  |
| --- | --- |
| *Organization* |  |
| *Name* |  |
| *Position* |  |
| *Email* |  |
| *Date* |  |

1. **Definitions of Telecommunication Relay Services**

A telecommunication relay service, according to ITU-T Recommendation F.791, is a telephone service that enables a person who is deaf or hard of hearing or whose speech is not clearly understood, or who prefers to use sign language, to place and receive telephone calls in real time. There are several types of relay services available (definitions from ITU-T Recommendation F.930):

**1) Text relay** (or text-to-speech relay): A telecommunications relay service that allows communication by individuals with speech and hearing disabilities. Text is converted by a Communication Assistant into verbal information over a voice telecommunication service.

**2) Video relay** (or video-to-speech relay): A telecommunications relay service that allows communication by individuals with speech and hearing disabilities. Visual information is converted by a communication assistant (CA) to verbal information over a voice telecommunication service.

NOTE – Video relay allows persons with hearing or speech disabilities who use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the party's signed conversation (or visual communication) and relay the conversation back and forth with a voice caller.

**3) Captioned telephony relay service** (CTRS): A telecommunications relay service that allows communication by individuals whose voice is understood by the other user but who cannot hear the response accurately or hear at all. In the captioned telephony relay service (CTRS), the communication assistant (CA) transcribes, in real-time, the speech of the other user word for word into text without interpretation so that it can be read on visual or tactile displays.

NOTE – This service can be used by persons who are unable to type or do not have a keyboard on their equipment and the text can be displayed on a device that does not have a keyboard.

**4) Speech-to-speech relay**: A telecommunications relay service that allows communication by individuals with speech disabilities with voice telephone users through the use of specially trained communication assistants (CAs) who understand the speech patterns of persons with speech disabilities and can repeat the words spoken by that person.

1. **Current Status of Telecommunication Relay Services** `
   1. Does your country have or plan to develop a relay service standard/guideline/regulation?

* Yes, it is enforced.
* Yes, it has not been enforced.
* Yes, we plan to develop one.

(Expected time to finish/publish/enforce: )

* No.

* 1. If your answer to Question 3.1 is “No”, is there any reason why not to do it?

* 1. If your answer to Question 3.1 is “Yes”,
     1. What kinds of services are available?
        1. Services for Hearing impaired
* Text relay (text-to-speech relay)
* Video relay (video-to-speech relay)
* Captioned telephony relay service
* Total conversation service
* Others, please specify
  + - 1. Services for Speech impaired
* Text relay (text-to-speech relay)
* Speech-to-speech relay
* Speech Enhancement
* Others, please specify
  + - 1. Others, please specify.

* + 1. Is pre-registration required before using the compliance services?
* Yes
* No
  + 1. Are there any standards/guidelines/regulations for the compliance services?
* Yes
* No
  + 1. If your answer to Question 3.3.3 is “Yes”, what are the primary standards/guidelines/regulations of the compliance services?

1. **Current status of Single Emergency Number**
   1. Does your country have or plan to develop a Single Emergency Number?

* Yes, it is enforced.
* Yes, it has not been enforced.
* Yes, we plan to develop one.

(Expected time to finish/publish/enforce: )

* No.

* 1. If your answer to Question 4.1 is “No”, is there any reason why not to do it?

* 1. If your answer to Question 4.1 is “Yes”,
     1. What is the number?
* 112
* 911
* Others, Please specify
  + 1. What kinds of emergency services are covered by the number?
* Police
* Fire
* Medical
* Others, Please specify
  + 1. Is Personal Data Protection Regulation applied to the compliance services?
* Yes, Please specify
* No.
  + 1. Which organization is the regulator of the compliance service?

* + 1. Who operates the service?
* Government/Government agency/State agency/State Enterprise
* Private sector
* Both (depending on each service)
  1. Does your country have or plan to develop Advanced Mobile Location (AML) service?
* Yes, it is enforced.
* Yes, it has not been enforced.
* Yes, we plan to develop one.

(Expected time to finish/publish/enforce: )

* No.

* 1. If your answer to Question 4.4 is “No”, is there any reason why not to do it?

* 1. If your answer to Question 4.4 is “Yes”, is there a standard/guideline/regulation?

* 1. What services are supported by AML?
* Police
* Fire
* Medical
* Others, Please specify
  1. Is Personal Data Protection Regulation applied to AML?
* Yes, Please specify
* No.
  1. Which organization is the regulator of the AML service?

* 1. Who operates the AML service?
* Government/Government agency/State agency/State Enterprise
* Private sector

1. **Current status of Relay Services For Accessible Emergency Communication**
   1. Does your country have or plan to develop a Relay Services for Accessible Emergency Communication standard/guideline/regulation?

* Yes, it is enforced.
* Yes, it has not been enforced.
* Yes, we plan to develop one.

(Expected time to finish/publish/enforce: )

* No.

* 1. If your answer to Question 5.1 is “No”, is there any reason why not to do it?

* 1. If your answer to Question 5.1 is “Yes”,
     1. What kinds of services are available?
        1. Services for Hearing impaired
* Text relay (text-to-speech relay)
* Video relay (video-to-speech relay)
* Captioned telephony relay service
* Total conversation service
* Others, please specify
  + - 1. Services for Speech impaired
* Text relay (text-to-speech relay)
* Speech-to-speech relay
* Speech Enhancement
* Others, please specify
  + - 1. Others, please specify.

* + 1. Are there any standards/guidelines/regulations for the compliance services
* Yes
* No
  + 1. If your answer to Question 5.3.2 is “Yes”, what are the primary standards/guidelines/regulations for the compliance services?