



Human Factors (HF); Requirements for relay services

Reference

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Foreword

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

Modal verbs terminology

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Introduction

The present document is an update of previously published versions and is based on ETSI TR 101 806 [i.4].

Further significant background and research information about relay services and the development of the original version of the present document can be found in ETSI TR 102 974 [i.1].

Recent development in the area has been taken into careful consideration.

The present document is intended to support the procurement and provision of accessible and usable relay services.

1 Scope

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

The present document is applicable to all kinds of relay services which enable a user with functional limitations related to hearing, vision, speech or cognitive functions, or combinations thereof, to converse with other users. The present document applies to text relay services, speech-to-speech relay services, video relay services, and captioned telephony services.

Requirements are specified for services provided on a 24/7 basis, as well as for limited-hour services.

The present document does not place requirements on network operators.

2 References

2.1 Normative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the reference document (including any amendments) applies.

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The following referenced documents are necessary for the application of the present document.

- [1] ETSI EN 301 549 (V1.1.2): "Accessibility requirements suitable for public procurement of ICT products and services in Europe".
- [2] Recommendation ITU-T F.700: "Framework Recommendation for multimedia services".
- [3] Recommendation ITU-T H.Supp1: "Application profile - Sign language and lip-reading real-time conversation using low bit-rate video communication".

2.2 Informative references

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The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

- [i.1] ETSI TR 102 974: "Human Factors (HF); Telecommunications relay services".
- [i.2] ETSI EG 201 013: "Human Factors (HF); Definitions, abbreviations and symbols".
- [i.3] ETSI EG 202 320 (V1.2.1): "Human Factors (HF); Duplex Universal Speech and Text (DUST) communications".
- [i.4] ETSI TR 101 806 (V1.1.1): "Human Factors (HF); Guidelines for Telecommunication Relay Services for Text Telephones".
- [i.5] ETSI TR 102 202 (V1.1.2): "Human Factors (HF); Human Factors of work in call centres".