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TOPIC

Launch of New Service for Telecommunications Relay Service (Service Name: “Yometeru”)

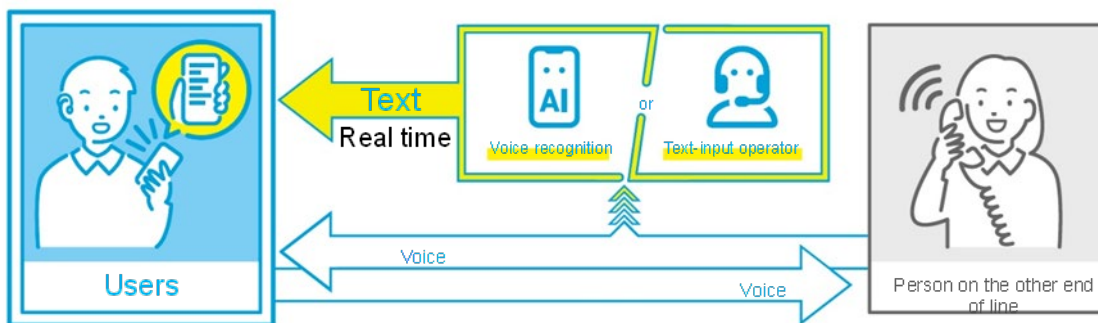
1. About the New Service for Telecommunications Relay Service (Service Name: “Yometeru”)

On December 1st (Tue.), 2020, the Act on Facilitating the Use of Telephones by the Hearing Impaired, etc. (Act No. 53 of 2020; hereinafter referred to as the “Act”) came into force, and as of July 1st (Thu.), 2021, a “Telecommunications Relay Service” was launched as part of the public infrastructure.

The Telecommunications Relay Service is a bidirectional interpreting service that connects people who have difficulty hearing or speaking (hereinafter referred to as “hearing-impaired persons, etc.”) with those who hear and speak normally, using sign language or text and voice. Services are provided 24/7, and it is possible to connect to emergency call services and make bidirectional calls with the person receiving the call, significantly contributing to ensuring independent daily and social lives for hearing-impaired persons, etc.

A captioned telephone service (service name: “Yometeru”) is now set to launch on January 23rd (Thu.), 2025 as a new feature of the Telecommunications Relay Service.

Main users of this service are people who can speak with their own voice but have difficulty hearing the other person's voice clearly due to hearing impairment or acquired deafness. With this service, users can speak with their own voice and read the other end's voice as text during a phone call.



Persons who are hard of hearing
(people with hearing impairments or acquired deafness)

Reference 1: Mechanism of new service captioned telephone service (service name: “Yometeru”)

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Launch of New Service for Telecommunications Relay Service (Service Name: “Yometeru”)

2. About the dissemination of the new “Yometeru” captioned telephone service

Since these services contribute both to the independent daily and social lives of hearing-impaired persons, etc., and play an essential role in providing access to emergency calls, it is particularly important that their significance and convenience are recognized at an early phase.

In accordance with Article 3, Paragraph 2 of the Act, the Ministry of Internal Affairs and Communications, in cooperation with the Ministry of Health, Labour and Welfare and other relevant ministries, as well as with organizations providing telecommunication relay services and organizations supporting telecommunication relay services, etc. will work to ensure that the public is fully familiarized with the service, while also obtaining the cooperation of local public bodies, the telecommunications industry, consumer groups and other organizations nationwide.

Voice of person on the other end of the line is converted into text in real-time



Reference 2: A screenshot of an actual call made via the “Yometeru” captioned telephone service *

* “Yometeru” is limited to use in Japanese and within Japan.

3. Key features of the “Yometeru” captioned telephone service

The key features of the new “Yometeru” captioned telephone service are as follows:

- “Yometeru” allows you to communicate with the other end during a telephone call in your own voice, and to read the other end's voice in text form.
- The service is available 24 hours a day, 365 days a year, and allows for bidirectional communication with the person on the other end of the line, in the same way as the Telecommunications Relay Service.
- When you receive a call through the “Yometeru” service, you will hear a machine-generated voice at the beginning of the call to let you know that the other end of the line will be able to see your words in text form. The announcement will say, “This is the Yometeru Telecommunications Relay Service. Your voice will be converted into text and displayed to the other end of the line. Please speak clearly.” To avoid any misunderstandings with the person receiving the call, it is necessary to widely publicize the details of the service.

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4. Contact

Contact information for the new “Yometeru” captioned telephone service and Telecommunications Relay Service is as follows:

◎Telecommunications Relay Service Customer Center

(Hours: 9:30-17:00, excluding year-end and New Year holidays)

Official website: <https://www.nftrs.or.jp/>

E-mail/Sign-language/Text chat: <https://www.nftrs.or.jp/contact>

Phone: 03-6275-0912

◎Captioned telephone service (Yometeru) Customer Center

(Hours: 9:30-17:00, excluding year-end and New Year holidays)

Official website: <https://www.yometel.jp/>

E-mail/Sign-language/Video call: <https://www.yometel.jp/contact>

Phone: 0120-328-123