Article 105 of France's Digital Republic Act — Free Operator-Funded Relay for Deaf, Deafblind and Aphasic Users, Tracked Quarterly by Arcep

Digital Inclusion · Good practice · France

Quality score: 92/100

Evidence strength: Strong

Summary

Since Oct 2018 French operators must give deaf, deafblind and aphasic customers free relay calls (sign language, cued speech, text). Arcep data: ~4,800 sign-language users/month and 50% of LSF calls answered within 30s in Q1 2026; 24/7 service due from Oct 2026.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-23

Arcep (French electronic communications regulator), with operators Orange, SFR, Bouygues Telecom, Free and others — accessed 2026-11-23

Arcep — Accessibility indicators, Q1 2026 (PDF) — accessed 2026-11-23

Arcep — Disability and telephone accessibility dossier — accessed 2026-11-23

INC — Strengthened telephone accessibility for deaf, hard-of-hearing, deafblind and aphasic people — accessed 2026-11-23

Decree no. 2017-875 of 9 May 2017 (PDF) — accessed 2026-11-23

Cite this — Evidoria. *Article 105 of France's Digital Republic Act — Free Operator-Funded Relay for Deaf, Deafblind and Aphasic Users, Tracked Quarterly by Arcep*. Persistent ID: fb2dcd7b-0f37-4e55-8b39-bf6b5c4ef45f.