

Thailand Telecommunications Relay Service (TTRS) — Free Video, Text and Voice Relay for Deaf and Hard-of-Hearing Thais

Digital Inclusion · Good practice · Thailand

Quality score: 72/100

Evidence strength: Strong

Summary

Free relay service where interpreters connect deaf and hard-of-hearing Thais with hearing callers by video, text or voice; usage grew from ~45,000 calls (2012) to 115,000+ (2015), but demand outstrips interpreter capacity.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-10-01

[NBTC / Universal Foundation for Persons with Disabilities / NSTDA A-MED](#) — accessed 2026-10-01

[The Story Thailand](#) — accessed 2026-10-01

[nWise — 250% increase in TTRS use](#) — accessed 2026-10-01

Cite this — Evidoria. *Thailand Telecommunications Relay Service (TTRS) — Free Video, Text and Voice Relay for Deaf and Hard-of-Hearing Thais*. Persistent ID: 30fb9403-33cf-438b-bb37-79c7ab0215a0.