

TTRS — Thailand's Total-Conversation Video Relay Service for Deaf Citizens, and the Cost of a Three-Month Funding Gap

Digital Inclusion · Good practice · Thailand

Quality score: 52/100

Evidence strength: Moderate

Summary

Thailand's relay service lets deaf users reach hearing people via sign-language interpreters over video, voice and text. It grew from ~45,000 calls (2012) to 115,000+ (2015), but a budget delay suspended it from 13 June 2025.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-10-07

[NSTDA A-MED / Universal Foundation for Persons with Disabilities / NBTC](#) — accessed 2026-10-07

[The Story Thailand — Bringing the hearing impaired out of isolation](#) — accessed 2026-10-07

[nWise — 250 percent increase in TTRS use](#) — accessed 2026-10-07

[Prachatai — Deaf people in crisis during three-month blackout](#) — accessed 2026-10-07

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