



About Telephone Relay Service

Colt Technology Services Co., Ltd.
Product Management Asia - Voice

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About Telephone relay Service

- The “telephone relay service” enables people with hearing or speech disabilities to communicate with other people over the phone through sign language interpreter operators, respond 24 hours a day, 365 days a year. This service is provided by the telephone relay service provider designated by Minister of Internal Affairs and Telecommunications (MIC).

What is the Telephone Relay Service System?

- Under the Act on Facilitating the Use of Telephones by the Hearing Impaired, etc. (Act No. 53 of 2020, hereafter referred to as the “Act”), this is a system that mandates telecommunications carriers including Colt Technology Services (Colt) to bear part of the expenses required for ensuring the telephone relay service as a public infrastructure. This system works as telecommunications carriers pay burdens to the telephone relay service provider(*1) as a subsidy through the support organization for telephone relay service(*2) which functions to levy burdens and grant subsidies.

*1 The Nippon Foundation Telecommunications Relay Service

*2 Telecommunications Carriers Associations (TCA)

Structure of the Telephone Relay Service System

- Based on the amount of the subsidies granted to the telephone relay service provider, Telecommunications Carriers Associations (TCA, the support organization for telephone relay service) estimates the amount to be paid for each telephone number (unit number price), and will be determined with permission by the MIC.
- Based on this unit number price, telecommunications carriers pay the fee according to the volume of telephone numbers used by their respective customers to the Nippon Foundation Telecommunications Relay Service through the support organization for telephone relay service.

Customer Fees

- In accordance with the intent of this Telephone Relay Service, Colt bills its customers a “Telephone Relay Service Fee” for each telephone number using those of our services subject to the system. We ask for your cooperation and understanding with regard to this matter. The unit number price for fiscal year 2021 (during Apr. 2020 to Mar. 2021) is total of 7 yen (7.7 incl. tax). From July 2021, the bill will be 1 yen (1.1 incl. tax) per month per number as shown in the table below.

FY 2021											
Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
0 yen	0 yen	0 yen	1 yen	1 yen	1 yen	1 yen	1 yen	1 yen	1 yen	0 yen	0 yen

The months of the telephone relay service fee is charged

- Telephone Relay Service Fee 1 yen per number (1.1 yen incl. tax)

For further information, below are the contact information's

- **About the way to use the telephone relay service, registration, and the service instructions**

The Nippon Foundation Telecommunication Relay Service (Telephone relay service provider)

Tel: 03-6275-0910

Reception hours: 9:00 a.m. to 6:00 p.m. every day (closed during the end and beginning of the year)

Fax: 03-6275-0913

E-mail: info@nftrs.or.jp

Website: <https://nftrs.or.jp/>

- **About the unit price per number, subsidies, and burden systems**

Telecommunications Carriers Associations (TCA): Support organization for telephone relay service

Tel: 03-6302-8391

Reception hours: 9:00 a.m. to 5:00 p.m. on weekdays (closed during the end and beginning of the year)

Website: https://www.tca.or.jp/telephonerelay_service_support/

- **About the Telephone Relay Service system**

Ministry of Internal Affairs and Communications (Telecommunications Consumer Consultation Center)

Tel: 03-5253-5900

Reception hours: 9:30 a.m. to noon/1:00 p.m. to 5.00 p.m. on weekdays

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Thank you

for your time

