

## **Innovative Solutions Canada Program**

### **Challenge EN578-170003/18: Audio Quality Enhancements for Remote Interpretation Services**

#### **Attachment 3**

#### **Question and Answer #5 to #6**

This document contains questions and answers related to this challenge.

##### **Question #5:**

One of the objectives is a 15kHz bandwidth. For older devices (such as the Razr phone in the picture on the site), this is simply not a possibility. Our solution can support preventative measures for older device volume problems (to prevent hearing issues) as well as increased bandwidth for devices that are capable of being enhanced to support it. Would you desire a solution capable of such a fallback mechanism for older devices, or would you prefer to force users to pick a device capable of 15kHz?

##### **Response #5:**

At this time, we can't force users to pick a device capable of reproducing 15kHz. With this challenge, the Translation Bureau is seeking a technical solution that must comply with ISO standards for interpretation and faithfully reproduce 15kHz for all devices used by remote participants.

##### **Question #6:**

In situations where a remote user is connecting to the conference via a landline, only 3 kHz of voice bandwidth can be transmit via landline. In this case would the 3 kHz voice bandwidth be acceptable since it is a physical limitation of the voice transmission medium?

##### **Response #6:**

The 3kHz bandwidth would not be acceptable in this case even if it's the physical limitation of the voice transmission medium. The Challenge is to develop a technical solution that would consistently reproduce 15kHz.