

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for April to June 2025 inclusive is shown below.

Table 1

Key Performance Indicators: Quarter 1 2025/26

Measure	Target	Actual achieved		
		APR 25	MAY 25	JUN 25
Standard relay calls answered within 15 seconds	>= 90% on average	96.0%	93.2%	94.2%
	>= 85% per 15 minute interval ¹	93.3%	90.1%	90.2%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ²	99.4%	99.1%	98.9%
Customers surveyed expressing dissatisfaction with the relay service ³	< 5% customers dissatisfied	2024 Survey results are published on the website		
Standard relay calls abandoned ⁴	< 3% Standard Calls Abandoned	1.0%	2.8%	2.1%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.00%	0.06%	0.00%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.8%	98.7%	97.8%
In conversation voice to text transcription speed for standard/emergency relay calls, per call ⁵	>= 40 words per minute (wpm) (when the user is able to receive 40 wpm or faster)	95.7%	66.4%	61.5%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	62.1	59.1	58.0
Average voice to text transcription accuracy	>= 98%	98.8%	98.2%	97.5%
Complaints relating to the relay service	< one complaint per 1000 calls	0.17	0.21	0.08
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁶	2.8%	4.0%	4.2%

¹ This KPI demonstrates consistency of performance across each 24 hour period and limits the opportunity of long periods of poor performance being masked with one period of really good performance

² Emergency relay calls are given priority over standard relay calls in the same way that voice emergency calls are prioritised over other calls

³ This will be measured and reported on a bi-annual basis as part of an agreed Customer Research programme

⁴ "Abandoned" means that the call is ended by the caller before the Relay Assistant has joined the call

⁵ Figures based on Relay Assistant sessions where the average WPM is 41WPM or better; data not logged for individual calls
All measures except for ">40 wpm" to be averaged over a monthly period

⁶ This measure records the % of calls automatically transferred between Advisors across the relay platform

Comments on Q1 2025-26 KPI report

We're in the process of moving the Relay UK service over to a fully digital platform and in order to ensure as smooth a transition as possible, we're delivering this by increasing the percentage of traffic that's routed to the new platform in stages. As this migration progresses and the majority of standard calls are handled on the new platform (from May onwards), we've identified that there's been inconsistency in the measurement of some of the KPIs, with the Words per Minute metrics in particular not aligning to those we have in place on the old platform. The figures are as reported by our system, though as there have been no significant operational changes during this time we believe they most likely understate the true position. We're currently investigating and validating this reporting and will revise figures (where appropriate) in the next KPI update.

A further consequence of moving to the new platform is that the percentage of calls subject to an automatic handover between Relay Assistants has increased. We are confident though that our new capability of enabling a consultation between advisors to support this process, offers a much improved experience to any caller subject to a handover during a longer duration call.

All call answering KPIs were met during the quarter, though the transcription accuracy metric was fractionally below target in June. Our focus on delivering a consistent quality performance on all Relay calls remains a key priority for us and we expect results to reflect this moving forward.