

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for April to June 2026 inclusive is shown below.

Table 1

Key Performance Indicators: Quarter 1 2026/27

Measure	Target	Actual achieved		
		APR 26	MAY 26	JUN 26
Standard relay calls answered within 15 seconds	>= 90% on average	95.6%	96.8%	96.0%
	>= 85% per 15 minute interval ¹	95.0%	95.1%	95.1%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ²	96.1%	95.6%	95.6%
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	0.9%	1.2%	2.0%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.53%	0.63%	0.46%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.2%	97.0%	98.8%
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)	98.2%	98.3%	98.5%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	64.7	65.7	65.0
Average voice to text transcription accuracy	>= 98%	96.5%	96.8%	97.5%
Complaints relating to the relay service	< one complaint per 1000 calls	0.31	0.03	0.09
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁶	7.4%	6.4%	5.8%

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 2026-27 KPI report

Relay UK delivered another strong quarter of service performance, with all call answering targets comfortably achieved and emergency calls consistently prioritised and answered within target levels.

Call handling quality remained above target throughout the quarter. Voice-to-text transcription accuracy improved month-on-month but remained slightly below the required target. Targeted coaching, monitoring and quality improvement activities continue to support further progress.

The proportion of calls requiring a Relay Assistant handover reduced throughout the quarter, demonstrating encouraging improvement. Although performance remains above the target level, further operational initiatives and enhanced reporting are planned to support ongoing reductions in handovers.