ANNEX 1   **BT RELAY UK REPORTED KPIs**

Key Performance report for July to September 2019 inclusive is shown below.

Table 1

Key Performance Indicators: Quarter 2 2019/20

Measure	Target	Actual achieved		
		JUL 19	**AUG 19**	**SEP 19**
Standard relay calls answered within 15 seconds	>= 90% on average	91.5%	90.2%	91.1%
	>= 85% per 15 minute interval[1]	85.6%	85.6%	86.6%
Emergency relay calls answered within 5 seconds	>= 95%	91.4%	89.9%[2]	95.8%
Customers surveyed expressing dissatisfaction with the relay service[3]	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned[4]	< 3% Standard Calls Abandoned	1.0%	1.1%	1.1%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.2%	0.4%	0.1%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	99.0%	98.8%	97.1%
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 40wpm or faster)	99.6%	99.7%	99.7%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	71.7	71.0	71.2
Average voice to text transcription accuracy	>= 98%	99.6%	99.5%	98.4%
Complaints relating to the relay service	< one complaint per 1000 calls	0.09	0.08	0.08
Total calls to be subject to a Relay Assistant handover	< 2% of total calls	0.2%	0.3%	0.3%

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[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] We have recently discovered an error with our recording process which meant that the data for PCA5 was recorded at 15 seconds instead of 5 seconds. This error has been corrected and all data from 9 July is now correctly set for the 5 second PCA target. We do not consider that customers have been materially impacted given that this was an issue with our data recording and the average time to respond remains less than 2 seconds per call. Ofcom is aware of this issue.

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

[4] "Abandoned" means that the call is ended by the caller before the Relay Assistant is brought in

[5] Figures based on Relay Assistant sessions where the average WPM is 41WPM or better; data not logged currently for individual calls

All measures except for ">40 wpm" to be averaged over a monthly period