

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for July to September 2022 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 2 2022/23				
Measure	Target	Actual achieved		
		JUL 22	AUG 22	SEP 22
Standard relay calls answered within 15 seconds	>= 90% on average	92.2%	91.9%	86.1%
	>= 85% per 15 minute interval ¹	90.0%	89.7%	85.8%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ²	96.1%	96.3%	97.3%
Customers surveyed expressing dissatisfaction with the relay service ³	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ⁴	< 3% Standard Calls Abandoned	2.3%	2.4%	3.9%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.0%	0.3%	0.4%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	94.8%	96.1%	97.0%
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)	99.7%	99.8%	99.7%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	65.5	65.6	65.7
Average voice to text transcription accuracy	>= 98%	97.4%	97.5%	98.7%
Complaints relating to the relay service	< one complaint per 1000 calls	0.02	0.17	0.21
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁶	1.5%	1.5%	1.5%

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 as voice emergency calls are prioritised over other voice 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 2022-23 Q2 KPI results

Most of the Key performance indicator metrics were achieved during the quarter.

Voice to text transcription accuracy was fractionally below target in July and August and ongoing quality monitoring and coaching is in place to address any issues found.

Call answering in September was impacted on a number of days by much higher than forecast spikes in call volumes, combined with much longer than average call durations. This resulted in the standard calls answered and abandoned rates falling outside target, though the average time to answer standard Relay calls was less than 9 seconds across the month.

BT continues to focus closely on all areas where performance challenges arise and take appropriate measures to deliver a high-quality service as consistently as possible.