ANNEX 1   **BT RELAY UK REPORTED KPIs**

Key Performance report for July to September 2025 inclusive is shown below.

Table 1

Key Performance Indicators: Quarter 2 2025/26

Measure	Target	Actual achieved		
		JUL 25	**AUG 25**	**SEP 25**
Standard relay calls answered within 15 seconds	>= 90% on average	92.1%	91.9%	91.0%
	>= 85% per 15 minute interval[1]	88.6%	90.0%	89.4%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95%[2]	98.6%	98.6%	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	1.8%	1.7%	2.2%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.03%	0.14%	0.00%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	97.7%	99.5%	98.4%
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)	51.1%	84.6%	96.4%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	52.5	56.0	60.7
Average voice to text transcription accuracy	>= 98%	97.2%	98.1%	97.9%
Complaints relating to the relay service	< one complaint per 1000 calls	0.16	0.06	0.16
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls[6]	5.1%	5.3%	6.4%

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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] 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 Q2 2025-26 KPI report

We've gradually increased the percentage of traffic that's routed to our new digital platform over the quarter and the plan is to complete this by the start of 2026.

During this migration the Words per Minute metrics were found to be misaligned with those we have in place on the old platform. The figures shown are as reported by our system, with a correction being made for September onwards following re-alignment with reporting across the legacy platform.

We've also seen an increase in the percentage of calls being handed over between Relay Assistants, though our new consultative handover process provides a much improved experience for everyone where this happens during a longer duration call.

All call answering KPIs were met during the quarter, though the transcription accuracy metric was marginally below target in July and September. 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.