

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for October to December 2025 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 3 2025/26				
Measure	Target	Actual achieved		
		OCT 25	NOV 25	DEC 25
Standard relay calls answered within 15 seconds	>= 90% on average	92.3%	90.5%	96.4%
	>= 85% per 15 minute interval ¹	91.4%	91.4%	94.2%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ²	99.0%	98.5%	98.0%
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	2.0%	3.5%	0.9%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.00%	0.23%	0.32%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.5%	99.3%	97.9%
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)	95.9%	99.5%	99.5%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	60.6	47.6	40.8
Average voice to text transcription accuracy	>= 98%	96.8%	97.7%	98.1%
Complaints relating to the relay service	< one complaint per 1000 calls	0.14	0.09	0.12
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁶	6.9%	6.3%	5.7%

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 Q3 2025-26 KPI report

We're reaching the final stages of migration over to our new digital platform and this will be completed early in 2026.

As reported last quarter, during platform migration the Words per Minute metrics were found to be misaligned with those we had in place on the old platform. Changes were made, but following further updates to the new platform reporting is again showing as misaligned. We believe the figures shown and as reported by our system are incorrect, so are working to make sure these are accurate for Q4. In the interim our Quality Assessment Team are more specifically observing typing speeds to make sure these align with previous performance.

The percentage of calls being handed over between Relay Assistants remains high. This is largely due to the new consultative handover process that enables a smoother transfer where this is needed during longer duration calls, along with a significant increase in average call handling times over the last year. We're continuing to explore ways of reducing the handover rate down to where it needs to be, including running a trial in our Relay Lead Centre to identify further measures that can help deliver this.

Call answering KPIs were met during the quarter with the exception of the percentage of abandoned standard Relay calls in November. This was over target largely as a result of significantly higher than expected call spikes and periods of very high call duration (callers are kept informed where there is any delay in a Relay Assistant joining to encourage them to remain on the call).

The transcription accuracy metric was slightly below target in October and November, with increasingly long and complex automated business call announcements often making it more challenging for Relay Assistants to relay these messages back quickly and accurately to callers. Delivering a more consistent quality performance on all Relay calls remains a key priority for us and we're continuing to focus on this area of the service across all our Centres.