

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for January to March 2021 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 4 2020/21				
Measure	Target	Actual achieved		
		JAN 21	FEB 21	MAR 21
Standard relay calls answered within 15 seconds	>= 90% on average	92.0%	90.9%	90.4%
	>= 85% per 15 minute interval ¹	91.5%	88.6%	87.1%
Emergency relay calls answered within 5 seconds	>= 95%	98.1%	96.7%	96.2%
Customers surveyed expressing dissatisfaction with the relay service ²	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ³	< 3% Standard Calls Abandoned	1.2%	1.4%	1.9%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.0%	0.0%	0.1%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.2%	98.3%	98.8%
In conversation voice to text transcription speed for standard/emergency relay calls, per call ⁴	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.8%	99.9%	99.8%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	68.9	69.5	68.7
Average voice to text transcription accuracy	>= 98%	100.0%	99.6%	99.6%
Complaints relating to the relay service	< one complaint per 1000 calls	0.08	0.07	0.11
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁵	1.3%	2.8%	2.3%

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 This will be measured and reported on a bi-annual basis as part of an agreed Customer Research programme

³ "Abandoned" means that the call is ended by the caller before the Relay Assistant is brought in

⁴ 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

⁵ This measure records the % of calls automatically transferred between Advisors across the relay platform. Due to significantly increased Covid-19 safety precautions implemented in January 2021, more calls are now being handed over and this is expected to continue until full relaxation of these rules. BT have been keeping Ofcom updated as to performance against this KPI and measures being taken to minimise any disruption to calls that this process may cause.