

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for January to March 2025 inclusive is shown below.

Table 1

Key Performance Indicators: Quarter 4 2024/25

Measure	Target	Actual achieved		
		JAN 25	FEB 25	MAR 25
Standard relay calls answered within 15 seconds	>= 90% on average	94.5%	96.6%	95.5%
	>= 85% per 15 minute interval ¹	95.0%	95.4%	93.2%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ²	98.9%	99.4%	99.6%
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	1.5%	0.7%	1.1%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.12%	0.06%	0.00%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	95.9%	93.2%	94.7%
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)	99.9%	99.7%	99.5%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	63.8	63.7	63.0
Average voice to text transcription accuracy	>= 98%	97.7%	97.1%	98.2%
Complaints relating to the relay service	< one complaint per 1000 calls	0.07	0.19	0.30
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁶	1.6%	1.7%	1.7%

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 Q4 2024-25 KPI report

All KPIs were met during the quarter with the exception of the quality metric - which was just below target in February, and the transcription and accuracy measure, which was fractionally off target in the first 2 months of the quarter before getting back on track in March.

Quality continues to be a big focus point across the Relay Team and we expect performance to improve and become more consistent across these areas as we move forward.