

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for January to March 2026 inclusive is shown below.

Table 1

Key Performance Indicators: Quarter 4 2025/26

Measure	Target	Actual achieved		
		JAN 26	FEB 26	MAR 26
Standard relay calls answered within 15 seconds	>= 90% on average	90.5%	93.8%	93.7%
	>= 85% per 15 minute interval ¹	92.3%	92.5%	90.8%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ²	97.3%	96.1%	96.3%
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	3.0%	1.6%	2.0%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.21%	0.35%	0.70%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.3%	98.5%	97.4%
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)	99.2%	98.3%	98.3%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	37.2 ⁶	65.8	64.4
Average voice to text transcription accuracy	>= 98%	99.0%	97.5%	96.6%
Complaints relating to the relay service	< one complaint per 1000 calls	0.11	0.39	0.17
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁷	6.7%	7.4%	7.4%

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 Incorrect data shown but all that available during migration over to the new platform. Figures corrected in following months

⁷ This measure records the % of calls automatically transferred between Advisors across the relay platform

Comments on Q4 2025-26 KPI report

Migration over to the new Relay UK digital platform was successfully completed during January 2026. Strong service performance was maintained throughout the quarter, with all call answering targets achieved and remaining consistently high.

Call handling quality exceeded target across the quarter. Voice-to-text transcription accuracy fell slightly below target during February and March and remains an area of focus. Additional quality monitoring, coaching and feedback activities are in place to support continued improvement.

As reported previously, a data alignment issue affected the transcription speed measure during January following platform migration. Corrected reporting was implemented from February onwards.

The proportion of calls requiring a Relay Assistant handover remained above target during the quarter. Work continues to reduce handovers through operational improvements and enhanced performance monitoring while maintaining service quality for customers.