

ANNEX 1

BT NGT REPORTED KPIS

| Table 1 | | | | |
|--|---|------------------------|---------------|---------------|
| Key Performance Indicators: Quarter 1 2017/18 | | | | |
| Measure | Target | Actual achieved | | |
| | | APR 17 | MAY 17 | JUN 17 |
| Standard relay calls answered within 15 seconds | >= 90% on average | 91.17% | 92.30% | 91.30% |
| | >= 85% per 15 minute interval ¹ | 88.16% | 90.02% | 87.26% |
| Emergency relay calls answered within 5 seconds | >= 95% | 96.22% | 97.18% | 96.21% |
| Customers surveyed expressing dissatisfaction with the relay service ² | < 5% customers dissatisfied | - | - | - |
| Standard relay calls abandoned ³ | < 3% Standard Calls Abandoned | 1.26% | 1.44% | 1.66% |
| Emergency calls abandoned. This is in line with the standard voice service measure | < 2% Emergency Calls Abandoned | 0.00% | 0.36% | 0.26% |
| Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance | >= 94% of calls handled correctly | 100.0% | 98.0% | 98.0% |
| 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) | 99.85% | 99.81% | 99.81% |
| In conversation voice to text transcription speed for standard/emergency relay calls | >= 60 wpm averaged across calls | 76.5 | 75.1 | 75.7 |
| Average voice to text transcription accuracy | >= 98% | 98.31% | 98.50% | 98.02% |
| Complaints relating to the relay service | < one complaint per 1000 calls | 0.11 | 0.07 | 0.03 |
| Total calls to be subject to a relay assistant handover | < 2% of total calls | 0.75% | 0.99% | 0.86% |

All measures except for ">40 wpm" to be averaged over a monthly period

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 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 currently for individual calls