**ANNEX C**

**SCHEDULE 220**

**Relay UK**

***(formerly known as Next Generation Text (NGT) relay service)***

**1. Definitions**

1.1 In this Schedule, a reference to a paragraph or Appendix, unless stated otherwise, is to a paragraph or Appendix of this Schedule. Words and expressions have the meaning given in Annex D except as shown:

|  |  |
| --- | --- |
|  |  |
|  |  |
| **“BT Relay UK Access Call”** | a voice Call made by a Calling Party on the Operator System to the BT Relay UK Service: using either a TextNumber, prefixed with a 18002 code followed by a telephone number, the Relay Assist telephone number, or the Helpdesk; |
| **“BT Relay UK Call”** | a Text Phone Call made by a Calling Party on the Operator System to the BT Relay UK Service: prefixed with a 18001 code followed by a telephone number or the Relay Assist telephone number, or the Helpdesk; |
| **“BT Relay UK Emergency Call”** | a Fixed Emergency Call, VoIP Originated Emergency Call, or Mobile Emergency Call made by a Calling Party on the Operator System to the BT Relay UK Service using a 18000 code; |
| **“BT Relay UK Relay Service” or “Relay UK”** | a BT service for End-Users who need to use text to communicate over the UK telephone networks and that is supported by a Relay Assistant to transcribe text to voice and voice to text as defined by Ofcom; |
|  |  |
| **“Call Handling Agent” or “CHA”** | The organisation within BT that provides Call Centres and associated equipment to initially answer an Emergency Call, route the call to the required Emergency Organisation (EO) and supply caller location information to the EO. |
| **“Mobile App Call”** | A Call made over a UK telephone network from a mobile device or a computer using an application (app) to transmit and receive Real-Time Text; |
| **“Real-Time Text”** | The facility to transmit typed conversation on a character-by-character or word by word basis; |
| **“Relay Assist”** | a service providing assisted call set up for BT Relay UK Calls; |
| **“Relay Operator” or “Relay Assistant”** | a telephone assistant to facilitate BT Relay UK Calls; |
| **“Textphone Call”** | a Call made over a UK telephone network from a fixed line using a textphone to transmit and receive Real-Time text; |
| **“TextNumber”** | a Presentation CLI (allocated to the BT Relay UK Service) used to route voice Calls to the BT Relay UK Service without the need for the 18002 prefix; |
| **“VoIP Originated Emergency Call”** | Call to the UK Emergency Services (usually accessed via 999/112) that originates from terminal apparatus using an Emergency Call application which for the initial part of the network path allows the Calling Party’s voice to be transported using the Internet Protocol (VOIP) to the CHA. Such terminal apparatus shall use either a single Network Termination Point (NTP) or be “nomadic” and may use more than a single fixed line NTP, or could be mobile; |

**2. Description of Service**

2.1 Subject to the provisions of this Schedule BT shall give access to the BT Relay UK Service for BT Relay UK Calls, BT Relay UK Access Calls and BT Relay UK Emergency Calls handed over from the Operator System to the BT System. For the avoidance of doubt, these Calls shall include such Calls set-up with the assistance of the Relay Operator.

2.2 BT shall route Calls pursuant to paragraph 2.1 via the BT Relay UK platform, and shall involve a Relay Operator in such Calls as and when required to facilitate Mobile App and Textphone to voice interfacing.

2.3 For BT Relay UK Calls BT shall provide access via the BT Relay UK platform to the following services:

2.3.1 BT Relay UK Dial-through as described in Appendix 220.1

2.3.2 BT Operator Assistance Service as described in Appendix 220.2

2.3.3 Withdrawn

2.3.4 BT Relay UK International Operator Assistance Service as described in Appendix 220.4

2.3.5 Withdrawn

2.3.6 Withdrawn

2.3.7 BT Timeline Service as described in Appendix 220.7

2.3.8 BT Residential Customer Services as described in Appendix 220.8

2.3.9 BT Residential Fault Reporting Service as described in Appendix 220.9

2.3.10 BT Blind or Disabled Customer Service as described in Appendix 220.10

2.4 For BT Relay UK Access Calls BT shall provide access via the BT Relay UK Service platform to the BT Relay UK Service Dial-through services as described in Appendix 220.1

2.5 For BT Relay UK Emergency Calls BT shall provide access via the BT Relay UK Service platform to the Emergency Services as described in Appendix 220.11.

2.6 The Operator shall hand over Calls to the BT System pursuant to this Schedule from Calling Parties having a telephone number conforming to the UK national numbering scheme, and commencing with the digits 01, 02, 055-056, 071, 074-075 or 077-079 (or such other digits as may be advised by BT from time to time). Calls that are incompatible with BT Relay UK Service may be rejected. The BT system will annotate rejected Calls with an appropriate message. Calls that are incompatible with BT Relay UK Service but not rejected will be charged.

2.7 BT shall provide the BT Relay UK Service and the services pursuant to paragraphs 2.3, 2.4 and 2.5 to the same standard and quality of service as BT provides such services for equivalent BT retail Customers.

2.8 Each Party shall correct faults that occur in its System which affect the provision of service under this Schedule in accordance with such Party’s normal engineering practices. For the avoidance of doubt, neither Party warrants that its System is, or will be, free from faults.

2.9 BT shall give to the Operator not less than six months prior written notice (or such lesser period as may be agreed by the Parties, such agreement not to be unreasonably withheld) of any material change to the services provided under this Schedule.

2.10 If, pursuant to this Schedule, the Operator hands over Calls to the BT System from payphones connected to or forming part of the Operator System, the Operator shall ensure the payphones send a tone, of a form to be agreed between the Parties, indicating to the BT Operator that the Calling Party is using a payphone.

2.11. The BT Relay UK Service shall be provided in order to assist the Operator to meet the Relay Service obligations set out in paragraphs C5.8 and C5.9 of the General Conditions set under section 45 of the Communications Act 2003. However, BT shall be under no obligation to provide any Relay Service wider in scope or more onerous than that which BT is obliged to provide to a BT retail Customer under paragraphs C5.8 and C5.9 of the General Conditions. Appendix 220.12provides details of Ofcom’s Key Performance measures, which set out the level of service expected from the Relay UK Service. BT shall use reasonable endeavours to comply with the measures and shall publish the Relay UK service, Quality of Service performance on [www.relayuk.bt.com](http://www.relayuk.bt.com). BT shall also manage end-user complaints about Relay UK in accordance with the process at Appendix 220.13.

2.12 BT shall supply the Operator with details of a helpdesk, which shall be available to handle queries from end-users relating to the provision of the BT Relay UK Service to Operator Customers.

**3. Routing**

3.1 The Operator shall deliver Calls to a BT Switch Connection in accordance with Annex A.

**4. CLI**

4.1 The Operator System shall generate and convey full CLI as requested by the BT System for BT Relay UK Calls, BT Relay UK Access Calls and BT Relay UK Emergency Calls. Additionally the Operator shall provide:

4.1.1 advance notice of all new number ranges allocated to the Operator, including any rearrangements;

4.1.2 a complete list of the Operator’s node identifiers to enable trace back of unidentified CLI;

4.1.3 a contact, available during normal office hours, who will resolve CLI anomalies.

4.2. On receipt of the full CLI at the BT Relay UK Service platform, the BT System shall immediately return to the Operator System an Address Complete Message immediately followed by an Answer Signal. The Answer Signal shall be in a no charge form. If full CLI is not handed over by the Operator the Call will not mature, and no payment shall be due to the Operator herefore.

**5. Charging**

5.1 For each BT Relay UK Call, BT Relay UK Access Call and BT Relay UK Emergency Call handed over by the Operator to the BT System, the Operator shall pay BT the charges as specified from time to time in the Carrier Price List for each component part of the Call.

* 1. For the avoidance of doubt, for each variety of Call completion pursuant to paragraph 2.2, 2.3, 2.4 or 2.5 the Operator shall pay BT the appropriate additional charges as specified from time to time in the Carrier Price List:

|  |  |  |
| --- | --- | --- |
| **Services as per Appendix:** | **Charges specified for the following services:** | **Schedule:** |
| 220.1 | Conveyance charges for Dial-through Calls shall be charged in accordance with the then-current arrangements with the Operator for:  1. National Operator Assistance  except for  2. BT International Outgoing Calls;  3. Calls to Land Mobile Radio Services; and  4. Calls to Premium Rate Services  which shall be charged in accordance with the then-current arrangements with the Operator for directly dialled Calls. | 120  122 |
| 220.2 | National Operator Assistance Note 1 | 120 |
| 220.3 | Withdrawn |  |
| 220.4 | International Operator Assistance Note 1 | 122 |
| 220.5 | Withdrawn |  |
| 220.6 | Withdrawn |  |
| 220.7 | BT Timeline Service | 118 |
| 220.10 | Directory Enquiry Service for Blind or Disabled Customers | 129 |
| 220.11 | Emergency Service | 225 (or 125, 125A, 125B) |

Notes:

1. The Operator Assistance fee will also apply

5.3 The provision by BT to the Operator of details of Calls to the BT Relay UK Service handled by a BT Operator (Appendices 220.2 and 220.4 refer) shall be as set out in Annex B.

5.4 Charging for Dial-through Calls shall commence on answer by the Called Party.

* 1. For the avoidance of doubt
     1. BT may return the following tones:

Ring;

Engaged;

Number Unobtainable; or

Equipment Engaged;

or messages limited to direct replacement for those tones provided that any message contains no form of information identifying BT without first sending an Answer Signal. Before sending any other form of message BT shall return to the Operator an Address Complete Message and an Answer Signal;

5.5.2 BT shall provide Call accounting information as agreed in writing with the Operator.

**6. Commencement & Termination**

6.1 Except as provided in paragraph 6.3, BT shall provide the BT Relay UK Service to the Operator as detailed in this Schedule on the Commencement Date, which for the purposes of this Schedule shall be the later of the following:

6.1.1 a date three months after the date this Schedule was incorporated into the Agreement; or

6.1.2 the first Ready for Service Date; or

6.1.3 such other date as the Parties may agree in writing.

6.2 Either Party may terminate access to the BT Relay UK Service under this Schedule by giving not less than two months’ written notice to the other Party.

6.3 If BT Relay UK Calls, BT Relay UK Access Calls or BT Relay UK Emergency Calls are handed over from the Operator System to the BT System before the Commencement Date, the Operator shall pay for such Calls in accordance with the charges specified in this Schedule.

**List of Appendices:**

**220.1 BT Relay UK** **Dial-through Service**

**220.2 BT Relay UK** **Operator Assistance Service**

**220.3 Withdrawn**

**220.4 BT Relay UK** **International Operator Assistance Service**

**220.5 Withdrawn**

**220.6 Withdrawn**

**220.7 BT Timeline Service**

**220.8 BT Residential Customer Service**

**220.9 BT Residential Fault Reporting Service**

**220.10 BT Relay UK** **Directory Enquiry Service for Blind and Disabled Customers**

**220.11 BT Relay UK** **Emergency Service APPENDIX 220.1**

**BT Relay UK** **DIAL-THROUGH SERVICE**

1. A Calling Party on the Operator System may make BT Relay UK Service Dial-through Calls as detailed in this Appendix by dialling the 18001 or 18002 codes followed by the appropriate telephone number.

2. A Calling Party may direct dial the following Calls via the BT Relay UK Service platform:

2.1 a BT Basic Telephony Call;

2.2 a BT Basic Transit Call;

2.3 a BT Operator Basic Telephony Call;

2.4 a BT Basic BT Operator to Operator Transit Call;

2.5 a BT Operator Basic Transit Call;

2.6 a Non-Geographic Call Services Call;

2.7 a BT Basic International Outgoing Call;

2.8 a Call to an Operator Personal Numbering Service or Personal Assistance Service;

2.9 a 118 DQ Service Call;

2.10 Such other services as BT may specify from time to time.

3. If the Call is from voice to Mobile App or Textphone, or vice versa, a Relay Operator shall be alerted and shall enter the Call to facilitate communication (paragraph 2 of Schedule 220 refers).

**APPENDIX 220.2**

**BT RELAY UK OPERATOR ASSISTANCE SERVICE**

1. A Calling Party on the Operator System may access the BT Relay UK Servicein order to obtain assistance from a BT Operator in making Calls as detailed in Schedule 120 to telephone numbers in the British Isles that can be reached via the BT System, by dialling the 18001 code followed by the 100 code.

**APPENDIX 220.4**

**BT RELAY UK INTERNATIONAL OPERATOR ASSISTANCE SERVICE**

1. A Calling Party on the Operator System may access the BT Relay UK Service in order to obtain assistance in completing Calls to telephone numbers of an Authorised Overseas System that can be reached through the BT System, and also to obtain time difference advice by dialling 18001 followed by the 155 code as detailed in Schedule 122.

**APPENDIX 220.7**

**BT TIMELINE SERVICE**

1. A Calling Party on the Operator System may access the BT Relay UK Servicein order to ascertain the time of day from the BT Timeline Service by dialling the 18001 code followed by the 123 code.

**APPENDIX 220.8**

**BT RESIDENTIAL CUSTOMER SERVICE**

1. A Calling Party on the Operator System will be able to access the BT Relay UK Servicein order to access the BT Residential Customer Service by dialling the 18001 code followed by the 150 code.

2. The Operator shall translate the destination number to receive the call within their Customer Service, ensuring the destination number is within the same charge band as that for a direct-dialled call to Customer Service and dialable from the BT Network.

3. Calls will be handled by the Relay Operator, if appropriate.

**APPENDIX 220.9**

**BT RESIDENTIAL FAULT REPORTING SERVICE**

1. A Calling Party on the Operator System will be able to access the BT Relay UK Servicein order to access the BT Residential Fault Reporting Service by dialling the 18001 code followed by the 151 code.

2. The Operator shall translate the destination number to receive the call within their Customer Service, ensuring the destination number is within the same charge band as that for a direct-dialled call to Customer Service and dialable from the BT Network.

3. Calls will be handled by the Relay Operator, if appropriate

**APPENDIX 220.10**

**BT RELAY UK DIRECTORY ENQUIRY SERVICE**

**FOR BLIND AND DISABLED CUSTOMERS**

1. A Calling Party on the Operator System registered with BT as a Blind or Disabled Customer may access the BT Relay UK Service as detailed in Schedule 129 to obtain directory enquiry information relating to the British Isles, by dialling the 18001 code followed by the 195 code.

**APPENDIX 220.11**

**BT RELAY UK EMERGENCY SERVICE**

**Description of Service**

1. A Calling Party on the Operator System may access the BT Relay UK Service to make BT Relay UK Emergency Calls, by dialling the 18000 code.

2. If BT Relay UK Emergency Calls are handed over from the Operator System to the BT System, Calls made to 18000 will be handled as detailed in Schedule 225 and BT shall provide access to the relevant Emergency Organisation via a BT Operator using voice telephony.

1. The Operator shall publicise only 18000 as the code for Emergency Calls for BT Relay UK Emergency Calls. If the Operator hands over Calls to BT for which the Calling Party has dialled 18001 followed by 999 or 112, BT shall use its reasonable endeavours to facilitate service to such Calls.

**APPENDIX 220.12**

**BT RELAY UK APPROVAL CRITERIA AND KPIS**

Ofcom approved the BT Relay UK Relay Service 6 March 2014.[[1]](#footnote-2)

Ofcom set out the approval criteria and KPIs within its published statement, “*Review of Relay Services*

*Decision on the introduction of Next Generation Text Relay*”[[2]](#footnote-3). These were also published 28 November 2013, within Ofcom’s consultation for proposed approval of the Relay UK relay service[[3]](#footnote-4) as follows:

***Ability of the relay service to meet the requirements of General Condition C5.9***

* + *The relay service provider must provide an Relay UK service fulfilling the relevant requirements in General Condition C5.9*
  + *The provider must ensure that in its Relay UK service calls to the emergency services are prioritised and provided by a resilient network and system.*
  + *Conversations facilitated by the relay assistant should only be recorded, or parts of the conversation noted, where required for justifiable operational reasons e.g. an emergency call; cases of criminal activity, for quality measurement training.*

***Guarantees regarding the operational effectiveness of the relay service***

* + *The provider must ensure there are sufficient funds, facilities and staff to provide the relay service and enable it to perform properly the administrative and technical work associated with the tasks for which it has been appointed.*
  + *The provider must ensure that staff are appropriately and adequately trained especially in the communications needs of deaf, hearing impaired, speech impaired and deafblind textphone users.*
  + *The provider must ensure that the systems have sufficient technical resilience and back up resources to provide an uninterrupted service to the same extent as the voice telephony networks to which it is interconnected.*
  + *The provider must ensure that users receive call progress announcements in voice for hearing users and in text for hearing impaired users.*
  + *The provider must ensure that adequate measures are in place to ensure that the relay service is inter-operable with other approved relay services (where applicable) such that end-users are able to use the service to communicate with users of other relay services.*

***KPIs***

* + *The provider must ensure that it and the Relay UK service it provides are capable of satisfying on an ongoing basis the required KPIs, including that it is adequately staffed at all times. See the table of KPIs below.*

***Accountability and transparency regarding the performance of the service***

* + *The provider must publish and make available to Ofcom, every quarter, detailed and transparent reporting on its operation, based on the KPIs.*
  + *The provider must publish an annual report covering compliance with these approval criteria and any related issues directed by Ofcom.*
  + *The provider must have a complaints’ handling procedure in place – to be agreed by Ofcom – and ensure complaints are handled in a fair and timely manner.*
  + *The provider must carry out customer satisfaction surveys at least every two*
  + *years.*
  + *The provider must satisfy all elements of the criteria set by Ofcom for approval on an ongoing basis. Failure to satisfy all elements, once approval has been given, may result in the withdrawal of approval by Ofcom.*

***By no later than 18 April 2014 a Relay Service provided by the Communications Provider to its Subscribers pursuant to paragraph 15.3 must:***

* + *provide facilities for the receipt and translation of voice communications into text and the conveyance of that text to the terminal of End-Users of any provider of Publicly Available Telephone Services and vice versa,*
  + *provide facilities for the receipt and transmission of voice communications in parallel with text communications, allowing both channels to work in tandem to deliver near synchronous voice and text;*
  + *provide facilities for access to Emergency Organisations;*
  + *subject to General Conditions A3.2 and C3.11, be available for lawful use by End-Users at all times;*
  + *be capable of being accessed by End-Users of the service from readily available compatible terminal equipment, including textphones, Braille readers, personal computers and mobile telephones;*
  + *not prevent End-Users from communicating with other End-users of other approved Relay Services;*
  + *provide facilities to allow End-Users, who because of their disabilities need to make calls using a Relay Service, to receive incoming calls via the Relay Service, without the calling party needing to dial a prefix;*
  + *insofar as reasonably practicable, allow for communication between End-Users of the service at speeds equivalent to voice communications;*
  + *take measures to ensure the confidentiality of communications between End-Users of the service.*

|  |  |
| --- | --- |
| **Table of KPIs** |  |
| **Measure** | **Target** |
| Standard relay calls answered within 15 seconds | 90% on average  85% per 15 minute interval[[4]](#footnote-5) |
| Emergency relay calls answered within 5 seconds | 95% |
| Customers surveyed expressing dissatisfaction with the relay service | <5% customers dissatisfied |
| Standard relay calls abandoned[[5]](#footnote-6) | <3% Standard Calls Abandoned |
| Emergency calls abandoned. This is in line with the standard voice service measure | <2% Emergency Calls Abandoned |
| Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance | 94% of calls handled correctly |
| In conversation voice to text transcription speed for standard/emergency relay calls, per call | >40 words per minute (wpm) (when the user is able to receive 40wpm or faster) |
| In conversation voice to text transcription speed for standard/emergency relay calls | average of at least 60 wpm averaged across calls |
| Average voice to text transcription accuracy | Better than 98% |
| Complaints relating to the relay service | Less than one complaint per 1000 calls |
| Total calls to be subject to a relay assistant handover | No more than 2% of total calls |

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

**APPENDIX 220.13**

**BT RELAY UK END-USER COMPLAINT HANDLING**

BT manages complaints from end-users in line with the following process:

*Our aim is to solve any problem to your complete satisfaction, and our helpdesk advisers will try to do this as quickly as possible, preferably during a phone call or email exchange. If we can’t do this, we’ll agree with you what we can do.*

*We aim to respond to a letter within ten working days, an email within five working days and if we can’t sort out your complaint when you phone us, we’ll call you back within five working days.*

*If your complaint requires further investigation, it might take up to ten working days for us to investigate and respond to you.*

*We’ll try to sort out your complaint on the spot but whatever happens, we’ll respond and try to keep you regularly updated if it’s going to take a while to check into things. If an advisor can’t sort out your complaint, we’ll escalate it. A manager will then work with you to try and sort out the problem. If that doesn’t work out, we’ll escalate to either the Centre Manager or Relay UK Product Manager.*

*We settle most complaints by this stage but, if not, we’ll explain our final position. In some cases, we might send you a ‘deadlock’ letter. This means there’s nothing more we can do.*

*You can ask for a manager to review your complaint at any time if our adviser hasn’t been able to help and hasn’t already offered to refer to a manager.*

This procedure is available on the [www.relayuk.bt.com](http://www.relayuk.bt.com) website.

End-users wishing to complain about a poor experience directly due to the BT Relay UK relay service should contact the Relay UK helpdesk at [www.relayuk.bt.com](http://www.relayuk.bt.com) or direct to the Relay UK helpdesk. This will allow us to begin an investigation of the complaint as soon as we receive it.  The Relay UK helpdesk can only investigate complaints that relate to the Relay UK service itself, which might be:

* Complaints about the relay assistant (their manner, level of understanding, the speed/accuracy of the call, etc);
* Complaints about a technical failure of the Relay UK provided app software/functionality;
* Complaints about the TextNumber setup process or the TextNumber functionality.
* However, the Relay UK helpdesk cannot resolve all complaints.
* For complaints about how a business/organisation contacted using text relay handled their call, (complex call steering, disconnection etc), end-users should contact that business/organisation or their representative body.
* For complaints about the telephone service (e.g. a fault, billing, or being unable to make a call through text relay) end-users should contact their Communications Provider (BT customers should contact BT Customer Service who will follow BT’s Consumer and Small Business complaint procedure:<https://www.btplc.com/Thegroup/Policyandregulation/Governance/Codesofpractice/CustomerComplaintsCode/index.htm>.

BT provides information on [www.relayuk.bt.com](http://www.relayuk.bt.com) to help customers, Communications Providers, and businesses/organisations resolve complaints they receive from end-users unhappy about these elements of the service they have experienced when using text relay.

1. <https://www.ofcom.org.uk/__data/assets/pdf_file/0029/71984/ngtr_approval_statement.pdf> [↑](#footnote-ref-2)
2. <https://www.ofcom.org.uk/consultations-and-statements/category-2/relay-services-review-12> [↑](#footnote-ref-3)
3. <https://www.ofcom.org.uk/consultations-and-statements/category-2/text-relay-service> [↑](#footnote-ref-4)
4. 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. [↑](#footnote-ref-5)
5. Abandoned” means that the call is ended by the caller before the relay assistant is brought in. [↑](#footnote-ref-6)