



Australian Communication Exchange Ltd  
PO Box 473  
Stones Corner QLD 4120

1 November 2019



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October 2019

NRS Monthly Tax Invoice

## Attachment 1

# October 2019 from ACE

### Provision of the NRS Relay Services for October 2019

#### SECTION 1 – OUTBOUND CALL MINUTES

Refer to:

Attachment 2 - Outbound Call Minutes by Inbound Call Type

Attachment 3 - Outbound Call Minutes by Outbound Call Type

#### SECTION 2 - PERFORMANCE DATA AGAINST SERVICE LEVELS

##### **Service Level 1 - Call answer time, Emergency Services**

*A rebate is payable if the level of Service Level 1 falls below 83% in either category.*

Level of service achieved:	October	Payment Rebate
(a) Percentage of calls answered within 5 seconds	99.72%	0%
(b) Percentage of calls answered within 10 seconds	99.98%	

##### **Service Level 2 – Abandoned Calls, excluding VRS**

*A rebate is payable if the monthly average of abandoned calls is 2% or more.*

Level of service achieved:	October	Payment Rebate
Percentage of calls abandoned	1.32%	0%

##### **Service Level 3 – Raw Accuracy**

*A rebate is payable if the monthly average of raw accuracy is less than 95%.*

Level of service achieved:	October	Payment Rebate
Percentage of raw accuracy	99.33%	0%

##### **Service Level 4 – Call answer time**

*A rebate is payable if the level of Service Level 4 falls below 68%.*

Level of service achieved:	October	Payment Rebate
Percentage of calls answered within 10 seconds	88.84%	0%

##### **Service Level 5– Video Relay Call Answer Time**

*A rebate is payable if the level of Service Level 5 falls below 68%.*

Level of service achieved:	October	Payment Rebate
Percentage of calls answered within 120 seconds	99.21%	0%

## Attachment 2

### **MONTHLY DECLARATION BY ACE**

*I declare that all information provided above is accurate at the time of signature and that Call Minute and Performance Data verification arrangements have been conducted in accordance with ACE's Call Minutes and Data Verification Plan.*

*Further, ACE has applied the following actions in verifying the accuracy of the Performance Data and the recording of the number of Call Minutes processed by the Relay Service;*

- 1. Conducted processes for the entire period to monitor differences between the number of Call Minutes recorded by the Relay Service Provider and used as the basis for claiming the Actual Cost of the Relay Service against the records supplied by the relevant telecommunications provider;*
- 2. Conducted an incident management process to identify and rectify any errors in the recording of Call Minutes processed by the Relay Service Provider;*
- 3. Maintained arrangements to undertake detailed testing of the Relay Service Provider's hardware and software to ensure the accuracy of the recording of Call Minutes processed by the Relay Service Provider;*
- 4. Conducted change management processes, when applicable, to ensure that ongoing maintenance of the hardware and software systems used for recording the number of Call Minutes processed by the Relay Service Provider is conducted in a controlled environment; and*
- 5. Conducted release management processes, when applicable, to ensure that any major changes to the hardware and software systems used for recording the number of Call Minutes processed by the Relay Service Provider go through a comprehensive release management process.*

*These above processes have been applied to the Performance Data and the record of the number of Call Minutes for the period 1 October 2019 to 31 October 2019.*

*I understand that should any of the information provided above be found to be inaccurate, I will undertake to inform the Department of Communications and the Arts immediately.*

Signed

Name:

Designation: Chief Executive Officer

Date: 01/11/2019

Signed by:

Name:

Designation: Chief Information Officer

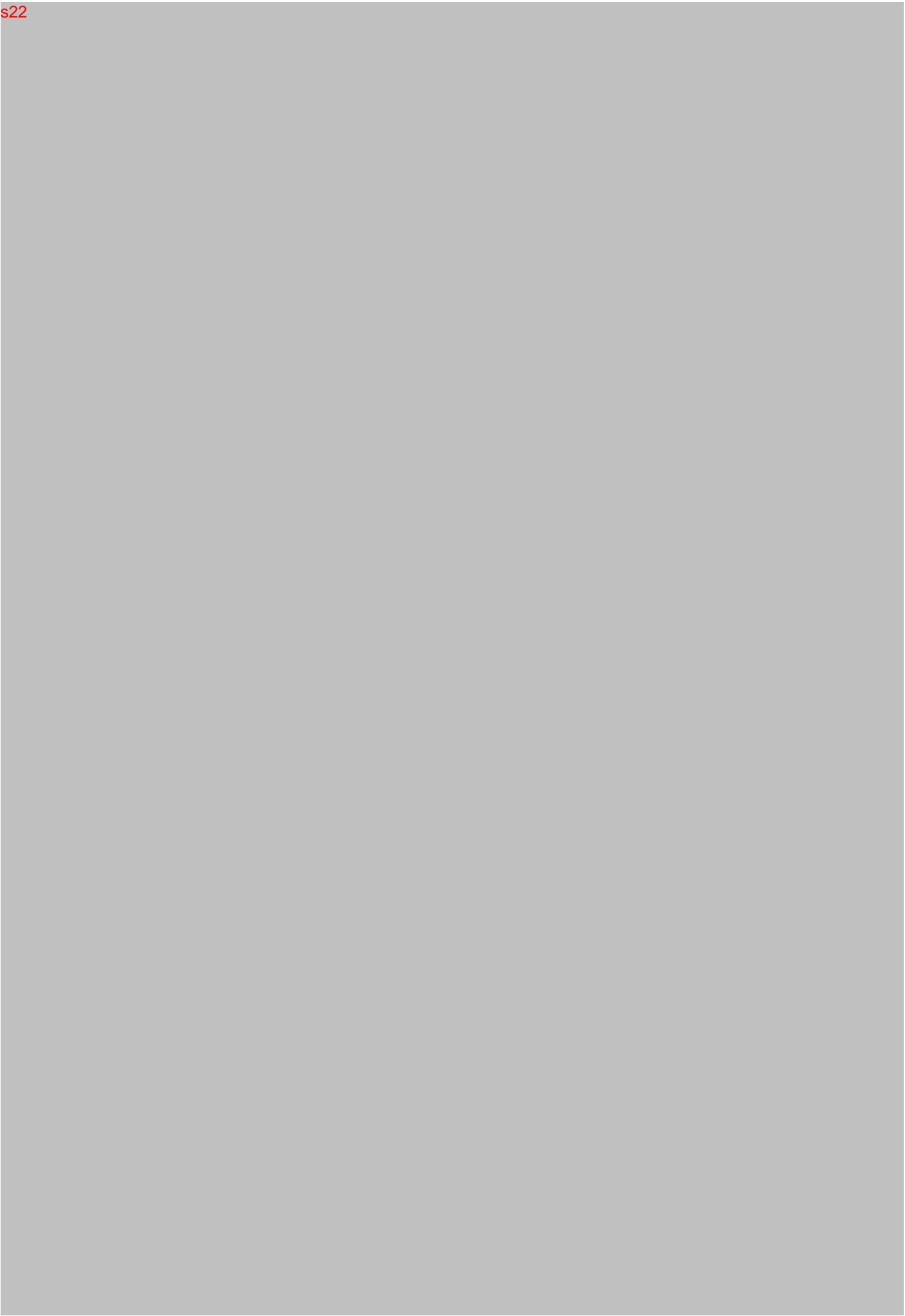
Date: 01/11/2019

# ATTACHMENT 3 – OUTBOUND CALL MINUTES BY INBOUND CALL TYPE

OUTBOUND Call Minutes by INBOUND Call Type				
Call Set	Type of call	October	TOTAL No of Call Minutes (QTR)	TOTAL No of Call Mins (FYTD)
NRS	TTY – Type & Read	7322.67	7322.67	29680.77
	HCO (TTY) – Type & Listen	51.27	51.27	299.18
	VCO (TTY) – Speak & Read	15425.05	15425.05	65916.75
	Voice caller (Normal Phone)	4578.00	4578.00	18005.57
	Other (Modem/CTM/Misprofiled)	52.20	52.20	551.25
SSR	SSR (Phone) – Speak & Listen	904.82	904.82	3971.75
SSR	NRS App	468.33	468.33	1656.42
IPR	IPR (Internet Relay) Type & Read	131659.90	131659.90	522160.98
IPR	Voice (Reverse Internet Relay)	1.92	1.92	23.28
IPR	NRS App	42882.25	42882.25	168344.43
E106	TTY – Type & Read	37.68	37.68	127.70
VRS	Video Relay (AUSLAN)	13823.95	13823.95	50669.68
	Voice caller (Normal Phone)	0.00	0.00	0.00
SMS	SMS (TEXT)	57694.70	57694.70	221476.77
	Voice caller (Normal Phone)	309.55	309.55	1378.57
CAPTEL	Captioned Relay (Phone)	206590.58	206590.58	864678.11
	Captioned Relay (Web)	2532.54	2532.54	11650.39
Total		484335.40	484335.40	1960591.60

# ATTACHMENT 4 – OUTBOUND CALL MINUTES BY OUTBOUND CALL TYPE

OUTBOUND Call Minutes by OUTBOUND Call Type				
Call Set	Type of call	October	TOTAL No of Call Minutes (QTR)	TOTAL No of Call Mins (FYTD)
NRS	TTY – Type & Read	390.72	390.72	1232.77
	HCO (TTY) – Type & Listen	18.03	18.03	55.88
	VCO (TTY) – Speak & Read	3758.37	3758.37	15308.00
	Voice caller (Normal Phone)	23243.08	23243.08	97679.43
	Other (Modem/CTM/Misprofiled)	18.98	18.98	177.43
SSR	SSR (Phone) – Speak & Listen	1100.82	1100.82	4641.30
SSR	NRS App	272.33	272.33	986.87
IPR	IPR (Internet Relay) Type & Read	131834.00	131834.00	522491.05
IPR	Voice (Reverse Internet Relay)	1.92	1.92	23.28
IPR	NRS App	42708.15	42708.15	168014.37
E106	TTY – Type & Read	37.68	37.68	127.70
VRS	Video Relay (AUSLAN)	0.00	0.00	0.00
	Voice caller (Normal Phone)	13823.95	13823.95	50669.68
SMS	SMS (TEXT)	309.55	309.55	1378.57
	Voice caller (Normal Phone)	57694.70	57694.70	221476.77
CAPTEL	Captioned Relay (Phone)	206590.58	206590.58	864678.11
	Captioned Relay (Web)	2532.54	2532.54	11650.39
	<b>Total</b>	<b>484335.40</b>	<b>484335.40</b>	<b>1960591.60</b>





# TAX INVOICE

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Supporting documentation for Invoice 63 from WestWood Spice  
Provision of the NRS Outreach Services for October 2019

Attachment 1

**PERFORMANCE DATA AGAINST SERVICE LEVELS**

Service Level	Level of service achieved	October 2019	Rebate	November 2019	Rebate	December 2019	Rebate
Service Level 1 – Help Desk call answer time	Percentage of all calls answered within 90 seconds	97.87%	0	00.00%	0	00.00%	0
Service Level 2 – Acknowledgement of receipt of enquiries	Percentage of enquiries acknowledged within agreed timeframes	100.00%	0	0.00%	0	0.00%	0
Service Level 3 – Resolving enquiries	Percentage of enquiries resolved within 2 days	98.27%	0	0.00%	0	0.00%	0
Service Level 4 – Resolving complaints	Percentage of complaints resolved within the specified timeframe	93.33%	0	0.00%	0	0.00%	0



## **SERVICE LEVELS**

### **Service Level 1 – Help Desk call answer time**

A rebate is payable for each month that less than 83% of all telephone calls from Help Desk Users not ended by the user within 5 seconds from the first ring tone of the call during the hours of operation of the Help Desk are answered within 90 seconds.

### **Service Level 2 – Acknowledgement of receipt of enquiries**

A rebate is payable for each month that less than 83% of enquiries received through public NRS email addresses or forms from the NRS website or from Help Desk Users are acknowledged within 4 hours where the enquiry is received before 2pm [AEST] on a business day or otherwise by 12 noon [AEST] on the next business day.

### **Service Level 3 – Resolving enquiries**

A rebate is payable for each month that less than 83% of enquiries received from Help Desk Users via telephone, Website or email are resolved within 2 days [excludes telephone calls resolved while on the call and other enquiries that require input from the Commonwealth, the Relay Service Provider or a third party.]

### **Service Level 4 – Resolving complaints**

A rebate is payable for each month that less than 83% of complaints are resolved within the timeframes specified in the Complaints Management Plan for the type of complaint.

# Supporting documentation for Invoice 63 from WestWood Spice Provision of the NRS Outreach Services for October 2019

Attachment 1

## Details of amount of time spent by specified personnel on service delivery

Specified Personnel	Agreed terms	Comment if any variation from agreed terms
Managing Director, NRS Outreach	Overarching responsibility for delivery of outreach services under Agreement	Time allocation has varied between Business-as-Usual and Transition Out
Direct Helpdesk Service Delivery	On 1 February, Concentrix commenced direct service delivery of Helpdesk services with EFT of 5.0	

## Quarterly Declaration by WestWood Spice

I declare that all information provided above is accurate at the time of signature and complies with the requirements of the Services Agreement for provision of Outreach Services for the National Relay Service and the final Master Outreach Services Plan 2018/20

I understand that should any of the information provided above be found to be inaccurate, I will undertake to inform the Department of Communications and the Arts (DoCA) immediately.

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Signed by:.....

Name:.....

Title:.....

Date:.....

WESTWOOD SPICE  
DIRECTOR  
26/10/19

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Outbound call minutes by outbound call type		
LOB	Total outbound calls	call minutes
NRS Chat Make a call	1934	12843.78
NRS Chat Receive a call	22	22.38
NRS Chat Emergency	23	33.13
SMS Relay - Make a Call	665	4268.72
SMS Relay - Receive a Call	13	15.27
TTY Make a call	2711	11254.72
TTY Receive a call	191	707.03
TTY EMERGENCY	170	838.48
NRS Captions Make a call	0	0.00
NRS Captions Receive a call	14	40.38
NRS Captions Emergency	0	0.00
Voice Relay	11	14.10
Video Relay Make a call	757	3965.63
Video Relay Receive a call	0	0.00
Unknown Outbound	4169	30862.88

Genuine outbound calls to emergency service numbers by inbound call type	
LOB	Genuine calls to 000
NRS Chat Make a call	0
NRS Chat Receive a call	0
NRS Chat Emergency	13
SMS Relay - Make a Call	11
SMS Relay - Receive a Call	0
TTY Make a call	0
TTY Receive a call	0
TTY EMERGENCY	10
NRS Captions Make a call	0
NRS Captions Receive a call	0
NRS Captions Emergency	0
Voice Relay	0
Video Relay Make a call	0
Video Relay Receive a call	0

			Q1 2020			Q2 2020			Q3 2020			Q4 2020		
Service Level		Target	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
RELAY	Grade of Service 1	85/5	-	-	-	-	80.7%							
	Grade of Service 2	95/10	-	-	-	-	81.1%							
	Abandon Rate	<5%	-	-	-	-	5.2%							
	Grade of Service 3	85/10	-	-	-	-	56.4%							
	Grade of Service 4	80/120	-	-	-	-	85.8%							
Helpdesk	Grade of Service	80/30					76.9%							
	Acknowledgement	>85% in 4 hours					84.3%							
	Contact Resolution	>85% in 2 bus. Days					94.8%							
	Complaint Resolution	Within 20 bus. Days					100.0%							

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LOB	Services	Total Outbound Dialed	Talktime (Min)
Manual OB	Make a call	0	0.00
NRS Captions	Emergency	1	0.13
	Make a call	210	699.12
	Receive a call	4	10.52
	Emergency	90	855.60
NRS Chat	Make a call	14,581	98,718.53
	Receive a call	2	8.43
	Emergency	90	855.60
NRS SMS	Make a call	3,598	42,124.75
	Receive a call	13	88.65
NRS TTY	Make a call	3,756	19,506.22
	Make a call (Emergency 106)	383	2,645.52
	Receive a call	2,639	15,931.95
Unknown OB	Unknown OB	1,855	6,476.97
Video Relay	Make a call	2,044	12,579.45
	Receive a call	5	12.87
Voice Relay	Make or Receive a call	2,006	14,499.55
Total:		31,187	214,158.25

LOB	Services	Genuine Emergency Calls
Manual OB	Make a call	0
NRS Captions	Emergency	0
	Make a call	0
	Receive a call	0
	Emergency	41
NRS Chat	Make a call	1
	Receive a call	0
	Emergency	90
NRS SMS	Make a call	8
	Receive a call	0
NRS TTY	Make a call	0
	Make a call (Emergency 106)	9
	Receive a call	0
Unknown OB	Unknown OB	0
Video Relay	Make a call	0
	Receive a call	0
Voice Relay	Make or Receive a call	2
Total:		61

			Q1 2020			Q2 2020			Q3 2020			Q4 2020		
	Service Level	Target	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
RELAY	Grade of Service 1	85/5	-	-	-	-	80.7%	86.58%						
	Grade of Service 2	95/10	-	-	-	-	81.1%	87.14%						
	Abandon Rate	<5%	-	-	-	-	5.2%	8.28%						
	Grade of Service 3	85/10	-	-	-	-	56.4%	51.50%						
	Grade of Service 4	80/120	-	-	-	-	85.8%							
Helpdesk	Grade of Service	80/30					76.9%	92.34%						
	Acknowledgement	>85% in 4 hours					84.3%	95.45%						
	Contact Resolution	>85% in 2 bus. Days					94.8%	94.47%						
	Complaint Resolution	Within 20 bus. Days					100.0%	99.38%						



## Invoice Declaration – December 2019

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*I declare that all information provided is accurate at the time of signature and complies with the requirements of the Service Agreement for the provision of Services for the National Relay Service and the Services Delivery Plan. Concentrix understand that should any information provided be found to be inaccurate, we undertake to inform the Department of Communications and the Arts (DoCA) immediately*

*The Concentrix data provided in this invoice has been extracted from the Concentrix technology system (Omni) that is being used to receive the interactions for the NRS program, and also deliver the associated outbound contact to the broader community. The outbound call minutes in this invoice are derived from the “talk time” spent on successful calls, which is defined as the time which a Relay Officer relays one or more calls between one or more callers and one or more call receivers, excluding the time taken for call connection and disconnection. This value has been rounded to the nearest 2 decimal places as agreed in the Service Delivery Plan. This data is validated against reports from the Telco provider(s) for the same period, with Concentrix Omni reporting data being the main source of truth.”*

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Account Manager - Concentrix

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### BILLABLE MINUTES BY CHANNEL

LOB	Services	Total Outbound Dialed	Talktime (Min)
NRS Captions	Make a call	627	1,581
	Receive a call	34	132
	Emergency	0	0
NRS Chat	Make a call	19,949	128,276
	Receive a call	12	60
	Emergency	98	896
NRS SMS	Make a call	4,552	52,309
	Receive a call	10	19
NRS TTY	Make a call	4,275	21,575
	Make a call (Emergency 106)	412	2,955
	Receive a call	2,494	15,432
Video Relay	Make a call	2,392	14,981
	Receive a call	3	131
Voice Relay	Voice Relay	3,065	21,730
<b>Total:</b>		<b>37,923</b>	<b>260,077.68</b>

### GENUINE CALLS TO EMERGENCY SERVICES

LOB	Services	Genuine Emergency Contacts
NRS Captions	Make a call	0
	Receive a call	0
	Emergency	0
NRS Chat	Make a call	2
	Receive a call	0
	Emergency	71
NRS SMS	Make a call	10
	Receive a call	0
NRS TTY	Make a call	5
	Make a call (Emergency 106)	6
	Receive a call	0
Video Relay	Make a call	0
	Receive a call	0
Voice Relay	Voice Relay	2
<b>Total:</b>		<b>96</b>

			Q1 2020			Q2 2020			Q3 2020			Q4 2020		
Service Level		Target	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
RELAY	Grade of Service 1	85/5	-	-	-	-	80.7%	86.58%	92.82%					
	Grade of Service 2	95/10	-	-	-	-	81.1%	87.14%	93.11%					
	Abandon Rate	<5%	-	-	-	-	5.2%	8.28%	3.00%					
	Grade of Service 3	85/10	-	-	-	-	56.4%	51.50%	78.19%					
	Grade of Service 4	80/120	-	-	-	-	85.8%	81.75%	75.88%					
Helpdesk	Grade of Service	80/30					76.9%	92.34%	90.20%					
	Acknowledgement	>85% in 4 hours					84.3%	95.45%	98.65%					
	Contact Resolution	>85% in 2 bus. Days					94.8%	94.47%	98.58%					
	Complaint Resolution	Within 20 bus. Days					100.0%	99.38%	98.41%					

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### BILLABLE MINUTES BY CHANNEL

LOB	Services	Total Outbound Dialed	Talktime (Min)
NRS Captions	Make a call	1,660	4,599
	Receive a call	28	34
	Emergency	7	49
NRS Chat	Make a call	24,674	166,296
	Receive a call	2	8
	Emergency	81	830
NRS SMS	Make a call	4,873	57,727
	Receive a call	7	10
NRS TTY	Make a call	2,725	17,808
	Make a call (Emergency 106)	36	55
	Receive a call	91	198
Video Relay	Make a call	3,002	19,795
	Receive a call	0	0
Voice Relay	Voice Relay	253	1,649
<b>Total:</b>		<b>37,439</b>	<b>269,057.67</b>

### GENUINE CALLS TO EMERGENCY SERVICES

LOB	Services	Genuine Emergency Contacts
NRS Captions	Make a call	0
	Receive a call	0
	Emergency	3
NRS Chat	Make a call	2
	Receive a call	0
	Emergency	52
NRS SMS	Make a call	13
	Receive a call	0
NRS TTY	Make a call	0
	Make a call (Emergency 106)	6
	Receive a call	0
Video Relay	Make a call	0
	Receive a call	0
Voice Relay	Voice Relay	2
<b>Total:</b>		<b>78</b>

### Q3 2020

Service Level	Level of service achieved	January 2020	Payment Rebate	February 2020	Payment Rebate	March 2020	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.	92.82%	N/A	96.32%	N/A		
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.	93.11%	N/A	96.73%	N/A		
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds	3.00%	N/A	1.58%	N/A		
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds	78.19%	N/A	90.06%	N/A		
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds	75.88%	N/A	72.04%	N/A		
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds	90.20%	0	94.49%	0		
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours	98.65%	0	100.00%	0		
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days	98.58%	0	98.55%	0		
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days	98.41%	0	95.83%	0		

### Q2 2020

Service Level	Level of service achieved	October 2019	Payment Rebate	November 2019	Payment Rebate	December 2019	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.			80.65%	N/A	86.58%	N/A
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.			81.11%	N/A	87.14%	N/A
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds			5.21%	N/A	8.28%	N/A
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds			56.36%	N/A	51.50%	N/A
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds			85.80%	N/A	81.75%	N/A
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds			76.87%	Exempt	92.34%	0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours			84.32%	Exempt	95.45%	0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days			94.83%	0	94.47%	0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days			100.00%	0	99.38%	0



## Invoice Declaration – March 2020

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### **Call minute and performance data verification processes**

*The Concentrix data provided in this invoice is extracted from the Concentrix Omni system which is the sole system that generates the outbound calls for the NRS.*

*Data from the Telco providers is utilised as a point of comparison, and also used as a ceiling for the total number of minutes that have been derived for the period.*

*The data is reviewed on a weekly basis by reporting teams within Concentrix, and the Concentrix Operations Managers and Account Manager for accuracy.*

*The specific data that is used to represent the billable call minutes is the “talk time” data set for any calls that a Relay Officer has categorised as Successful, or Genuine Emergency. Welfare checks, testing, non-genuine emergency and un-successful categories for calls are excluded from billable call minutes. The billable minutes are defined as the time which a Relay Officer relays one or more calls between one or more callers and one or more call receivers, excluding the time taken for call connection and disconnection*

*The categorisation process of calls is a mandatory requirement that is system mandated. The ROs must categorise a call.*

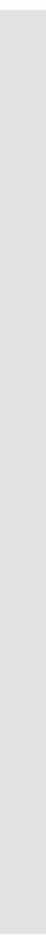
*The finalised data at the end of each month is reviewed again by the Operations Managers, with final review and approval from the Account manager prior to submission.*

*I declare that all information provided is accurate at the time of signature and complies with the requirements of the Service Agreement for the provision of Services for the National Relay Service and the Services Delivery Plan. Concentrix understand that should any information provided be found to be inaccurate, we undertake to inform the Department of Infrastructure, Transport, Regional Development and Communications immediately.*

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Account Manager - Concentrix



## BILLABLE MINUTES BY CHANNEL

**MAR**

LOB	Services	Total Outbound Dialed	Talktime (Min)
NRS Captions	Make a call	1098	3974.72
	Receive a call	0	0.00
	Emergency	0	0.00
NRS Chat	Make a call	29385	201818.12
	Receive a call	0	0.00
	Emergency	93	864.22
NRS SMS	Make a call	5856	75553.23
	Receive a call	5	6.22
NRS TTY	Make a call	3211	24062.32
	Make a call (Emergency 106)	27	86.57
	Receive a call	385	1346.32
Video Relay	Make a call	3445	23717.40
	Receive a call	0	0.00
Voice Relay	Voice Relay	229	1489.98
<b>Total:</b>		<b>43,734</b>	<b>332,919.08</b>

## GENUINE CALLS TO EMERGENCY SERVICES

LOB	Services	Genuine Emergency Contacts
NRS Captions	Make a call	0
	Receive a call	0
	Emergency	0
NRS Chat	Make a call	4
	Receive a call	0
	Emergency	82
NRS SMS	Make a call	14
	Receive a call	0
NRS TTY	Make a call	0
	Make a call (Emergency 106)	9
	Receive a call	0
Video Relay	Make a call	0
	Receive a call	0
Voice Relay	Voice Relay	3
<b>Total:</b>		<b>112</b>

### Q3 2020

Service Level	Level of service achieved	January 2020	Payment Rebate	February 2020	Payment Rebate	March 2020	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.	92.82%	N/A	96.32%	N/A	97.24%	0
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.	93.11%	N/A	96.73%	N/A	97.24%	0
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds	3.00%	N/A	1.58%	N/A	1.70%	0
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds	78.19%	N/A	90.06%	N/A	86.46%	0
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds	75.88%	N/A	72.04%	N/A	53.49%	0
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds	90.20%	0	94.49%	0	97.81%	0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours	98.65%	0	100.00%	0	100.00%	0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days	98.58%	0	98.55%	0	99.09%	0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days	98.41%	0	95.83%	0	100.00%	0

Revised service level

Channel	SL 1 Result	SL 2 Result
NRS Captions Emergency	100%	100%
NRS Chat Emergency	96.97%	96.97%
NRS TTY Emergency/106	97.49%	97.49%
NRS CHAT	100%	100%
SMS	85.71%	85.71%
VOICE relay	100%	100%

### Q2 2020

Service Level	Level of service achieved	October 2019	Payment Rebate	November 2019	Payment Rebate	December 2019	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.			80.65%	N/A	86.58%	N/A
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.			81.11%	N/A	87.14%	N/A
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds			5.21%	N/A	8.28%	N/A
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds			56.36%	N/A	51.50%	N/A
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds			85.80%	N/A	81.75%	N/A
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds			76.87%	Exempt	92.34%	0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours			84.32%	Exempt	95.45%	0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days			94.83%	0	94.47%	0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days			100.00%	0	99.38%	0

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## BILLABLE MINUTES BY CHANNEL

APR			
LOB	Services	Total Outbound Dialed	Talktime (Min)
NRS Captions	Make a call	425	2750.63
	Receive a call	0	0.00
	Emergency	0	0.00
NRS Chat	Make a call	25703	183195.08
	Receive a call	12	6.25
	Emergency	87	835.53
NRS SMS	Make a call	5174	73562.73
	Receive a call	7	8.12
NRS TTY	Make a call	2865	21053.02
	Make a call (Emergency 106)	10	82.32
	Receive a call	259	888.33
Video Relay	Make a call	3912	26742.85
	Receive a call	0	0.00
Voice Relay	Voice Relay	157	1474.37
Total:		38,611	310,599.23

## GENUINE CALLS TO EMERGENCY SERVICES

LOB	Services	Genuine Emergency Contacts
NRS Captions	Make a call	0
	Receive a call	0
	Emergency	0
NRS Chat	Make a call	5
	Receive a call	0
	Emergency	68
NRS SMS	Make a call	12
	Receive a call	0
NRS TTY	Make a call	0
	Make a call (Emergency 106)	5
	Receive a call	1
Video Relay	Make a call	0
	Receive a call	0
Voice Relay	Voice Relay	3
Total:		94

### Q4 2020

Service Level	Level of service achieved	April 2020	Payment Rebate	May 2020	Payment Rebate	June 2020	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.	98.31%	0		0		0
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.	98.45%	0		0		0
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds	2.68%	0		0		0
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds	88.58%	0		0		0
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds	81.15%	0		0		0
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds	98.26%	0		0		0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours	100.00%	0		0		0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days	99.18%	0		0		0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days	100.00%	0		0		0

### Q3 2020

Service Level	Level of service achieved	January 2020	Payment Rebate	February 2020	Payment Rebate	March 2020	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.	89.66%	N/A	94.99%	N/A	96.98%	0
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.	89.93%	N/A	95.38%	N/A	96.98%	0
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds	6.92%	N/A	3.13%	N/A	3.11%	0
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds	75.78%	N/A	89.00%	N/A	85.97%	0
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds	75.96%	N/A	71.95%	N/A	53.49%	0
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds	90.20%	0	94.49%	0	97.81%	0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours	98.65%	0	100.00%	0	100.00%	0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days	98.58%	0	98.55%	0	99.09%	0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days	98.41%	0	95.83%	0	100.00%	0

### Q2 2020

Service Level	Level of service achieved	October 2019	Payment Rebate	November 2019	Payment Rebate	December 2019	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.			80.65%	N/A	86.58%	N/A
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.			81.11%	N/A	87.14%	N/A
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds			5.21%	N/A	8.28%	N/A
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds			56.36%	N/A	51.50%	N/A
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds			85.80%	N/A	81.75%	N/A
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds			76.87%	Exempt	92.34%	0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours			84.32%	Exempt	95.45%	0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days			94.83%	0	94.47%	0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days			100.00%	0	99.38%	0



1. Service Level	2. Access Options in scope that can be prioritised	3. Access options in scope that CANNOT be prioritised	4. Data Source(s)	5. SL Calculation
1. Call Answer Time Emergency Services	NRS Chat: Emergency NRS Captions: Emergency TTY 106 NRS Chat request 000 NRS Captions: Request 000	TTY: Request 000 Voice Relay: request 000 Video Relay: request 000 SMS Relay: request 000	Omni Omni Avaya/Omni Omni Skype/Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 5 seconds  inscope access options are as defined in columns 2 & 3
2. Call Answer Time Emergency Services	NRS Chat: Emergency NRS Captions: Emergency TTY 106 NRS Chat request 000 NRS Captions: Request 000	TTY: Request 000 Voice Relay: request 000 Video Relay: request 000 SMS Relay: request 000	Omni Omni Avaya/Omni Omni Skype/Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 10 seconds  inscope access options are as defined in columns 2 & 3
3. Abandoned Calls	ALL CHANNELS	NIL	Omni/Avaya/Skype	Abandonment Rate % = [Number of calls offered – number of calls abandoned in 6 seconds of reaching the relevant answering point – number of calls handled] / [Number of calls offered – number of calls abandoned in 6 seconds of reaching the relevant answering point] *100
4. Relay Call Answer Time excluding Video Relay	NRS Chat NRS Captions TTY Voice Relay SMS Relay	NIL	Omni Omni Avaya/Omni Omni Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 10 seconds  inscope access options are as defined in columns 2 & 3
5. Call Answer Time Video Relay	Video Relay	NIL	Skype/Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 120 seconds  inscope access options are as defined in columns 2 & 3
6. Helpdesk Call Answer Time	Helpdesk Voice Helpdesk TTY Helpdesk SMS	NIL	Omni Avaya Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 30 seconds
7. Helpdesk Acknowledgement Time	Helpdesk Email Helpdesk Voice Helpdesk TTY Helpdesk whitemail Helpdesk Fax (via Email) Helpdesk SMS	NIL	Salesforce	(sum of 'Case status in progress timestamp' - 'Date/Time opened' < 4 bus. hours) / Total Cases
8. Helpdesk Contact Resolution Time	Helpdesk Email Helpdesk Voice Helpdesk TTY Helpdesk whitemail Helpdesk Fax (via Email) Helpdesk SMS	NIL	Salesforce	Case Type not equal to 'Complaints' (sum of 'Case Close Date/Time timestamp' - 'Date/Time opened' < 2 business days) / Total Cases
8. Helpdesk Contact Resolution Time	Helpdesk Email Helpdesk Voice Helpdesk TTY Helpdesk whitemail Helpdesk Fax (via Email) Helpdesk SMS	NIL	Salesforce	Case Type equal to 'Complaints' Calculation month is based on closed month (sum of 'Case Close Date/Time timestamp' - 'Date/Time opened' < 20 business days) / Total Cases

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## BILLABLE MINUTES BY CHANNEL

**MAY**

LOB	Services	Total Outbound Dialed	Talktime (Min)
NRS Captions	Make a call	355	2384.68
	Receive a call	0	0.00
	Emergency	3	2.20
NRS Chat	Make a call	23791	163439.08
	Receive a call	1	0.12
	Emergency	87	775.30
NRS SMS	Make a call	4675	60972.73
	Receive a call	7	7.00
NRS TTY	Make a call	2646	21016.12
	Make a call (Emergency 106)	15	65.57
	Receive a call	361	1452.80
Video Relay	Make a call	3786	26284.58
	Receive a call	0	0.00
Voice Relay	Voice Relay	115	687.33
<b>Total:</b>		<b>35,842</b>	<b>277,087.52</b>

## GENUINE CALLS TO EMERGENCY SERVICES

LOB	Services	Genuine Emergency Contacts
NRS Captions	Make a call	0
	Receive a call	0
	Emergency	0
NRS Chat	Make a call	4
	Receive a call	0
	Emergency	74
NRS SMS	Make a call	9
	Receive a call	0
NRS TTY	Make a call	0
	Make a call (Emergency 106)	5
	Receive a call	1
Video Relay	Make a call	0
	Receive a call	0
Voice Relay	Voice Relay	0
<b>Total:</b>		<b>93</b>

### Q4 2020

Service Level	Level of service achieved	April 2020	Payment Rebate	May 2020	Payment Rebate	June 2020	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.	98.31%	0	98.53%	0		0
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.	98.45%	0	98.67%	0		0
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds	2.68%	0	1.82%	0		0
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds	88.58%	0	92.87%	0		0
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds	81.15%	0	80.43%	0		0
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds	98.26%	0	98.27%	0		0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours	100.00%	0	100.00%	0		0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days	99.18%	0	99.88%	0		0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days	100.00%	0	100.00%	0		0

### Q3 2020

Service Level	Level of service achieved	January 2020	Payment Rebate	February 2020	Payment Rebate	March 2020	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.	89.66%	N/A	94.99%	N/A	96.98%	0
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.	89.93%	N/A	95.38%	N/A	96.98%	0
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds	6.92%	N/A	3.13%	N/A	3.11%	0
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds	75.78%	N/A	89.00%	N/A	85.97%	0
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds	75.96%	N/A	71.95%	N/A	53.49%	0
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds	90.20%	0	94.49%	0	97.81%	0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours	98.65%	0	100.00%	0	100.00%	0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days	98.58%	0	98.55%	0	99.09%	0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days	98.41%	0	95.83%	0	100.00%	0

### Q2 2020

Service Level	Level of service achieved	October 2019	Payment Rebate	November 2019	Payment Rebate	December 2019	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.			80.65%	N/A	86.58%	N/A
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.			81.11%	N/A	87.14%	N/A
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds			5.21%	N/A	8.28%	N/A
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds			56.36%	N/A	51.50%	N/A
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds			85.80%	N/A	81.75%	N/A
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds			76.87%	Exempt	92.34%	0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours			84.32%	Exempt	95.45%	0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days			94.83%	0	94.47%	0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days			100.00%	0	99.38%	0

1. Service Level	2. Access Options in scope that can be prioritised	3. Access options in scope that CANNOT be prioritised	4. Data Source(s)	5. SL Calculation
1. Call Answer Time Emergency Services	NRS Chat: Emergency NRS Captions: Emergency TTY 106 NRS Chat request 000 NRS Captions: Request 000	TTY: Request 000 Voice Relay: request 000 Video Relay: request 000 SMS Relay: request 000	Omni Omni Avaya/Omni Omni Skype/Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 5 seconds  inscope access options are as defined in columns 2 & 3
2. Call Answer Time Emergency Services	NRS Chat: Emergency NRS Captions: Emergency TTY 106 NRS Chat request 000 NRS Captions: Request 000	TTY: Request 000 Voice Relay: request 000 Video Relay: request 000 SMS Relay: request 000	Omni Omni Avaya/Omni Omni Skype/Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 10 seconds  inscope access options are as defined in columns 2 & 3
3. Abandoned Calls	ALL CHANNELS	NIL	Omni/Avaya/Skype	Abandonment Rate % = [Number of calls offered – number of calls abandoned in 6 seconds of reaching the relevant answering point – number of calls handled] / [Number of calls offered – number of calls abandoned in 6 seconds of reaching the relevant answering point] *100
4. Relay Call Answer Time excluding Video Relay	NRS Chat NRS Captions TTY Voice Relay SMS Relay	NIL	Omni Omni Avaya/Omni Omni Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 10 seconds  inscope access options are as defined in columns 2 & 3
5. Call Answer Time Video Relay	Video Relay	NIL	Skype/Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 120 seconds  inscope access options are as defined in columns 2 & 3
6. Helpdesk Call Answer Time	Helpdesk Voice Helpdesk TTY Helpdesk SMS	NIL	Omni Avaya Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 30 seconds
7. Helpdesk Acknowledgement Time	Helpdesk Email Helpdesk Voice Helpdesk TTY Helpdesk whitemail Helpdesk Fax (via Email) Helpdesk SMS	NIL	Salesforce	(sum of 'Case status in progress timestamp' - 'Date/Time opened' < 4 bus. hours) / Total Cases
8. Helpdesk Contact Resolution Time	Helpdesk Email Helpdesk Voice Helpdesk TTY Helpdesk whitemail Helpdesk Fax (via Email) Helpdesk SMS	NIL	Salesforce	Case Type not equal to 'Complaints' (sum of 'Case Close Date/Time timestamp' - 'Date/Time opened' < 2 business days) / Total Cases
8. Helpdesk Contact Resolution Time	Helpdesk Email Helpdesk Voice Helpdesk TTY Helpdesk whitemail Helpdesk Fax (via Email) Helpdesk SMS	NIL	Salesforce	Case Type equal to 'Complaints' Calculation month is based on closed month (sum of 'Case Close Date/Time timestamp' - 'Date/Time opened' < 20 business days) / Total Cases

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## BILLABLE MINUTES BY CHANNEL

JUNE			
LOB	Services	Total Outbound Dialed	Talktime (Min)
NRS Captions	Emergency	0	0.00
	Make a Call	363	1781.87
	Receive a call	0	0.00
NRS Chat	Emergency	46	417.90
	Make a Call	23832	159315.18
	Receive a Call	3	1.00
Voice Relay	Emergency	0	0.00
	Make or Receive a call	209	1457.63
NRS SMS	Make a call	4842	58691.78
	Receive a call	5	2.90
NRS TTY	Make a call	2992	20880.15
	Make a call (Emergency 106)	55	185.42
	Receive a call	290	961.87
Video Relay	Make a call	3875	25347.15
	Receive a call	0	0.00
<b>Total:</b>		<b>36,512</b>	<b>269,042.85</b>

## GENUINE CALLS TO EMERGENCY SERVICES

LOB	Services	Genuine Emergency Contacts
NRS Captions	Emergency	0
	Make a Call	0
	Receive a call	0
NRS Chat	Emergency	32
	Make a Call	2
	Receive a Call	0
Voice Relay	Emergency	0
	Make or Receive a call	1
NRS SMS	Make a call	6
	Receive a call	0
NRS TTY	Make a call	0
	Make a call (Emergency 106)	4
	Receive a call	13
Video Relay	Make a call	0
	Receive a call	0
<b>Total:</b>		<b>58</b>

#### Q4 2020

Service Level	Level of service achieved	April 2020	Payment Rebate	May 2020	Payment Rebate	June 2020	Payment Rebate	Payment Rebate % Guide
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.	98.31%	0	98.53%	0	98.64%	0	3%
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.	98.45%	0	98.67%	0	98.64%	0	2%
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds	2.68%	0	1.82%	0	2.07%	0	1%
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds	88.58%	0	92.87%	0	90.00%	0	1%
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds	81.15%	0	80.43%	0	90.88%	0	1%
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds	98.26%	0	98.27%	0	98.65%	0	0.50%
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours	100.00%	0	100.00%	0	100.00%	0	0.50%
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days	99.18%	0	99.88%	0	99.72%	0	0.50%
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days	100.00%	0	100.00%	0	91.67%	0	0.50%

#### Q3 2020

Service Level	Level of service achieved	January 2020	Payment Rebate	February 2020	Payment Rebate	March 2020	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.	89.66%	N/A	94.99%	N/A	96.98%	0
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.	89.93%	N/A	95.38%	N/A	96.98%	0
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds	6.92%	N/A	3.13%	N/A	3.11%	0
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds	75.78%	N/A	89.00%	N/A	85.97%	0
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds	75.96%	N/A	71.95%	N/A	53.49%	0
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds	90.20%	0	94.49%	0	97.81%	0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours	98.65%	0	100.00%	0	100.00%	0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days	98.58%	0	98.55%	0	99.09%	0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days	98.41%	0	95.83%	0	100.00%	0

#### Q2 2020

Service Level	Level of service achieved	October 2019	Payment Rebate	November 2019	Payment Rebate	December 2019	Payment Rebate
1. Call Answer Time Emergency Services	85 Percent of calls answered within 5 seconds.			80.65%	N/A	86.58%	N/A
2. Call Answer Time Emergency Services	95 Percent of calls answered within 10 seconds.			81.11%	N/A	87.14%	N/A
3. Abandoned Calls	Less than 5 Percent of calls abandoned after 6 seconds			5.21%	N/A	8.28%	N/A
4. Relay Call Answer Time excluding Video Relay	85 Percent of Relay Calls Answered within 10 seconds			56.36%	N/A	51.50%	N/A
5. Call Answer Time Video Relay	80 Percent of calls answered within 120 seconds			85.80%	N/A	81.75%	N/A
6 – Helpdesk Call Answer Time	80 Percent of calls answered within 30 seconds			76.87%	Exempt	92.34%	0
7. Helpdesk Acknowledgement Time	85 Percent of enquiries acknowledged in 4 hours			84.32%	Exempt	95.45%	0
8. Helpdesk Contact Resolution Time	85 Percent of enquiries resolved within 2 business days			94.83%	0	94.47%	0
9. Helpdesk Complaint Resolution Time	Percentage of complaints resolved within 20 business days			100.00%	0	99.38%	0



1. Service Level	2. Access Options in scope that can be prioritised	3. Access options in scope that CANNOT be prioritised	4. Data Source(s)	5. SL Calculation
1. Call Answer Time Emergency Services	NRS Chat: Emergency NRS Captions: Emergency TTY 106 NRS Chat request 000 NRS Captions: Request 000	TTY: Request 000 Voice Relay: request 000 Video Relay: request 000 SMS Relay: request 000	Omni Omni Avaya/Omni Omni Skype/Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 5 seconds  inscope access options are as defined in columns 2 & 3
2. Call Answer Time Emergency Services	NRS Chat: Emergency NRS Captions: Emergency TTY 106 NRS Chat request 000 NRS Captions: Request 000	TTY: Request 000 Voice Relay: request 000 Video Relay: request 000 SMS Relay: request 000	Omni Omni Avaya/Omni Omni Skype/Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 10 seconds  inscope access options are as defined in columns 2 & 3
3. Abandoned Calls	ALL CHANNELS	NIL	Omni/Avaya/Skype	Abandonment Rate % = [Number of calls offered – number of calls abandoned in 6 seconds of reaching the relevant answering point – number of calls handled] / [Number of calls offered – number of calls abandoned in 6 seconds of reaching the relevant answering point] *100
4. Relay Call Answer Time excluding Video Relay	NRS Chat NRS Captions TTY Voice Relay SMS Relay	NIL	Omni Omni Avaya/Omni Omni Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 10 seconds  inscope access options are as defined in columns 2 & 3
5. Call Answer Time Video Relay	Video Relay	NIL	Skype/Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 120 seconds  inscope access options are as defined in columns 2 & 3
6. Helpdesk Call Answer Time	Helpdesk Voice Helpdesk TTY Helpdesk SMS	NIL	Omni Avaya Omni	Total number of inbound calls that reach the relevant answering point for the access option divided by the number of calls answered within 30 seconds
7. Helpdesk Acknowledgement Time	Helpdesk Email Helpdesk Voice Helpdesk TTY Helpdesk whitemail Helpdesk Fax (via Email) Helpdesk SMS	NIL	Salesforce	(sum of 'Case status in progress timestamp' - 'Date/Time opened' < 4 bus. hours) / Total Cases
8. Helpdesk Contact Resolution Time	Helpdesk Email Helpdesk Voice Helpdesk TTY Helpdesk whitemail Helpdesk Fax (via Email) Helpdesk SMS	NIL	Salesforce	Case Type not equal to 'Complaints' (sum of 'Case Close Date/Time timestamp' - 'Date/Time opened' < 2 business days) / Total Cases
8. Helpdesk Contact Resolution Time	Helpdesk Email Helpdesk Voice Helpdesk TTY Helpdesk whitemail Helpdesk Fax (via Email) Helpdesk SMS	NIL	Salesforce	Case Type equal to 'Complaints' Calculation month is based on closed month (sum of 'Case Close Date/Time timestamp' - 'Date/Time opened' < 20 business days) / Total Cases