

# Telecommunications Performance Data

December 2008 quarter

Data tables for:

- Customer Service Guarantee;
- Priority Assistance services;
- Payphone services

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Published by the Australian Communications and Media Authority  
Level 44 Melbourne Central Tower, 360 Elizabeth Street, Melbourne Vic. 3000  
PO Box 13112 Law Courts, Melbourne Vic 8010.

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# CUSTOMER SERVICE GUARANTEE

## Background

The *Customer Service Guarantee (CSG) Standard 2000 (No. 2)* (the CSG Standard) specifies time frames for the connection and repair of standard telephone services, together with associated appointments. These CSG time frames vary depending on the type of request (connection or repair), the location of the service and, for new connections, the proximity of the service to available infrastructure.

When a carriage service provider (service provider) does not meet relevant CSG time frames, the service provider may be liable to pay compensation to the affected customers.

Information about the CSG time frames and compensation entitlements are in ACMA's fact sheet entitled *Customer Service Guarantee 2000 (No.2)*, available on the ACMA website at [www.acma.gov.au](http://www.acma.gov.au).

Service providers report to ACMA on key performance indicators about:

1. the percentage of service connections meeting CSG Standard time frames;
2. the percentage of fault repairs meeting CSG Standard time frames;
3. the extent to which CSG exemptions have been declared;
4. timeliness in responding to claims for compensation payments; and
5. in the case of Telstra and Optus, the proportion of connections and faults that were extreme cases of failure (instances where the relevant CSG time frames are exceeded by more than five working days).

ACMA currently monitors service provider performance against the CSG on a quarterly basis. In general, ACMA considers service provider performance against CSG requirements and measures to be at a satisfactorily high level where performance of 90 per cent or more is achieved. However, when performance in two or more consecutive quarters shows a significant decline or is persistently below 90 per cent, ACMA will enquire and seek explanations from the service provider about possible causes and proposed actions to improve performance.

The term "CSG activity" refers to connections and/or fault repairs that were performed during the quarter.

## 1. Connections

### Background

Telstra's quarterly performance data for connections covers its own retail services, but not its wholesale services.

Optus' quarterly performance data for connections includes only those telephone lines installed by Optus and directly connected to its own network in Melbourne, Sydney, Brisbane, Adelaide and Perth (as distinct from local access resale activity which are services on the Telstra network that are installed and maintained by Telstra).

For the other major providers—AAPT and Primus—the data specifically relates to their retail services that use Telstra's network.

An in-place service connection is a connection of a specified service at a site where a previous working CSG service has been cancelled and is available for automatic reconnection or reactivation by a carriage service provider. A new service connection is any connection that is not an in-place connection and generally requires some external plant work either in the local telephone exchange or somewhere between the exchange and the customer's premises.

**Table 1: Percentage of new service connections provided within CSG time frames, December 2008 quarter**

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
AAPT	84	82	89	94	0
Optus <sup>1</sup>	97	97	n/a	n/a	n/a
Primus	not provided	not provided	not provided	not provided	not provided
Telstra	88	88	89	88	85

n/o = no orders      n/a = not applicable  
<sup>1</sup> Covers activity on the Optus network only and excludes local access resale activity.

See tables [A.1](#), [O.1](#), [P.1](#) and [T.2](#) for additional data.

## 2. Fault repair

### Background

Telstra's quarterly fault repair performance data reflects the performance of its own retail operations, but not its wholesale services.

Optus' quarterly fault repair performance data (unlike its connection performance data) includes both its resale services and services directly connected to its network.

**Table 2: Percentage of faults repaired within CSG time frames, December 2008 quarter**

	All areas	Urban areas	Rural areas	Remote areas
AAPT	98	98	98	100
Optus	92	92	94	100
Telstra	91	91	91	86

See tables [A.2](#), [O.2](#) and [T.3](#) for additional data.

### 3. Exemptions from the CSG Standard

#### Background

The CSG Standard allows service providers to declare two types of exemptions:

- a mass service disruption (MSD), which is a general notice of exemptions requiring the service provider to notify customers that they may be affected by an exemption; and
- an exemption notice to an individual customer.

As provided in the CSG Standard, Telstra and Optus extended the allowable period for service delivery in some areas due to circumstances beyond their control. Such an extension does not exempt Telstra or Optus from CSG requirements. Rather, it extends the period over which the CSG requirements must be met. The percentage of connection and fault repair activity meeting the CSG time frames takes into account the extended period over which the CSG requirements can be met.

Service providers declaring MSDs are required to follow procedures that include notifying ACMA and the Telecommunications Industry Ombudsman. There is no comparable requirement when a service provider issues a notice of exemption to an individual customer.

Most CSG exemptions result from the declaration of an MSD, and most MSDs are declared as a result of extreme weather conditions. Extreme weather conditions generally have two major effects. Firstly, they can directly damage telecommunications infrastructure and cause a sudden increase in faults. Secondly, particularly in the case of severe flood, access to facilities can be delayed, which hinders the repair of faults or the connection of new services. The need to shift human and other resources from one area to another to respond to these situations can also have flow-on effects on performance in areas not directly affected.

Historically, Primus and AAPT have chosen not to declare MSDs in relation to their resale customers, even though their customers were likely to have been affected by the same events that led to Telstra declaring MSDs. This is understood to be a commercial decision based on the number of services potentially affected, and the relative costs of compensation compared with the declaration process.

See tables [O.3](#) and [T.4](#) for data.

### 4. CSG compensation payments

#### Background

Under section 117A of the Act, a service provider is required to initiate action to determine its liability and make compensation payments to customers where the service provider has not complied with a CSG Standard. Furthermore, a service provider is required to meet time frames in relation to this action.

Performance against this requirement is measured in relation to the timeliness of decisions and compensation payments.

Service providers report percentage compliance against the following to ACMA:

- decisions made within 14 days regarding payment liability;
- customers notified within 14 weeks of that decision; and
- liability discharged within 14 weeks of the decision to accept liability.

**Table 3: Percentage compliance against CSG compensation performance measures, December 2008 quarter**

	Percentage of decisions made within time frames	Percentage of customers notified within time frames	Percentage of liabilities discharged within time frames
AAPT	90	90	90
Optus	100	100	100
Primus	100	100	100
Telstra	100	96	96

## 5. Extreme cases of failure to meet the CSG time frames

### Background

Telstra and Optus supplement their CSG performance information by reporting on extreme cases of failure to meet the CSG time frames for connections and fault repairs. An extreme case of failure is defined as exceeding the CSG time frames by more than five working days. Under these arrangements, Telstra and Optus:

- provide data on the frequency distribution of the time taken to connect and repair services at the national aggregate level (indicating overall performance); and
- submit exception reports on any operational business unit (field service areas for Telstra) where the percentage of cases exceeding the CSG Standard plus five working days is greater than one per cent of CSG activity

In addition to the above, Optus also reports on the frequency distribution of the time its operational business units take to connect and repair services.

The information collected under the extreme cases of failure monitoring and reporting framework enables ACMA to identify and monitor performance at both an aggregated and disaggregated levels. The table below contains statistics for extreme failures only and does not provide the entire frequency distribution for connections and fault repairs.

### *Measure of extreme cases of failure*

For connection activity, there is a single performance measure for extreme cases of failure, combining in-place connections and new connections (with and without infrastructure). In-place connections are less likely to suffer extreme case of failure delays than new connections.

*Table 4: Extreme cases of failure to meet CSG time frames, December 2008 quarter*

	Telstra	Optus
<b>Connections</b>	percentage of CSG connection activity in the quarter	
6 to 10 days after CSG time frame	0.92	0.30
11 to 20 days after CSG time frame	0.41	0.12
20+ days after CSG time frame	0.22	0.01
Total extreme cases of failure (connections)	1.55	0.43
<b>Faults</b>	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.47	0.35
11 to 20 days after CSG time frame	0.15	0.11
20+ days after CSG time frame	0.05	0.03
Total extreme cases of failure (faults)	0.67	0.49

## PRIORITY ASSISTANCE

### Background

Priority assistance is a service offered by various telephone companies to customers with a diagnosed life-threatening medical condition. For these customers, priority assistance is intended to provide a higher level of service when they experience a fault or require a phone connection. Customers receiving such a service are referred to as 'priority customers'. For more information about priority assistance, see the ACMA website at [www.acma.gov.au](http://www.acma.gov.au).

Under its priority assistance licence condition, Telstra is required to provide service connection and fault repair for its priority customers within 24 hours for urban and rural areas and 48 hours for remote areas.

### 1. Telstra's performance

*Table 5: Telstra's priority assistance performance, December 2008 quarter*

	All areas	Urban areas	Rural areas	Remote areas
<b>Connections provided</b>				
Volume	13,131	9,542	3,505	84
Per cent met within licence time frame	85.3	85.3	85.1	88.1
<b>Faults repaired</b>				
Volume	28,166	19,490	8,533	143
Per cent met within licence time frame	92.8	93.9	90.6	82.0

### Background

In addition to meeting connection and repair time frames, Telstra is also expected to provide priority assistance customers with a better standard of service reliability. One measure of this is the number of services experiencing repeat faults. Repeat faults are defined as two or more faults in a three month period. The repeat fault measure counts faults experienced by validated customers only.

*Table 6: Telstra validated priority assistance customers that experienced repeat faults, December 2008 quarter*

	Number of customers
Experienced repeat faults	987

## 2. Other service providers offering priority assistance services

### Background

Primus and AAPT are the only other service providers to offer priority assistance services. These carriers report data to ACMA under requirements specified in the Industry Code *ACIFC609:2003 Priority Assistance for Life Threatening Medical Conditions Code*. The code puts in place industry-wide arrangements and minimum standards for the provision of a priority assistance service by a carrier based on carrier licence conditions imposed on Telstra for the provision of priority assistance services.

**Table 7: AAPT's priority assistance performance, December 2008 quarter**

	Urban areas	Rural areas	Remote areas	All Areas
<b>Connections provided</b>				
Volume	32	14	1	47
Per cent met within licence time frame	93	92	100	93
<b>Faults repaired</b>				
Volume	124	28	11	163
Per cent met within licence time frame	94	92	89	93
n/o = no orders      n/a = not applicable				

**Table 8: Primus's priority assistance performance, December 2008 quarter**

	Urban areas	Rural areas	Remote areas	All Areas
<b>Connections provided</b>				
Volume	46	2	0	48
Per cent met within licence time frame	not provided	not provided	not provided	not provided
<b>Faults repaired</b>				
Volume	not provided	not provided	not provided	266
Per cent met within licence time frame	not provided	not provided	not provided	not provided
n/o = no orders      n/a = not applicable				

## PAYPHONE SERVICES

### Background

The information in this section refers to Telstra-operated payphones only. It does not include the payphones operated by private entities.

### 1. Payphone downtime

Payphone downtime refers to the percentage of time during the quarter that each payphone on average is 'unserviceable'. Telstra determines a payphone to be unserviceable if a fault, detected through automatic fault-detection equipment or a customer fault report, does not allow all call types to be made using all payment mechanisms offered at that payphone. Downtime is measured against elapsed hours (24 hours a day, seven days a week) and also includes the time that Telstra takes to repair faults.

### 2. Fault repair

Time frames for repairing payphones are stated in Telstra's universal service obligation Standard Marketing Plan:

- Urban Area: end of one [1] full working day after being notified of the fault;
- Major Rural Area and Minor Rural Area: end of two [2] full working days after being notified of the fault; and
- Remote Area: end of three [3] working days after being notified of the fault.

### 3. Trouble reports

A trouble report is a fault report that can be made by either a customer or through automatic fault-detection technology inside a payphone. Telstra advised that trouble reports are not limited to faults that make a payphone inoperable.

*Table 9: Telstra's national payphone performance*

	December 2008 quarter
Percentage downtime	6
Average business hours to clear a fault	9
Percentage of faults cleared within:	
1 working day in urban areas	93
2 working days in rural areas	87
3 working days in remote areas	68
Average trouble reports per payphone per month	0.4
Percentage of payphones available to make calls	99

See table [T.5](#) for additional data

# DATA TABLES

## PRIMUS PERFORMANCE INDICATORS

Table P.1: Primus' percentage of connections met within CSG Standard time frames, quarterly

	In-place services				New services (with and without infrastructure)			
	March 08	June 08	September 08	December 08	March 08	June 08	September 08	December 08
<b>Urban areas</b>								
National	99	99	99	not provided	74	70	47	not provided
NSW	98	99	99	not provided	73	72	36	not provided
ACT	100	100	100	not provided	100	n/o	100	not provided
Vic	99	100	98	not provided	65	64	46	not provided
Qld	100	100	100	not provided	81	76	76	not provided
SA	100	100	99	not provided	78	57	63	not provided
WA	100	100	99	not provided	80	75	0	not provided
Tas	100	100	100	not provided	67	100	67	not provided
NT	100	100	100	not provided	n/o	n/o	n/o	not provided
<b>Major rural areas</b>								
National	n/o	n/o	83	not provided	n/o	33	50	not provided
NSW	n/o	n/o	100	not provided	n/o	0	0	not provided
ACT	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
Vic	n/o	n/o	0	not provided	n/o	100	n/o	not provided
Qld	n/o	n/o	100	not provided	n/o	n/o	n/o	not provided
SA	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
WA	n/o	n/o	n/o	not provided	n/o	n/o	100	not provided
Tas	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
NT	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
<b>Minor rural areas</b>								
National	100	n/o	n/o	not provided	n/o	n/o	n/o	not provided
NSW	100	n/o	n/o	not provided	n/o	n/o	n/o	not provided
ACT	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
Vic	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
Qld	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
SA	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
WA	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
Tas	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
NT	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
<b>Remote areas*</b>								
National	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
NSW	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
ACT	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
Vic	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
Qld	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
SA	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
WA	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
Tas	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided
NT	n/o	n/o	n/o	not provided	n/o	n/o	n/o	not provided

n/o = No orders for connections were recorded.

(See the [connections](#) section for background information on this data table)

## AAPT PERFORMANCE INDICATORS

Table A.1: AAPT's percentage of connections met within CSG Standard time frames, quarterly

	In-place services				New services (with and without infrastructure)			
	March 08	June 08	September 08	December 08	March 08	June 08	September 08	December 08
<b>Urban areas</b>								
National	86	92	93	90	86	90	89	82
NSW/ACT	85	93	94	89	86	90	88	82
Vic	86	91	94	88	85	90	90	79
Qld	88	90	92	91	87	90	88	83
SA	67	95	93	94	86	90	94	88
WA	89	93	93	91	87	89	87	88
Tas	84	100	98	93	94	87	90	93
NT	84	96	100	84	90	62	100	82
<b>Major rural areas</b>								
National	88	90	93	94	94	89	98	89
NSW/ACT	84	91	95	95	94	93	99	91
Vic	87	90	93	92	97	89	99	92
Qld	88	88	92	95	93	89	99	91
SA	94	87	89	92	95	90	94	78
WA	90	95	95	93	97	84	97	85
Tas	88	89	95	89	83	78	100	100
NT	100	78	100	100	100	67	100	100
<b>Minor rural areas</b>								
National	89	97	91	95	97	95	97	94
NSW/ACT	86	100	88	94	100	94	98	93
Vic	86	95	97	98	96	90	100	90
Qld	91	93	97	96	96	96	100	100
SA	97	93	75	78	100	100	100	83
WA	89	100	84	100	94	100	86	100
Tas	75	100	89	n/o	100	100	100	n/o
NT	n/o	100	n/o	50	n/o	n/o	n/o	50
<b>Remote areas*</b>								
National	100	88	100	100	100	100	100	0
NSW/ACT	n/o	100	100	100	100	100	100	n/o
VIC	100	100	100	n/o	100	n/o	100	n/o
Qld	100	100	100	n/o	100	n/o	100	n/o
SA	n/o	n/o	100	100	100	100	100	0
WA	100	50	n/o	n/o	100	n/o	n/o	n/o
Tas	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o
NT	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o

n/o = No orders for connections were recorded.

(See the [connections](#) section for background information on this data table)

Table A.2: AAPT's percentage of faults repaired within CSG Standard time frames, quarterly

		March 08	June 08	September 08	December 08
All areas	National	98	95	82	98
	NSW/ACT	98	95	86	98
	Vic	97	97	82	98
	Qld	97	93	83	98
	SA	98	91	78	98
	WA	98	96	67	97
	Tas	97	96	84	93
	NT	94	89	82	96
Urban areas	National	98	95	80	98
	NSW/ACT	98	95	85	98
	Vic	97	96	81	98
	Qld	97	93	82	98
	SA	98	91	75	98
	WA	98	97	65	98
	Tas	96	93	75	91
	NT	95	92	79	96
Rural areas	National	98	95	87	98
	NSW/ACT	98	95	92	99
	Vic	98	98	86	97
	Qld	98	94	88	98
	SA	97	92	83	97
	WA	97	95	75	94
	Tas	99	99	100	98
	NT	90	80	100	100
Remote areas	National	89	89	82	100
	NSW/ACT	50	88	100	100
	Vic	100	90	100	100
	Qld	88	100	100	100
	SA	100	100	100	100
	WA	92	85	44	100
	Tas	100	100	n/o	n/o
	NT	100	100	n/o	n/o

n/o = no orders for fault repairs were recorded

(See the [faults](#) section for background information on this data table)

## OPTUS PERFORMANCE INDICATORS

Table O.1: Optus' percentage of connections met on its own network within CSG Standard time frames, quarterly

		March 08	June 08	September 08	December 08
In-place services	National	97.5	97.6	96.0	97.8
	NSW	98.0	97.5	95.5	97.6
	Vic	96.9	97.6	95.7	97.7
	Qld	98.0	97.6	98.0	98.5
New services	National	81.8	84.8	93.8	96.7
	NSW	81.4	88.1	94.3	96.2
	Vic	85.6	88.4	94.1	97.2
	Qld	80.0	82.3	93.3	97.4
	SA	72.3	67.9	91.3	97.0
	WA	76.2	61.2	91.1	94.0

(See the [connections](#) section for background information on this data table)

Table O.2: Optus' percentage of faults repaired within CSG Standard time frames, quarterly

		March 08	June 08	September 08	December 08
All areas	National	83.2	84.3	86.5	92.1
	NSW/ACT	85.7	86.2	88.7	92.8
	Vic	82.6	89.0	89.0	91.3
	Qld	80.7	77.6	82.9	94.2
	SA	77.4	71.0	75.6	83.5
	WA	67.8	69.4	73.2	82.4
	Tas	82.8	90.0	100.0	95.5
	NT	80.0	85.0	58.3	88.9
Urban areas	National	83.1	84.2	86.4	92.1
	NSW/ACT	85.7	86.2	88.7	92.8
	Vic	82.5	89.0	89.0	91.3
	Qld	80.5	77.4	82.8	94.2
	SA	77.3	70.9	75.5	83.5
	WA	67.6	69.1	73.7	82.3
	Tas	82.2	90.0	100.0	95.3
	NT	81.1	84.2	54.6	87.5
Rural areas	National	94.9	91.9	90.4	93.5
	NSW/ACT	94.5	88.9	92.2	93.2
	Vic	98.6	93.2	88.2	92.5
	Qld	95.9	94.4	89.6	95.6
	SA	91.7	87.5	100.0	83.3
	WA	85.7	91.7	81.8	88.9
	Tas	100.0	n/o	100.0	100.0
	NT	66.7	100.0	100.0	100.0
Remote areas	National	80.0	75.0	100.0	100.0
	NSW/ACT	100.0	0.0	100.0	n/o
	Vic	100.0	100.0	100.0	100.0
	Qld	n/o	n/o	n/o	n/o
	SA	100.0	n/o	n/o	n/o
	WA	66.7	100.0	100.0	100.0
	Tas	n/o	n/o	n/o	n/o
	NT	n/o	n/o	n/o	n/o

n/o = no orders for fault repairs were recorded

(See the [faults](#) section for background information on this data table)

**Table O.3: Percentage of activity for which Optus claimed exemption from CSG Standard time frames, quarterly**

		March 08	June 08	September 08	December 08
In-place connections	National	2.3	3.5	0.0	0.8
New service connections	National	0.2	0.4	0.0	2.0
	NSW	0.5	0.0	0.0	0.8
	Vic	0.0	1.4	0.0	0.0
	Qld	0.0	0.0	0.1	7.9
	SA	0.0	0.0	0.0	0.0
	WA	0.0	0.0	0.0	0.0
Fault repairs	National	18.5	10.2	7.3	10.7
	NSW/ACT	18.9	8.2	7.5	6.9
	Vic	14.0	14.1	5.8	5.0
	Qld	22.3	7.1	8.8	28.4
	SA	31.9	9.9	6.6	6.0
	WA	19.6	17.5	8.0	3.7
	Tas	37.9	30.0	6.5	4.6
	NT	30.0	5.0	0.0	0.0

(See the [exemptions from the CSG Standard](#) section for background information on this data table)

## TELSTRA PERFORMANCE INDICATORS

Table T.1: Telstra's percentage of in-place connections met within CSG Standard time frames, quarterly

	March 08	June 08	September 08	December 08
National	95	95	92	90
NSW/ACT	96	96	92	90
Vic	95	95	92	90
Qld	95	95	92	90
SA	95	95	92	89
WA	95	95	93	89
Tas	96	95	93	89
NT	96	96	95	91

(See the [connections](#) section for background information on this data table)

Table T.2: Telstra's percentage of new service connections met within CSG Standard time frames, quarterly

		March 08	June 08	September 08	December 08
All areas, with and without infrastructure	National	92	81	85	88
	NSW/ACT	93	81	86	87
	Vic	91	82	85	88
	Qld	92	79	85	90
	SA	93	79	84	86
	WA	93	86	84	86
	Tas	88	80	82	87
	NT	87	75	84	86
Urban areas, with and without infrastructure	National	92	80	85	88
	NSW/ACT	92	80	86	87
	Vic	91	82	85	88
	Qld	92	77	85	90
	SA	93	78	84	86
	WA	94	85	84	86
	Tas	87	77	83	87
	NT	87	70	83	86
Major rural areas, with and without infrastructure	National	93	87	87	89
	NSW/ACT	95	90	89	89
	Vic	92	86	86	88
	Qld	93	88	87	90
	SA	92	83	86	88
	WA	92	88	85	85
	Tas	90	83	84	88
	NT	91	86	88	84
Minor rural areas, with and without infrastructure	National	90	84	84	88
	NSW/ACT	93	85	87	87
	Vic	87	83	83	88
	Qld	91	85	83	89
	SA	88	80	84	89
	WA	88	87	83	86
	Tas	88	83	80	87
	NT	83	88	91	80
Remote areas, *	National	89	88	82	85
	NSW/ACT	91	86	83	89
	Vic	100	100	n/o	100
	Qld	88	87	85	85
	SA	94	96	94	74
	WA	91	96	75	82
	NT	88	82	82	88

Small volumes of orders may reflect in volatility of performance.

\* Tasmania is omitted from the 'remote areas' sections because Telstra's current methodology only allows reporting for urban and rural areas in Tasmania.

(See the [connections](#) section for background information on this data table)

## TELSTRA PERFORMANCE INDICATORS (Continued)

Table T.3: Telstra's percentage of fault repairs met within CSG Standard time frames, quarterly

		March 08	June 08	September 08	December 08
All areas	National	90	87	88	91
	NSW/ACT	92	87	90	91
	Vic	88	90	90	90
	Qld	91	85	87	93
	SA	89	79	86	88
	WA	91	90	85	87
	Tas	89	89	92	91
	NT	80	75	83	84
Urban areas	National	90	87	88	91
	NSW/ACT	92	87	89	91
	Vic	86	91	91	90
	Qld	91	85	86	94
	SA	89	77	85	88
	WA	91	90	85	87
	Tas	87	88	90	89
	NT	78	71	80	81
Rural areas	National	91	87	90	91
	NSW/ACT	92	87	91	91
	Vic	91	88	90	91
	Qld	91	86	89	92
	SA	90	87	90	90
	WA	90	91	86	88
	Tas	91	91	94	93
	NT	82	80	91	88
Remote areas*	National	85	84	88	86
	NSW/ACT	91	90	90	90
	Vic	80	100	100	100
	Qld	82	76	85	85
	SA	97	89	98	92
	WA	89	96	89	92
	Tas				
	NT	83	88	89	84

\* Tasmania is omitted from the 'remote areas' sections because Telstra's current methodology only allows reporting for urban and rural areas in Tasmania.

(See the [faults](#) section for background information on this data table)

Table T.4: Percentage of CSG eligible orders for which Telstra claimed exemption from CSG Standard time frames

		March 08	June 08	September 08	December 08
Connections and fault repairs	National	18.8	3.3	1.4	6.9

(See the [exemptions from the CSG Standard](#) section for background information on this data table)

## TELSTRA PERFORMANCE INDICATORS (Continued)

Table T.5: Telstra's performance for Telstra operated payphones, quarterly

		March 08	June 08	September 08	December 08
Downtime (per cent)	National	9	7	6	6
	NSW/ACT	9	6	4	5
	Vic	6	6	4	4
	Qld	10	6	6	7
	SA/NT	10	9	8	7
	WA	10	11	8	7
	Tas	5	5	4	4
Average business hours* to clear a fault	National	22	17	10	9
	NSW/ACT	19	13	8	8
	Vic	14	12	7	7
	Qld	26	18	12	11
	SA/NT	27	23	13	12
	WA	27	25	15	12
	Tas	20	16	10	8
Percentage of faults cleared within:					
1 working day** in urban areas	National	88	94	94	93
2 working days** in rural areas	National	80	85	89	87
3 working days** in remote areas	National	57	59	66	68
Average trouble reports per payphone per month	National	0.5	0.6	0.4	0.4
Percentage of payphones available to make calls	National	98	98	99	99

\* Business hours are 7.00 am to 6.00 pm, Monday to Friday. All other hours and days are excluded from the calculation.

\*\* A working day is 7.00 am to 6.00 pm, Monday to Friday. Weekends and public holidays are excluded from the calculation.

(See the [payphones](#) section for background information on this data table)