

# Telecommunications performance data

## December 2009 quarter

Data tables for:

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

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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 detailed in the 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 the 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
- 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).

The ACMA currently monitors service provider performance against the CSG on a quarterly basis. In general, the 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, the 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 provider—AAPT—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 2009 quarter**

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
<b>AAPT</b>	94	94	95	94	100
<b>Optus</b> <sup>1</sup>	98	98	n/a	n/a	n/a
<b>Telstra</b>	90	90	91	90	88

n/o = no orders      n/a = not applicable      n/p = not provided

<sup>1</sup> Covers activity on the Optus network only and excludes local access resale activity.

See tables [A.1](#), [O.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 2009 quarter**

	All areas	Urban areas	Rural areas	Remote areas
<b>AAPT</b>	98	99	98	100
<b>Optus</b>	94	94	79	88
<b>Telstra</b>	94	94	93	90

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 the 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 AAPT has chosen not to declare MSDs in relation to their resale customers, even though its 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 the ACMA:

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

**Table 3: Percentage compliance against CSG compensation performance measures, December 2009 quarter**

	<b>Percentage of decisions made within time frames</b>	<b>Percentage of customers notified within time frames</b>	<b>Percentage of liabilities discharged within time frames</b>
<b>AAPT</b>	92	92	92
<b>Optus</b>	100	100	100
<b>Telstra</b>	98	95	95

## 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).

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 the 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 2009 quarter**

	<b>Optus</b>	<b>Telstra</b>
<b>Connections</b>	percentage of CSG connection activity in the quarter	
6 to 10 days after CSG time frame	0.07	0.49
11 to 20 days after CSG time frame	0.01	0.22
20+ days after CSG time frame	0.00	0.33
Total extreme cases of failure (connections)*	0.08	1.04
<b>Faults</b>	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.21	0.25
11 to 20 days after CSG time frame	0.04	0.07
20+ days after CSG time frame	0.01	0.02
Total extreme cases of failure (faults)*	0.26	0.35

\*Totals may differ to sum of individual numbers due to rounding

See tables [O.4](#) and [T.5](#)

# 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 2009 quarter

	Urban areas	Rural areas	Remote areas	All areas
<b>Connections provided</b>				
Volume	9,145	3,128	96	12,369
Per cent met within licence time frame	93.0	93.1	86.5	92.9
<b>Faults repaired</b>				
Volume	11,202	4,825	61	16,088
Per cent met within licence time frame	94.0	88.9	93.4	92.4

See tables [T.6](#) and [T.7](#)

## 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 2009 quarter**

	<b>Number of customers</b>
Experienced repeat faults	338

## 2. Other service providers offering priority assistance services

### Background

AAPT is the only other service provider to offer a priority assistance service. AAPT reports data to the 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 2009 quarter**

	<b>Urban areas</b>	<b>Rural areas</b>	<b>Remote areas</b>	<b>All areas</b>
<b>Connections provided</b>				
Volume	53	2	0	55
Per cent met within licence time frame	92	50	n/a	90
<b>Faults repaired</b>				
Volume	189	26	0	215
Per cent met within licence time frame	95	92	n/a	95

n/o = no orders      n/a = not applicable      n/p = not provided

See tables [A.3](#) and [A.4](#)

# 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
- > 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.

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**Table 8: Telstra's national payphone performance**

	<b>December 09 quarter</b>
<b>Percentage downtime</b>	5
<b>Average business hours to clear a fault</b>	10
<b>Percentage of faults cleared within:</b>	
1 working day in urban areas	93
2 working days in rural areas	88
3 working days in remote areas	71
<b>Average trouble reports per payphone per month</b>	0.4
<b>Percentage of payphones available to make calls</b>	99

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See table [T.8](#) for additional data

# DATA TABLES

## 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 09	June 09	September 09	December 09	March 09	June 09	September 09	December 09
<b>Urban areas</b>								
National	96	92	91	98	94	93	76	94
NSW/ACT	95	92	92	99	93	94	76	95
Vic	95	91	89	98	94	90	72	93
Qld	96	92	91	97	93	93	80	95
SA	97	92	92	98	97	95	81	95
WA	96	90	92	97	95	93	71	92
Tas	95	100	100	89	96	50	100	100
NT	93	100	90	83	90	75	57	100
<b>Major rural areas</b>								
National	97	94	91	98	93	93	90	95
NSW/ACT	97	97	91	99	96	91	88	97
Vic	97	94	92	97	93	94	93	98
Qld	98	91	92	98	94	94	90	94
SA	97	94	90	100	89	89	97	93
WA	98	93	88	98	91	96	89	90
Tas	89	100	100	100	100	83	80	80
NT	100	67	100	100	75	67	100	100
<b>Minor rural areas</b>								
National	96	87	97	99	93	94	92	94
NSW/ACT	95	85	96	100	98	80	80	95
Vic	98	82	100	96	90	100	96	89
Qld	97	100	100	100	96	94	92	100
SA	85	100	100	100	83	100	93	89
WA	100	92	78	100	90	100	100	100
Tas	100	50	100	n/o	n/o	100	100	100
NT	0	0	n/o	n/o	0	n/o	n/o	100
<b>Remote areas</b>								
National	100	100	n/o	100	n/o	100	n/o	100
NSW/ACT	n/o	100	n/o	n/o	n/o	n/o	n/o	n/o
VIC	100	n/o	n/o	n/o	n/o	n/o	n/o	100
Qld	n/o	100	n/o	n/o	n/o	n/o	n/o	n/o
SA	n/o	n/o	n/o	n/o	n/o	100	n/o	n/o
WA	100	n/o	n/o	100	n/o	n/o	n/o	100
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

(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**

		<b>March 09</b>	<b>June 09</b>	<b>September 09</b>	<b>December 09</b>	
<b>All areas</b>	National	98	97	97	98	
	NSW/ACT	98	98	97	99	
	Vic	97	96	97	98	
	Qld	98	98	97	99	
	SA	97	96	97	98	
	WA	97	97	96	98	
	Tas	95	94	99	98	
	NT	96	95	96	99	
	<b>Urban areas</b>	National	98	97	97	99
	NSW/ACT	98	98	97	99	
	Vic	98	96	97	98	
	Qld	98	98	97	99	
	SA	97	95	97	98	
	WA	98	98	96	98	
	Tas	94	93	99	100	
	NT	96	94	96	99	
<b>Rural areas</b>	National	97	97	98	98	
		NSW/ACT	99	97	99	97
		Vic	96	96	98	98
		Qld	97	97	97	99
		SA	97	98	96	98
		WA	96	96	96	98
		Tas	97	96	100	97
		NT	100	100	100	100
<b>Remote areas</b>	National	96	91	69	100	
		NSW/ACT	100	100	n/o	100
		Vic	100	71	60	100
		Qld	100	100	0	100
		SA	100	100	100	100
		WA	100	100	86	100
		Tas	100	n/o	n/o	n/o
	NT	50	100	n/o	n/o	

n/o = no orders

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

**Table A.3: AAPT's priority assistance connection performance, quarterly**

		<b>March 09</b>	<b>June 09</b>	<b>September 09</b>	<b>December 09</b>
<b>All areas</b>	Volume	60	60	71	55
	Percent	95	94	93	90
<b>Urban areas</b>	Volume	45	48	62	53
	Percent	96	94	93	92
<b>Rural areas</b>	Volume	15	12	9	2
	Percent	93	92	92	50
<b>Remote areas</b>	Volume	0	0	0	0
	Percent	n/a	n/a	n/a	n/a

**Table A.4: AAPT's priority assistance fault repair performance, quarterly**

		<b>March 09</b>	<b>June 09</b>	<b>September 09</b>	<b>December 09</b>
<b>All areas</b>	Volume	260	245	254	215
	Percent	99	97	96	95
<b>Urban areas</b>	Volume	180	193	219	189
	Percent	99	98	96	95
<b>Rural areas</b>	Volume	80	52	35	26
	Percent	98	94	93	92
<b>Remote areas</b>	Volume	0	0	0	0
	Percent	n/a	n/a	n/a	n/a



## Optus performance indicators

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

		March 09	June 09	September 09	December 09
<b>In-place services</b>	National	98.1	98.0	98.6	99.4
	NSW	97.6	98.0	98.3	99.1
	Vic	98.4	97.5	98.3	99.4
	Qld	98.7	98.8	100.0	100.0
<b>New services</b>	National	96.4	96.6	97.7	98.4
	NSW	95.8	96.2	97.6	98.2
	Vic	96.9	97.2	98.5	98.6
	Qld	96.8	96.8	97.1	98.4
	SA	97.6	97.4	97.0	98.6
	WA	95.4	95.1	96.6	98.3

(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**

		<b>March 09</b>	<b>June 09</b>	<b>September 09</b>	<b>December 09</b>
<b>All areas</b>	National	91.5	92.5	92.4	93.5
	NSW/ACT	91.7	91.8	92.8	94.4
	Vic	93.2	93.8	94.6	94.5
	Qld	91.9	93.7	91.9	92.2
	SA	82.4	89.0	84.1	87.1
	WA	79.9	88.0	84.8	87.2
	Tas	86.7	100.0	85.7	66.7
	NT	86.7	100.0	92.8	73.7
<b>Urban areas</b>	National	91.5	92.5	92.4	93.5
	NSW/ACT	91.7	91.8	92.8	94.4
	Vic	93.3	93.8	94.6	94.5
	Qld	91.9	94.0	91.8	92.3
	SA	82.2	88.7	84.1	87.1
	WA	79.7	88.0	84.8	87.5
	Tas	92.9	100.0	85.7	66.7
	NT	86.7	100.0	92.3	77.8
<b>Rural areas</b>	National	92.4	93.8	92.3	79.3
	NSW/ACT	92.5	93.5	95.0	79.7
	Vic	91.4	96.5	97.0	88.4
	Qld	94.5	96.5	92.0	80.0
	SA	100.0	92.8	77.8	88.9
	WA	86.7	73.0	78.6	50.0
	Tas	0.0	n/o	n/o	n/o
	NT	n/o	100.0	100.0	0.0
<b>Remote areas</b>	National	88.9	100.0	100.0	87.5
	NSW/ACT	n/o	100.0	100.0	100.0
	Vic	75.0	100.0	100.0	75.0
	Qld	n/o	100.0	n/o	n/o
	SA	n/o	n/o	n/o	n/o
	WA	100.0	n/o	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

(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**

		<b>March 09</b>	<b>June 09</b>	<b>September 09</b>	<b>December 09</b>
<b>In-place connections</b>	National	8.1	0.0	0.0	0.0
<b>New service connections</b>	National	3.2	1.1	0.1	0.2
	NSW	3.8	0.4	0.0	0.0
	Vic	2.3	0.5	0.0	0.6
	Qld	4.7	3.5	0.3	0.1
	SA	0.0	0.6	0.4	0.1
	WA	0.0	0.0	0.3	0.0
<b>Fault repairs</b>	National	11.6	10.5	6.4	6.5
	NSW/ACT	11.5	6.9	5.3	5.8
	Vic	9.6	4.9	4.9	8.0
	Qld	16.8	23.6	9.3	4.8
	SA	5.2	29.4	19.7	14.3
	WA	4.4	4.6	3.7	3.4
	Tas	6.7	28.6	14.3	4.8
	NT	6.7	0.0	0.0	0.0

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

**Table O.4: Optus' extreme cases of failure for service connections and fault repairs, quarterly**

	<b>March 09</b>	<b>June 09</b>	<b>September 09</b>	<b>December 09</b>
<b>Connections</b>	<b>Percentage of CSG connection activity in the quarter</b>			
6 to 10 days after CSG time frame	0.52	0.36	0.33	0.07
11 to 20 days after CSG time frame	0.13	0.06	0.04	0.01
20+ days after CSG time frame	0.01	0.01	0.01	0.00
Total extreme cases of failure (connections)*	0.66	0.43	0.39	0.08
<b>Fault repairs</b>	<b>Percentage of CSG fault repair activity in the quarter</b>			
6 to 10 days after CSG time frame	0.50	0.24	0.37	0.21
11 to 20 days after CSG time frame	0.15	0.09	0.10	0.04
20+ days after CSG time frame	0.02	0.02	0.02	0.01
Total extreme cases of failure (fault repairs)*	0.67	0.34	0.49	0.26

\*Totals may differ to sum of individual numbers due to rounding

## Telstra performance indicators

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

	<b>March 09</b>	<b>June 09</b>	<b>September 09</b>	<b>December 09</b>
National	92	92	91	90
NSW/ACT	92	91	91	91
Vic	93	91	92	90
Qld	92	92	92	90
SA	91	92	91	90
WA	91	91	91	90
Tas	92	92	92	90
NT	91	92	92	90

(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 09	June 09	September 09	December 09
<b>All areas, with and without infrastructure</b>	National	90	90	90	90
	NSW/ACT	90	89	89	89
	Vic	92	90	91	91
	Qld	91	92	90	91
	SA	89	90	90	89
	WA	89	89	89	89
	Tas	90	90	91	92
	NT	87	89	89	90
<b>Urban areas, with and without infrastructure</b>	National	90	90	90	90
	NSW/ACT	89	89	89	89
	Vic	93	90	91	91
	Qld	90	92	89	90
	SA	89	90	91	89
	WA	89	89	89	89
	Tas	89	90	90	92
	NT	87	88	89	90
<b>Major rural areas, with and without infrastructure</b>	National	92	91	91	91
	NSW/ACT	92	92	91	91
	Vic	94	90	91	91
	Qld	93	91	92	92
	SA	90	91	91	92
	WA	92	92	91	90
	Tas	92	92	91	94
	NT	90	91	86	90
<b>Minor rural areas, with and without infrastructure</b>	National	90	90	90	90
	NSW/ACT	90	90	90	89
	Vic	90	88	89	89
	Qld	90	92	91	92
	SA	91	90	89	90
	WA	88	89	88	90
	Tas	90	90	91	91
	NT	93	89	90	82
<b>Remote areas, * with and without infrastructure</b>	National	84	88	89	88
	NSW/ACT	87	84	94	92
	Vic	100	75	100	n/o
	Qld	85	88	92	88
	SA	88	81	86	86
	WA	83	82	86	85
	NT	82	92	88	89

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)

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

		<b>March 09</b>	<b>June 09</b>	<b>September 09</b>	<b>December 09</b>
<b>All areas</b>	National	90	92	93	94
	NSW/ACT	91	93	94	95
	Vic	91	92	94	93
	Qld	90	93	93	94
	SA	90	91	92	91
	WA	88	90	90	92
	Tas	90	92	90	92
	NT	89	92	95	92
<b>Urban areas</b>	National	91	92	93	94
	NSW/ACT	91	93	94	95
	Vic	91	91	94	93
	Qld	91	94	93	95
	SA	89	91	93	91
	WA	89	90	90	92
	Tas	88	90	88	90
	NT	89	91	94	91
<b>Rural areas</b>	National	90	92	93	93
	NSW/ACT	91	93	94	94
	Vic	92	93	94	94
	Qld	89	91	92	93
	SA	91	90	92	90
	WA	84	87	90	92
	Tas	91	93	92	93
	NT	88	95	96	93
<b>Remote areas*</b>	National	89	86	93	90
	NSW/ACT	93	90	92	97
	Vic	100	85	90	75
	Qld	89	82	91	88
	SA	98	94	88	90
	WA	88	91	98	92
	NT	87	92	98	93

\* 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 09	June 09	September 09	December 09
Connections and fault repairs	National	5.9	4.5	1.1	1.8

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

**Table T.5: Telstra's extreme cases of failure for service connections and fault repairs, quarterly**

	March 09	June 09	September 09	December 09
<b>Connections</b>	<b>Percentage of CSG connection activity in the quarter</b>			
6 to 10 days after CSG time frame	0.67	0.55	0.51	0.49
11 to 20 days after CSG time frame	0.37	0.24	0.25	0.22
20+ days after CSG time frame	0.21	0.22	0.25	0.33
Total extreme cases of failure (connections)*	1.25	1.01	1.01	1.04
<b>Fault repairs</b>	<b>Percentage of CSG fault repair activity in the quarter</b>			
6 to 10 days after CSG time frame	0.58	0.35	0.37	0.25
11 to 20 days after CSG time frame	0.23	0.14	0.10	0.07
20+ days after CSG time frame	0.07	0.09	0.04	0.02
Total extreme cases of failure (fault repairs)*	0.87	0.58	0.52	0.35

\*Totals may differ to sum of individual numbers due to rounding



**Table T.6: Telstra's priority assistance connection performance, quarterly**

		<b>March 09</b>	<b>June 09</b>	<b>September 09</b>	<b>December 09</b>
<b>All areas</b>	Volume	12,192	12,659	13,370	12,369
	Percent	88.1	91.5	91.9	92.9
<b>Urban areas</b>	Volume	8,881	9,144	9,881	9,145
	Percent	88.1	91.7	91.9	93.0
<b>Rural areas</b>	Volume	3,212	3,395	3,384	3,128
	Percent	88.4	91.4	91.9	93.1
<b>Remote areas*</b>	Volume	99	120	105	96
	Percent	82.8	84.2	89.5	86.5

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

**Table T.7: Telstra's priority assistance fault repair performance, quarterly**

		<b>March 09</b>	<b>June 09</b>	<b>September 09</b>	<b>December 09</b>
<b>All areas</b>	Volume	31,318	30,913	24,522	16,088
	Percent	93.0	92.0	90.6	92.4
<b>Urban areas</b>	Volume	21,280	21,631	17,266	11,202
	Percent	94.3	93.2	91.8	94.0
<b>Rural areas</b>	Volume	9,849	9,110	7,164	4,825
	Percent	90.5	89.1	87.7	88.9
<b>Remote areas*</b>	Volume	189	172	92	61
	Percent	83.4	83.0	86.4	93.4

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

**Table T.8: Telstra's performance for Telstra operated payphones, quarterly**

		March 09	June 09	September 09	December 09
<b>Downtime (per cent)</b>	National	7	5	4	5
	NSW/ACT	5	4	4	4
	Vic	5	4	4	4
	Qld	8	6	4	4
	SA/NT	8	7	6	6
	WA	9	7	6	6
	Tas	5	6	5	4
<b>Average business hours* to clear a fault</b>	National	11	10	9	10
	NSW/ACT	9	8	8	8
	Vic	8	8	8	9
	Qld	15	12	9	11
	SA/NT	14	13	12	13
	WA	16	13	12	13
	Tas	10	10	9	10
<b>Percentage of faults cleared within:</b>					
1 working day** in urban areas	National	91	92	94	93
2 working days** in rural areas	National	82	85	88	88
3 working days** in remote areas	National	59	71	71	71
Average trouble reports per payphone per month	National	0.4	0.4	0.4	0.4
Percentage of payphones available to make calls	National	99	99	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)