

Telecommunications performance data

December 2010 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.

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; 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).

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—iiNet—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 2010 quarter

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
iiNet	65	55	87	96	100
Optus ¹	98	98	n/a	n/a	n/a
Telstra	88	87	89	89	91

n/a = not applicable

¹ Covers activity on the Optus network only and excludes local access resale activity.

See tables [iiN.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 2010 quarter

	All areas	Urban areas	Rural areas	Remote areas
iiNet	93	92	94	100
Optus	94	94	82	100
Telstra	91	90	92	93

n/p = not provided

See tables [iiN.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:

1. 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
2. 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.

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:

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

Table 3: Percentage compliance against CSG compensation performance measures, December 2010 quarter

	Percentage of decisions made within time frames	Percentage of customers notified within time frames	Percentage of liabilities discharged within time frames
iiNet	n/p	n/p	n/p
Optus	100	100	100
Telstra	99	97	97

n/p = not provided

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 compared to new connections.

Table 4: Extreme cases of failure to meet CSG time frames, December 2010 quarter

	Optus	Telstra
Connections	percentage of CSG connection activity in the quarter	
6 to 10 days after CSG time frame	0.04	0.61
11 to 20 days after CSG time frame	0.00	0.29
20+ days after CSG time frame	0.00	0.50
Total extreme cases of failure (connections)*	0.05	1.40
Faults	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.15	0.20
11 to 20 days after CSG time frame	0.02	0.05
20+ days after CSG time frame	0.00	0.02
Total extreme cases of failure (faults)*	0.16	0.26

*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.

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 2010 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	10,431	3,467	81	13,979
Per cent met within licence time frame	92.9	92.2	87.7	92.7
Faults repaired				
Volume	21,853	9,217	126	31,196
Per cent met within licence time frame	93.8	89.9	87.8	92.6

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 2010 quarter

	Number of customers
Experienced repeat faults	1,351

2. Other service providers offering priority assistance services

Background

iiNet is the only other service provider to offer a priority assistance service. iiNet reports data to the ACMA under requirements specified in the Industry Code ACIFC609:2007 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: iiNet's priority assistance performance, December 2010 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	39	16	0	55
Per cent met within licence time frame	100	100	n/a	100
Faults repaired				
Volume	19	9	0	28
Per cent met within licence time frame	79	89	n/a	82

n/a = not applicable

See tables [iiN.3](#) and [iiN.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:

4. Urban Area: end of one [1] full working day after being notified of the fault
5. Major Rural Area and Minor Rural Area: end of two [2] full working days after being notified of the fault
6. 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 8: Telstra's national payphone performance, December 2010 quarter

	Performance
Percentage downtime	4
Average business hours to clear a fault	10
Percentage of faults cleared within:	
1 working day in urban areas	93
2 working days in rural areas	89
3 working days in remote areas	69
Average trouble reports per payphone per month	0.3
Percentage of payphones available to make calls	99

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

Data tables

iiNet* performance indicators

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

	In-place services	New services (with and without infrastructure)
	December 10	December 10
Urban areas		
National	86	55
NSW/ACT	84	52
Vic	88	56
Qld	84	58
SA	100	50
WA	90	54
Tas	100	n/o
NT	n/o	100
Major rural areas		
National	86	87
NSW/ACT	82	93
Vic	96	83
Qld	88	85
SA	71	70
WA	93	90
Tas	100	n/o
NT	n/o	100
Minor rural areas		
National	89	96
NSW/ACT	100	100
Vic	60	100
Qld	100	83
SA	100	100
WA	83	100
Tas	100	n/o
NT	n/o	n/o
Remote areas*		
National	n/o	100
NSW/ACT	n/o	n/o
VIC	n/o	100
Qld	n/o	100
SA	n/o	n/o
WA	n/o	n/o
Tas	n/o	n/o
NT	n/o	n/o

n/o = no orders

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

*Note: iiNet acquired AAPT's consumer division effective 1 October 2010.

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

		December 10
All areas	National	93
	NSW/ACT	95
	Vic	91
	Qld	92
	SA	94
	WA	90
	Tas	94
	NT	96
Urban areas	National	92
	NSW/ACT	94
	Vic	91
	Qld	92
	SA	92
	WA	89
	Tas	91
	NT	95
Rural areas	National	94
	NSW/ACT	95
	Vic	91
	Qld	94
	SA	96
	WA	91
	Tas	96
	NT	100
Remote areas	National	100
	NSW/ACT	na
	Vic	100
	Qld	na
	SA	na
	WA	na
	Tas	na
	NT	na

n/a = not applicable

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

Table iiN.3: iiNet’s priority assistance connection performance, quarterly

		December 10
All areas	Volume	55
	Percent	100
Urban areas	Volume	39
	Percent	100
Rural areas	Volume	16
	Percent	100
Remote areas	Volume	0
	Percent	n/a

n/a = not applicable

Table iiN.4: iiNet’s priority assistance fault repair performance, quarterly

		December 10
All areas	Volume	28
	Percent	82
Urban areas	Volume	19
	Percent	79
Rural areas	Volume	9
	Percent	89
Remote areas	Volume	0
	Percent	n/a

n/a = not applicable

Optus performance indicators

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

		March 10	June 10	September 10	December 10
In-place services	National	99.7	99.6	99.6	99.8
	NSW	99.7	99.6	99.5	99.7
	Vic	99.5	99.7	100	99.7
	Qld	100	99.4	100	100
New services	National	98.4	98.4	98.3	97.5
	NSW	97.9	98.1	98.1	96.6
	Vic	98.3	98.4	98.4	98.1
	Qld	99.2	99.1	98.8	98.4
	SA	99.0	98.7	98.4	98.2
	WA	98.3	97.9	98.0	96.4

(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 10	June 10	September 10	December 10
All areas	National	94.9	94.3	93.6	94.1
	NSW/ACT	94.9	95.1	94.2	94.2
	Vic	95.5	95.8	94.9	95.6
	Qld	96.1	94.8	92.7	93.4
	SA	87.4	82.6	85.7	89.2
	WA	86.2	83.9	90.0	86.3
	Tas	57.1	83.3	90.0	50.0
	NT	78.6	75.0	85.7	64.3
Urban areas	National	94.4	94.3	93.6	94.1
	NSW/ACT	95.0	95.2	94.2	94.3
	Vic	95.5	95.8	95.0	95.7
	Qld	96.1	94.9	92.8	93.5
	SA	87.5	82.7	85.8	89.2
	WA	86.2	84.0	89.7	86.3
	Tas	57.1	83.3	90.0	50.0
	NT	83.3	80.0	84.6	58.3
Rural areas	National	82.8	84.0	74.9	82.3
	NSW/ACT	84.3	83.6	86.0	84.9
	Vic	68.3	84.4	70.2	78.7
	Qld	94.1	90.6	77.5	80.4
	SA	57.1	63.0	57.1	100
	WA	100	80.0	33.3	90.0
	Tas	n/a	n/a	n/a	n/a
	NT	50.0	50.0	100	100
Remote areas	National	66.7	80.0	75.0	100
	NSW/ACT	100	n/a	100	n/a
	Vic	66.7	100	0.0	100
	Qld	n/a	n/a	n/a	n/a
	SA	n/a	n/a	n/a	n/a
	WA	50.0	75.0	100	n/a
	Tas	n/a	n/a	n/a	n/a
	NT	n/a	n/a	n/a	n/a

n/a = not applicable

(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 10	June 10	September 10	December 10
In-place connections	National	0.0	0.0	0.0	0.0
New service connections	National	2.1	1.2	0.4	1.8
	NSW	1.2	0.7	0.1	1.4
	Vic	1.9	1.3	0.5	2.2
	Qld	5.3	1.9	0.0	2.3
	SA	0.0	0.2	3.3	3.3
	WA	0.0	3.1	0.0	0.0
Fault repairs	National	12.1	6.1	5.6	9.0
	NSW/ACT	10.7	5.1	4.1	5.9
	Vic	10.1	5.2	7.5	9.5
	Qld	21.0	7.5	2.3	13.1
	SA	3.3	12.6	23.4	22.7
	WA	3.2	10.8	2.0	2.3
	Tas	0.0	5.6	0.0	0.0
	NT	0.0	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

	March 10	June 10	September 10	December 10
Connections	Percentage of CSG connection activity in the quarter			
6 to 10 days after CSG time frame	0.03	0.11	0.11	0.04
11 to 20 days after CSG time frame	0.01	0.03	0.01	0.00
20+ days after CSG time frame	0.00	0.00	0.00	0.00
Total extreme cases of failure (connections)*	0.05	0.14	0.11	0.05
Fault repairs	Percentage of CSG fault repair activity in the quarter			
6 to 10 days after CSG time frame	0.13	0.20	0.16	0.15
11 to 20 days after CSG time frame	0.02	0.02	0.03	0.02
20+ days after CSG time frame	0.00	0.00	0.00	0.00
Total extreme cases of failure (fault repairs)*	0.16	0.22	0.19	0.16

*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

	March 10	June 10	September 10	December 10
National	90	88	87	90
NSW/ACT	90	89	88	91
Vic	90	88	87	90
Qld	90	88	87	89
SA	89	88	88	90
WA	89	89	88	89
Tas	89	88	87	91
NT	89	89	87	88

(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 10	June 10	September 10	December 10
All areas, with and without infrastructure	National	92	88	90	88
	NSW/ACT	91	88	90	88
	Vic	93	88	90	87
	Qld	95	89	91	88
	SA	88	88	91	88
	WA	89	88	91	86
	Tas	89	90	91	86
	NT	86	88	91	89
Urban areas, with and without infrastructure	National	92	88	90	87
	NSW/ACT	91	88	90	88
	Vic	93	87	90	87
	Qld	95	88	91	87
	SA	88	88	91	88
	WA	89	88	91	86
	Tas	88	90	90	85
	NT	85	88	90	89
Major rural areas, with and without infrastructure	National	93	90	92	89
	NSW/ACT	92	90	92	91
	Vic	92	88	93	89
	Qld	95	92	92	88
	SA	91	91	93	88
	WA	91	89	93	87
	Tas	91	92	90	89
	NT	88	88	93	90
Minor rural areas, with and without infrastructure	National	92	89	91	89
	NSW/ACT	92	89	91	91
	Vic	91	88	89	87
	Qld	93	89	91	89
	SA	85	87	92	88
	WA	91	88	92	88
	Tas	92	89	94	88
	NT	92	88	83	91
Remote areas, * with and without infrastructure	National	87	88	88	91
	NSW/ACT	90	100	71	83
	Vic	100	n/a	100	100
	Qld	88	89	85	90
	SA	75	63	100	100
	WA	87	90	85	93
	NT	87	89	95	92

n/a = not applicable 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

		March 10	June 10	September 10	December 10
All areas	National	95	92	91	91
	NSW/ACT	96	93	91	93
	Vic	95	90	92	88
	Qld	97	93	92	90
	SA	92	88	90	92
	WA	94	90	91	87
	Tas	84	91	91	88
	NT	88	92	89	88
Urban areas	National	96	92	92	90
	NSW/ACT	97	93	95	92
	Vic	95	89	91	87
	Qld	98	94	92	90
	SA	93	87	89	92
	WA	94	91	91	87
	Tas	80	88	89	86
	NT	88	92	88	86
Rural areas	National	94	92	93	92
	NSW/ACT	95	93	94	94
	Vic	93	92	93	91
	Qld	95	91	92	90
	SA	89	89	93	93
	WA	93	88	91	89
	Tas	88	93	93	91
	NT	90	92	90	92
Remote areas*	National	87	89	96	93
	NSW/ACT	86	93	94	93
	Vic	56	91	100	81
	Qld	87	87	96	93
	SA	93	93	100	98
	WA	87	90	97	98
	NT	87	95	96	91

* 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 10	June 10	September 10	December 10
Connections and fault repairs	National	16.1	3.2	2.6	21.8

(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 10	June 10	September 10	December 10
Connections	Percentage of CSG connection activity in the quarter			
6 to 10 days after CSG time frame	0.41	0.71	0.93	0.61
11 to 20 days after CSG time frame	0.21	0.29	0.40	0.29
20+ days after CSG time frame	0.34	0.43	0.50	0.50
Total extreme cases of failure (connections)*	0.96	1.43	1.84	1.40
Fault repairs	Percentage of CSG fault repair activity in the quarter			
6 to 10 days after CSG time frame	0.18	0.26	0.26	0.20
11 to 20 days after CSG time frame	0.04	0.08	0.05	0.05
20+ days after CSG time frame	0.01	0.01	0.02	0.02
Total extreme cases of failure (fault repairs)*	0.24	0.35	0.34	0.26

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

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

		March 10	June 10	September 10	December 10
All areas	Volume	13,547	14,212	15,115	13,979
	Percent	90.9	92.1	94.4	92.7
Urban areas	Volume	9,955	10,557	11,147	10,431
	Percent	90.7	91.8	94.6	92.9
Rural areas	Volume	3,470	3,535	3,855	3,467
	Percent	91.1	93.0	94.1	92.2
Remote areas*	Volume	122	120	113	81
	Percent	92.6	90.0	91.2	87.7

* 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

		March 10	June 10	September 10	December 10
All areas	Volume	26,392	25,213	26,912	31,196
	Percent	92.1	91.9	93.5	92.6
Urban areas	Volume	18,183	18,056	19,210	21,853
	Percent	93.5	93.0	94.7	93.8
Rural areas	Volume	8,087	7,043	7,582	9,217
	Percent	89.1	89.3	90.6	89.9
Remote areas*	Volume	122	114	120	126
	Percent	77.9	85.1	90.0	87.8

* 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 10	June 10	September 10	December 10
Downtime (per cent)	National	6	5	4	4
	NSW/ACT	4	3	3	3
	Vic	5	4	4	4
	Qld	6	5	4	5
	SA/NT	9	7	7	7
	WA	8	7	6	5
	Tas	5	4	4	4
Average business hours* to clear a fault	National	13	11	10	10
	NSW/ACT	9	8	8	8
	Vic	9	8	12	9
	Qld	15	13	11	12
	SA/NT	20	16	15	15
	WA	16	15	10	11
	Tas	10	9	10	11
Percentage of faults cleared within:					
1 working day** in urban areas	National	91	92	93	93
2 working days** in rural areas	National	85	86	89	89
3 working days** in remote areas	National	57	63	66	69
Average trouble reports per payphone per month	National	0.4	0.3	0.3	0.3
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)