

# Telecommunications Performance Data

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 in the ACMA's fact sheet entitled *Customer Service Guarantee 2000 (No.2)*, available on the [ACMA website](#).

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 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, June 2009 quarter**

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
AAPT	93	93	93	94	100
Optus 1	97	97	n/a	n/a	n/a
Primus	n/p	n/p	n/p	n/p	n/p
Telstra	90	90	91	90	88

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

1 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, June 2009 quarter**

	All areas	Urban areas	Rural areas	Remote areas
AAPT	97	97	97	91
Optus	93	93	94	100
Telstra	92	92	92	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 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, 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 the 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, June 2009 quarter**

	Percentage of decisions made within time frames	Percentage of customers notified within time frames	Percentage of liabilities discharged within time frames
AAPT	87	87	87
Optus	100	100	100
Primus	100	100	100
Telstra	100	89	89



## 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, June 2009 quarter**

	Telstra	Optus
<b>Connections</b>	percentage of CSG connection activity in the quarter	
6 to 10 days after CSG time frame	0.55	0.36
11 to 20 days after CSG time frame	0.24	0.06
20+ days after CSG time frame	0.22	0.01
<b>Total extreme cases of failure (connections)</b>	<b>1.01</b>	<b>0.43</b>
<b>Faults</b>	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.35	0.24
11 to 20 days after CSG time frame	0.14	0.09
20+ days after CSG time frame	0.09	0.02
<b>Total extreme cases of failure (faults)</b>	<b>0.58</b>	<b>0.35</b>

# 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](#).

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, June 2009 quarter**

	Urban areas	Rural areas	Remote areas	All areas
<b>Connections provided</b>				
Volume	9,144	3,395	120	12,659
Per cent met within licence time frame	91.7	91.4	84.2	91.5
<b>Faults repaired</b>				
Volume	21,631	9,110	172	30,913
Per cent met within licence time frame	93.2	89.1	83.0	92.0

## 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, June 2009 quarter**

	Number of customers
Experienced repeat faults	1,169

## 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 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, June 2009 quarter**

	Urban areas	Rural areas	Remote areas	All Areas
<b>Connections provided</b>				
Volume	48	12	0	60
Per cent met within licence time frame	94	92	n/a	94
<b>Faults repaired</b>				
Volume	193	52	0	245
Per cent met within licence time frame	98	94	n/a	97

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

**Table 8: Primus's priority assistance performance, June 2009 quarter**

	Urban areas	Rural areas	Remote areas	All Areas
<b>Connections provided</b>				
Volume	24	0	0	24
Per cent met within licence time frame	n/p	n/p	n/p	n/p
<b>Faults repaired</b>				
Volume	n/p	n/p	n/p	132
Per cent met within licence time frame	n/p	n/p	n/p	n/p

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



# 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**

	June 2009 quarter
Percentage downtime	5
Average business hours to clear a fault	10
Percentage of faults cleared within:	
1 working day in urban areas	92
2 working days in rural areas	85
3 working days in remote areas	71
Average trouble reports per payphone per month	0.4
Percentage of payphones available to make calls	99

See table [I.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)			
	Sept 08	Dec 08	Mar 09	Jun 09	Sept 08	Dec 08	Mar 09	Jun 09
<b>Urban areas</b>								
National	99	n/p	n/p	n/p	47	n/p	n/p	n/p
NSW	99	n/p	n/p	n/p	36	n/p	n/p	n/p
ACT	100	n/p	n/p	n/p	100	n/p	n/p	n/p
Vic	98	n/p	n/p	n/p	46	n/p	n/p	n/p
Qld	100	n/p	n/p	n/p	76	n/p	n/p	n/p
SA	99	n/p	n/p	n/p	63	n/p	n/p	n/p
WA	99	n/p	n/p	n/p	0	n/p	n/p	n/p
Tas	100	n/p	n/p	n/p	67	n/p	n/p	n/p
NT	100	n/p	n/p	n/p	n/o	n/p	n/p	n/p
<b>Major rural areas</b>								
National	83	n/p	n/p	n/p	50	n/p	n/p	n/p
NSW	100	n/p	n/p	n/p	0	n/p	n/p	n/p
ACT	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
Vic	0	n/p	n/p	n/p	n/o	n/p	n/p	n/p
Qld	100	n/p	n/p	n/p	n/o	n/p	n/p	n/p
SA	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
WA	n/o	n/p	n/p	n/p	100	n/p	n/p	n/p
Tas	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
NT	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
<b>Minor rural areas</b>								
National	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
NSW	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
ACT	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
Vic	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
Qld	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
SA	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
WA	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
Tas	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
NT	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
<b>Remote areas*</b>								
National	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
NSW	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
ACT	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
Vic	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
Qld	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
SA	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
WA	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
Tas	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p
NT	n/o	n/p	n/p	n/p	n/o	n/p	n/p	n/p

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

(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)			
	Sept 08	Dec 08	Mar 09	Jun 09	Sept 08	Dec 08	Mar 09	Jun 09
<b>Urban areas</b>								
National	93	90	96	92	89	82	94	93
NSW/ACT	94	89	95	92	88	82	93	94
Vic	94	88	95	91	90	79	94	90
Qld	92	91	96	92	88	83	93	93
SA	93	94	97	92	94	88	97	95
WA	93	91	96	90	87	88	95	93
Tas	98	93	95	100	90	93	96	50
NT	100	84	93	100	100	82	90	75
<b>Major rural areas</b>								
National	93	94	97	94	98	89	93	93
NSW/ACT	95	95	97	97	99	91	96	91
Vic	93	92	97	94	99	92	93	94
Qld	92	95	98	91	99	91	94	94
SA	89	92	97	94	94	78	89	89
WA	95	93	98	93	97	85	91	96
Tas	95	89	89	100	100	100	100	83
NT	100	100	100	67	100	100	75	67
<b>Minor rural areas</b>								
National	91	95	96	87	97	94	93	94
NSW/ACT	88	94	95	85	98	93	98	80
Vic	97	98	98	82	100	90	90	100
Qld	97	96	97	100	100	100	96	94
SA	75	78	85	100	100	83	83	100
WA	84	100	100	92	86	100	90	100
Tas	89	n/o	100	50	100	n/o	n/o	100
NT	n/o	50	0	0	n/o	50	0	n/o
<b>Remote areas*</b>								
National	100	100	100	100	100	0	n/o	100
NSW/ACT	100	100	n/o	100	100	n/o	n/o	n/o
VIC	100	n/o	100	n/o	100	n/o	n/o	n/o
Qld	100	n/o	n/o	100	100	n/o	n/o	n/o
SA	100	100	n/o	n/o	100	0	n/o	100
WA	n/o	n/o	100	n/o	n/o	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

(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**

		Sept 08	Dec 08	Mar 09	Jun 09
All areas	National	82	98	98	97
	NSW/ACT	86	98	98	98
	Vic	82	98	97	96
	Qld	83	98	98	98
	SA	78	98	97	96
	WA	67	97	97	97
	Tas	84	93	95	94
	NT	82	96	96	95
Urban areas	National	80	98	98	97
	NSW/ACT	85	98	98	98
	Vic	81	98	98	96
	Qld	82	98	98	98
	SA	75	98	97	95
	WA	65	98	98	98
	Tas	75	91	94	93
	NT	79	96	96	94
Rural areas	National	87	98	97	97
	NSW/ACT	92	99	99	97
	Vic	86	97	96	96
	Qld	88	98	97	97
	SA	83	97	97	98
	WA	75	94	96	96
	Tas	100	98	97	96
	NT	100	100	100	100
Remote areas	National	82	100	96	91
	NSW/ACT	100	100	100	100
	Vic	100	100	100	71
	Qld	100	100	100	100
	SA	100	100	100	100
	WA	44	100	100	100
	Tas	n/o	n/o	100	n/o
	NT	n/o	n/o	50	100

n/o = no orders

(See [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**

		Sept 08	Dec 08	Mar 09	Jun 09
In-place services	National	96.0	97.8	98.1	98.0
	NSW	95.5	97.6	97.6	98.0
	Vic	95.7	97.7	98.4	97.5
	Qld	98.0	98.5	98.7	98.8
New services	National	93.8	96.7	96.4	96.6
	NSW	94.3	96.2	95.8	96.2
	Vic	94.1	97.2	96.9	97.2
	Qld	93.3	97.4	96.8	96.8
	SA	91.3	97.0	97.6	97.4
	WA	91.1	94.0	95.4	95.1

(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**

		Sept 08	Dec 08	Mar 09	Jun 09
All areas	National	86.5	92.1	91.5	92.5
	NSW/ACT	88.7	92.8	91.7	91.8
	Vic	89.0	91.3	93.2	93.8
	Qld	82.9	94.2	91.9	93.7
	SA	75.6	83.5	82.4	89.0
	WA	73.2	82.4	79.9	88.0
	Tas	100.0	95.5	86.7	100.0
	NT	58.3	88.9	86.7	100.0
	Urban areas	National	86.4	92.1	91.5
NSW/ACT		88.7	92.8	91.7	91.8
Vic		89.0	91.3	93.3	93.8
Qld		82.8	94.2	91.9	94.0
SA		75.5	83.5	82.2	88.7
WA		73.7	82.3	79.7	88.0
Tas		100.0	95.3	92.9	100.0
NT		54.6	87.5	86.7	100.0
Rural areas		National	90.4	93.5	92.4
	NSW/ACT	92.2	93.2	92.5	93.5
	Vic	88.2	92.5	91.4	96.5
	Qld	89.6	95.6	94.5	96.5
	SA	100.0	83.3	100.0	92.8
	WA	81.8	88.9	86.7	73.0
	Tas	100.0	100.0	0.0	n/o
	NT	100.0	100.0	n/o	100.0
	Remote areas	National	100.0	100.0	88.9
NSW/ACT		100.0	n/o	n/o	100.0
Vic		100.0	100.0	75.0	100.0
Qld		n/o	n/o	n/o	100.0
SA		n/o	n/o	n/o	n/o
WA		100.0	100.0	100.0	n/o
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**

		Sept 08	Dec 08	Mar 09	Jun 09
In-place connections	National	0.0	0.8	8.1	0.0
New service connections	National	0.0	2.0	3.2	1.1
	NSW	0.0	0.8	3.8	0.4
	Vic	0.0	0.0	2.3	0.5
	Qld	0.1	7.9	4.7	3.5
	SA	0.0	0.0	0.0	0.6
	WA	0.0	0.0	0.0	0.0
Fault repairs	National	7.3	10.7	11.6	10.5
	NSW/ACT	7.5	6.9	11.5	6.9
	Vic	5.8	5.0	9.6	4.9
	Qld	8.8	28.4	16.8	23.6
	SA	6.6	6.0	5.2	29.4
	WA	8.0	3.7	4.4	4.6
	Tas	6.5	4.6	6.7	28.6
	NT	0.0	0.0	6.7	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**

	Sept 08	Dec 08	Mar 09	Jun 09
National	92	90	92	92
NSW/ACT	92	90	92	91
Vic	92	90	93	91
Qld	92	90	92	92
SA	92	89	91	92
WA	93	89	91	91
Tas	93	89	92	92
NT	95	91	91	92

(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**

		Sept 08	Dec 08	Mar 09	Jun 09
All areas,	National	85	88	90	90
with and without infrastructure	NSW/ACT	86	87	90	89
	Vic	85	88	92	90
	Qld	85	90	91	92
	SA	84	86	89	90
	WA	84	86	89	89
	Tas	82	87	90	90
	NT	84	86	87	89
Urban areas,	National	85	88	90	90
with and without infrastructure	NSW/ACT	86	87	89	89
	Vic	85	88	93	90
	Qld	85	90	90	92
	SA	84	86	89	90
	WA	84	86	89	89
	Tas	83	87	89	90
	NT	83	86	87	88
Major rural areas,	National	87	89	92	91
with and without infrastructure	NSW/ACT	89	89	92	92
	Vic	86	88	94	90
	Qld	87	90	93	91
	SA	86	88	90	91
	WA	85	85	92	92
	Tas	84	88	92	92
	NT	88	84	90	91
Minor rural areas,	National	84	88	90	90
with and without infrastructure	NSW/ACT	87	87	90	90
	Vic	83	88	90	88
	Qld	83	89	90	92
	SA	84	89	91	90
	WA	83	86	88	89
	Tas	80	87	90	90
	NT	91	80	93	89
Remote areas, *	National	82	85	84	88
with and without infrastructure	NSW/ACT	83	89	87	84
	Vic	n/o	100	100	75
	Qld	85	85	85	88
	SA	94	74	88	81
	WA	75	82	83	82
	NT	82	88	82	92

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**

		Sept 08	Dec 08	Mar 09	Jun 09
All areas	National	88	91	90	92
	NSW/ACT	90	91	91	93
	Vic	90	90	91	92
	Qld	87	93	90	93
	SA	86	88	90	91
	WA	85	87	88	90
	Tas	92	91	90	92
	NT	83	84	89	92
	Urban areas	National	88	91	91
NSW/ACT		89	91	91	93
Vic		91	90	91	91
Qld		86	94	91	94
SA		85	88	89	91
WA		85	87	89	90
Tas		90	89	88	90
NT		80	81	89	91
Rural areas		National	90	91	90
	NSW/ACT	91	91	91	93
	Vic	90	91	92	93
	Qld	89	92	89	91
	SA	90	90	91	90
	WA	86	88	84	87
	Tas	94	93	91	93
	NT	91	88	88	95
	Remote areas*	National	88	86	89
NSW/ACT		90	90	93	90
Vic		100	100	100	85
Qld		85	85	89	82
SA		98	92	98	94
WA		89	92	88	91
	NT	89	84	87	92

\* 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**

		Sept 08	Dec 08	Mar 09	Jun 09
Connections and fault repairs	National	1.4	6.9	5.9	4.5

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

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

		Sept 08	Dec 08	Mar 09	Jun 09
	National	6	6	7	5
Downtime (per cent)	NSW/ACT	4	5	5	4
	Vic	4	4	5	4
	Qld	6	7	8	6
	SA/NT	8	7	8	7
	WA	8	7	9	7
	Tas	4	4	5	6
	National	10	9	11	10
Average business hours* to clear a fault	NSW/ACT	8	8	9	8
	Vic	7	7	8	8
	Qld	12	11	15	12
	SA/NT	13	12	14	13
	WA	15	12	16	13
	Tas	10	8	10	10
<b>Percentage of faults cleared within:</b>					
1 working day** in urban areas	National	94	93	91	92
2 working days** in rural areas	National	89	87	82	85
3 working days** in remote areas	National	66	68	59	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)