

Telecommunications performance data

June 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
- 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 its 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 2010 quarter

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
AAPT	92	93	91	91	100
Optus ¹	98	98	n/a	n/a	n/a
Telstra	88	88	90	89	88

n/a: not applicable.

Source: AAPT, Optus and Telstra.

¹ *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, June 2010 quarter

	All areas	Urban areas	Rural areas	Remote areas
AAPT	96	96	96	92
Optus	94	94	84	80
Telstra	92	92	92	89

Source: AAPT, Optus and Telstra.

See tables [A.2](#), [O.2](#) and [I.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, June 2010 quarter

	Percentage of decisions made within time frames	Percentage of customers notified within time frames	Percentage of liabilities discharged within time frames
AAPT	93	93	93
Optus	100	100	100
Telstra	99	94	94

Source: AAPT, Optus and Telstra.

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. Table 4 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 2010 quarter

	Optus	Telstra
Connections	percentage of CSG connection activity in the quarter	
6 to 10 days after CSG time frame	0.11	0.71
11 to 20 days after CSG time frame	0.03	0.29
20+ days after CSG time frame	0.00	0.43
Total extreme cases of failure (connections)*	0.14	1.43
Faults	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.20	0.26
11 to 20 days after CSG time frame	0.02	0.08
20+ days after CSG time frame	0.00	0.01
Total extreme cases of failure (faults)*	0.22	0.35

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

Source: Optus and Telstra.

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—Priority assistance performance, June 2010 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	10,557	3,535	120	14,212
Per cent met within licence time frame	92	93	90	92
Faults repaired				
Volume	18,056	7,043	114	25,213
Per cent met within licence time frame	93	89	85	92

Source: Telstra.

See tables [I.6](#) and [I.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—Number of validated priority assistance customers that experienced repeat faults, June 2010 quarter

	Number of customers
Experienced repeat faults	815

Source: Telstra.

2. Other service providers offering priority assistance services

Background

AAPT is the only other service provider that reports quarterly to the ACMA on its priority assistance performance. 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—Priority assistance performance, June 2010 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	27	2	0	29
Per cent met within licence time frame	89	50	n/a	86
Faults repaired				
Volume	84	9	0	93
Per cent met within licence time frame	90	89	n/a	90

n/a: not applicable.

Source: AAPT.

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.

Table 8: Telstra—National payphone performance, June 2010 quarter

	June 10 quarter
Percentage downtime	5
Average business hours to clear a fault	11
Percentage of faults cleared within:	
1 working day in urban areas	92
2 working days in rural areas	86
3 working days in remote areas	63
Average trouble reports per payphone per month	0.3
Percentage of payphones available to make calls	99

Source: Telstra.

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

DATA TABLES

AAPT performance indicators

Table A.1: AAPT—Quarterly percentage of connections met within CSG Standard time frames, September 2009 to June 2010

	In-place services				New services (with and without infrastructure)			
	September 09	December 09	March 10	June 10	September 09	December 09	March 10	June 10
Urban areas								
National	91	98	98	92	76	94	93	93
NSW/ACT	92	99	97	91	76	95	92	92
Vic	89	98	99	93	72	93	94	93
Qld	91	97	98	94	80	95	92	94
SA	92	98	95	91	81	95	89	94
WA	92	97	100	85	71	92	98	90
Tas	100	89	100	67	100	100	100	100
NT	90	83	100	86	57	100	100	100
Major rural areas								
National	91	98	98	92	90	95	98	91
NSW/ACT	91	99	97	95	88	97	99	90
Vic	92	97	98	87	93	98	96	92
Qld	92	98	98	91	90	94	100	93
SA	90	100	98	93	97	93	97	92
WA	88	98	100	94	89	90	97	84
Tas	100	100	100	100	80	80	100	100
NT	100	100	100	n/a	100	100	75	100
Minor rural areas								
National	97	99	99	87	92	94	95	91
NSW/ACT	96	100	93	73	80	95	90	93
Vic	100	96	100	100	96	89	100	96
Qld	100	100	100	64	92	100	90	85
SA	100	100	100	88	93	89	100	90
WA	78	100	100	100	100	100	100	86
Tas	100	n/a	100	100	100	100	n/a	50
NT	n/a	n/a	100	100	n/a	100	100	n/a
Remote areas								
National	n/a	100	100	100	n/a	100	100	100
NSW/ACT	n/a	n/a	n/a	100	n/a	n/a	n/a	n/a
VIC	n/a	n/a	100	100	n/a	100	100	100
Qld	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
WA	n/a	100	n/a	n/a	n/a	100	n/a	n/a
Tas	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NT	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

n/a: not applicable (The provider received no orders for the relevant period).

Source: AAPT.

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

Table A.2: AAPT—Quarterly percentage of faults repaired within CSG Standard time frames, September 2009 to June 2010

		September 09	December 09	March 10	June 10	
All areas	National	97	98	97	96	
	NSW/ACT	97	99	98	97	
	Vic	97	98	96	96	
	Qld	97	99	98	96	
	SA	97	98	96	96	
	WA	96	98	97	95	
	Tas	99	98	91	92	
	NT	96	99	96	96	
	Urban areas	National	97	99	98	96
	NSW/ACT	97	99	98	97	
	Vic	97	98	96	96	
	Qld	97	99	99	96	
	SA	97	98	96	96	
	WA	96	98	97	96	
	Tas	99	100	90	94	
	NT	96	99	96	95	
Rural areas	National	98	98	97	96	
		NSW/ACT	99	97	98	97
		Vic	98	98	95	96
		Qld	97	99	97	95
		SA	96	98	96	97
		WA	96	98	96	94
		Tas	100	97	93	91
		NT	100	100	100	100
	Remote areas	National	69	100	97	92
	NSW/ACT	n/a	100	100	100	
	Vic	60	100	100	100	
	Qld	0	100	100	100	
	SA	100	100	67	89	
	WA	86	100	100	67	
	Tas	n/a	n/a	n/a	n/a	
	NT	n/a	n/a	n/a	n/a	

n/a: not applicable (The provider received no orders for the relevant period).

Source: AAPT.

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

Table A.3: AAPT—Quarterly priority assistance connection performance, September 2009 to June 2010

		September 09	December 09	March 10	June 10
All areas	Volume	71	55	46	29
	Percent	93	90	93	86
Urban areas	Volume	62	53	42	27
	Percent	93	92	95	89
Rural areas	Volume	9	2	4	2
	Percent	92	50	75	50
Remote areas	Volume	0	0	0	0
	Percent	n/a	n/a	n/a	n/a

n/a: not applicable.

Source: AAPT.

Table A.4: AAPT—Quarterly priority assistance fault repair performance, September 2009 to June 2010

		September 09	December 09	March 10	June 10
All areas	Volume	254	215	181	93
	Percent	96	95	95	90
Urban areas	Volume	219	189	163	84
	Percent	96	95	96	90
Rural areas	Volume	35	26	18	9
	Percent	93	92	89	89
Remote areas	Volume	0	0	0	0
	Percent	n/a	n/a	n/a	n/a

n/a: not applicable.

Source: AAPT.

Optus performance indicators

Table O.1: Optus—Quarterly percentage of connections met within CSG Standard time frames (own network), September 2009 to June 2010

		September 09	December 09	March 10	June 10
In-place services	National	99	99	100	100
	NSW	98	99	100	100
	Vic	98	99	100	100
	Qld	100	100	100	99
New services	National	98	98	98	98
	NSW	98	98	98	98
	Vic	99	99	98	98
	Qld	97	98	99	99
	SA	97	99	99	99
	WA	97	98	98	98

Source: Optus.

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

Table O.2: Optus—Quarterly percentage of faults repaired within CSG Standard time frames, September 2009 to June 2010

		September 09	December 09	March 10	June 10
All areas	National	92	94	95	94
	NSW/ACT	93	94	95	95
	Vic	95	95	96	96
	Qld	92	92	96	95
	SA	84	87	87	83
	WA	85	87	86	84
	Tas	86	67	57	83
	NT	93	74	79	75
Urban areas	National	92	94	94	94
	NSW/ACT	93	94	95	95
	Vic	95	95	96	96
	Qld	92	92	96	95
	SA	84	87	88	83
	WA	85	88	86	84
	Tas	86	67	57	83
	NT	92	78	83	80
Rural areas	National	92	79	83	84
	NSW/ACT	95	80	84	84
	Vic	97	88	68	84
	Qld	92	80	94	91
	SA	78	89	57	63
	WA	79	50	100	80
	Tas	n/a	n/a	n/a	n/a
	NT	100	0	50	50
Remote areas	National	100	88	67	80
	NSW/ACT	100	100	100	n/a
	Vic	100	75	67	100
	Qld	n/a	n/a	n/a	n/a
	SA	n/a	n/a	n/a	n/a
	WA	100	100	50	75
	Tas	n/a	n/a	n/a	n/a
	NT	n/a	n/a	n/a	n/a

n/a: not applicable (The provider received no orders for the relevant period).

Source: Optus.

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

Table O.3: Quarterly percentage of activity for which Optus claimed an exemption from CSG Standard time frames, September 2009 to June 2010

		September 09	December 09	March 10	June 10
In-place connections	National	0.0	0.0	0.0	0.0
New service connections	National	0.1	0.2	2.1	1.2
	NSW	0.0	0.0	1.2	0.7
	Vic	0.0	0.6	1.9	1.3
	Qld	0.3	0.1	5.3	1.9
	SA	0.4	0.1	0.0	0.2
	WA	0.3	0.0	0.0	3.1
Fault repairs	National	6.4	6.5	12.1	6.1
	NSW/ACT	5.3	5.8	10.7	5.1
	Vic	4.9	8.0	10.1	5.2
	Qld	9.3	4.8	21.0	7.5
	SA	19.7	14.3	3.3	12.6
	WA	3.7	3.4	3.2	10.8
	Tas	14.3	4.8	0.0	5.6
	NT	0.0	0.0	0.0	0.0

Source: Optus.

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

Table O.4: Optus—Quarterly extreme cases of failure for service connections and fault repairs, September 2009 to June 2010

	September 09	December 09	March 10	June 10
Connections	Percentage of CSG connection activity in the quarter			
6 to 10 days after CSG time frame	0.33	0.07	0.03	0.11
11 to 20 days after CSG time frame	0.04	0.01	0.01	0.03
20+ days after CSG time frame	0.01	0.00	0.00	0.00
Total extreme cases of failure (connections)*	0.39	0.08	0.05	0.14
Fault repairs	Percentage of CSG fault repair activity in the quarter			
6 to 10 days after CSG time frame	0.37	0.21	0.13	0.20
11 to 20 days after CSG time frame	0.10	0.04	0.02	0.02
20+ days after CSG time frame	0.02	0.01	0.00	0.00
Total extreme cases of failure (fault repairs)*	0.49	0.26	0.16	0.22

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

Source: Optus.

Telstra performance indicators

Table T.1: Telstra—Quarterly percentage of in-place connections met within CSG Standard time frames, September 2009 to June 2010

	September 09	December 09	March 10	June 10
National	91	90	90	88
NSW/ACT	91	91	90	89
Vic	92	90	90	88
Qld	92	90	90	88
SA	91	90	89	88
WA	91	90	89	89
Tas	92	90	89	88
NT	92	90	89	89

Source: Telstra.

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

Table T.2: Telstra—Quarterly percentage of new service connections met within CSG Standard time frames, September 2009 to June 2010

		September 09	December 09	March 10	June 10
All areas, with and without infrastructure	National	90	90	92	88
	NSW/ACT	89	89	91	88
	Vic	91	91	93	88
	Qld	90	91	95	89
	SA	90	89	88	88
	WA	89	89	89	88
	Tas	91	92	89	90
	NT	89	90	86	88
Urban areas, with and without infrastructure	National	90	90	92	88
	NSW/ACT	89	89	91	88
	Vic	91	91	93	87
	Qld	89	90	95	88
	SA	91	89	88	88
	WA	89	89	89	88
	Tas	90	92	88	90
	NT	89	90	85	88
Major rural areas, with and without infrastructure	National	91	91	93	90
	NSW/ACT	91	91	92	90
	Vic	91	91	92	88
	Qld	92	92	95	92
	SA	91	92	91	91
	WA	91	90	91	89
	Tas	91	94	91	92
	NT	86	90	88	88
Minor rural areas, with and without infrastructure	National	90	90	92	89
	NSW/ACT	90	89	92	89
	Vic	89	89	91	88
	Qld	91	92	93	89
	SA	89	90	85	87
	WA	88	90	91	88
	Tas	91	91	92	89
	NT	90	82	92	88
Remote areas, * with and without infrastructure	National	89	88	87	88
	NSW/ACT	94	92	90	100
	Vic	100	n/a	100	n/a
	Qld	92	88	88	89
	SA	86	86	75	63
	WA	86	85	87	90
	NT	88	89	87	89

n/a: not applicable (The provider received no orders for the relevant period).

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

Source: Telstra.

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

Table T.3: Telstra—Quarterly percentage of fault repairs met within CSG Standard time frames, September 2009 to June 2010

		September 09	December 09	March 10	June 10
All areas	National	93	94	95	92
	NSW/ACT	94	95	96	93
	Vic	94	93	95	90
	Qld	93	94	97	93
	SA	92	91	92	88
	WA	90	92	94	90
	Tas	90	92	84	91
	NT	95	92	88	92
Urban areas	National	93	94	96	92
	NSW/ACT	94	95	97	93
	Vic	94	93	95	89
	Qld	93	95	98	94
	SA	93	91	93	87
	WA	90	92	94	91
	Tas	88	90	80	88
	NT	94	91	88	92
Rural areas	National	93	93	94	92
	NSW/ACT	94	94	95	93
	Vic	94	94	93	92
	Qld	92	93	95	91
	SA	92	90	89	89
	WA	90	92	93	88
	Tas	92	93	88	93
	NT	96	93	90	92
Remote areas*	National	93	90	87	89
	NSW/ACT	92	97	86	93
	Vic	90	75	56	91
	Qld	91	88	87	87
	SA	88	90	93	93
	WA	98	92	87	90
	NT	98	93	87	95

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

Source: Telstra.

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

Table T.4: Quarterly percentage of CSG eligible orders for which Telstra claimed an exemption from CSG Standard time frames, September 2009 to June 2010

		September 09	December 09	March 10	June 10
Connections and fault repairs	National	1.1	1.8	16.1	3.2

Source: Telstra.

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

Table T.5: Telstra—Quarterly extreme cases of failure for service connections and fault repairs, September 2009 to June 2010

	September 09	December 09	March 10	June 10
Connections	Percentage of CSG connection activity in the quarter			
6 to 10 days after CSG time frame	0.51	0.49	0.41	0.71
11 to 20 days after CSG time frame	0.25	0.22	0.21	0.29
20+ days after CSG time frame	0.25	0.33	0.34	0.43
Total extreme cases of failure (connections)*	1.01	1.04	0.96	1.43
Fault repairs	Percentage of CSG fault repair activity in the quarter			
6 to 10 days after CSG time frame	0.37	0.25	0.18	0.26
11 to 20 days after CSG time frame	0.10	0.07	0.04	0.08
20+ days after CSG time frame	0.04	0.02	0.01	0.01
Total extreme cases of failure (fault repairs)*	0.52	0.35	0.24	0.35

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

Source: Telstra.

Table T.6: Telstra—Quarterly priority assistance connection performance, September 2009 to June 2010

		September 09	December 09	March 10	June 10
All areas	Volume	13,370	12,369	13,547	14,212
	Percent	92	93	91	92
Urban areas	Volume	9,881	9,145	9,955	10,557
	Percent	92	93	91	92
Rural areas	Volume	3,384	3,128	3,470	3,535
	Percent	92	93	91	93
Remote areas	Volume	105	96	122	120
	Percent	90	87	93	90

Source: Telstra.

Table T.7: Telstra—Quarterly priority assistance fault repair performance, September 2009 to June 2010

		September 09	December 09	March 10	June 10
All areas	Volume	24,522	16,088	26,392	25,213
	Percent	91	92	92	92
Urban areas	Volume	17,266	11,202	18,183	18,056
	Percent	92	94	94	93
Rural areas	Volume	7,164	4,825	8,087	7,043
	Percent	88	89	89	89
Remote areas	Volume	92	61	122	114
	Percent	86	93	78	85

Source: Telstra.

Table T.8: Telstra—Quarterly performance for Telstra-operated payphones, September 2009 to June 2010

		September 09	December 09	March 10	June 10
Downtime (per cent)	National	4	5	6	5
	NSW/ACT	4	4	4	3
	Vic	4	4	5	4
	Qld	4	4	6	5
	SA/NT	6	6	9	7
	WA	6	6	8	7
	Tas	5	4	5	4
Average business hours* to clear a fault	National	9	10	13	11
	NSW/ACT	8	8	9	8
	Vic	8	9	9	8
	Qld	9	11	15	13
	SA/NT	12	13	20	16
	WA	12	13	16	15
	Tas	9	10	10	9
Percentage of faults cleared within:					
1 working day** in urban areas	National	94	93	91	92
2 working days** in rural areas	National	88	88	85	86
3 working days** in remote areas	National	71	71	57	63
Average trouble reports per payphone per month	National	0.4	0.4	0.4	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.

Source: Telstra.

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