

Telecommunications performance data

June 2011 quarter

Data tables for:

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

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Customer Service Guarantee

The Customer Service Guarantee (CSG) Standard 2011 (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 2011, 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

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 its retail services that use Telstra's network. iiNet also offers VoIP services on its own network however these are typically subject to CSG waivers.

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 in-place service connections provided within CSG time frames, June 2011 quarter

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
iiNet	98	98	97	99	n/o
Optus ¹	100	100	n/a	n/a	n/a
Telstra	91	n/p	n/p	n/p	n/p

n/a: not applicable n/o: nil orders n/p: not provided

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

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

Table 2: Percentage of new service connections provided within CSG time frames, June 2011 quarter

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
iiNet	90	88	95	94	n/o
Optus ¹	96	96	n/a	n/a	n/a
Telstra	88	88	89	88	80

n/a: not applicable n/o: nil orders

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

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 3: Percentage of faults repaired within CSG time frames, June 2011 quarter

	All areas	Urban areas	Rural areas	Remote areas
iiNet	96	96	96	n/o
Optus	93	93	76	100
Telstra	92	91	93	90

n/o: nil orders

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

3. Exemptions from the CSG Standard

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

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 4: Percentage compliance against CSG compensation performance measures, June 2011 quarter

	Percentage of decisions made within time frames	Percentage of customers notified within time frames	Percentage of liabilities discharged within time frames
iiNet	15*	96	96
Optus	100	100	100
Telstra	97	93	93

* ACMA staff have raised this matter with iiNet

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

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 5: Extreme cases of failure to meet CSG time frames, June 2011 quarter

	Optus	Telstra
Connections	percentage of CSG connection activity in the quarter	
6 to 10 days after CSG time frame	0.11	0.45
11 to 20 days after CSG time frame	0.00	0.23
20+ days after CSG time frame	n/a	0.26
Total extreme cases of failure (connections)*	0.11	0.93
Faults	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.21	0.22
11 to 20 days after CSG time frame	0.04	0.04
20+ days after CSG time frame	0.00	0.02
Total extreme cases of failure (faults)*	0.25	0.29

n/a: not applicable

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

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

Priority assistance

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 6: Telstra's priority assistance performance, June 2011 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	9,296	3,029	88	12,414
Per cent met within licence time frame	94.0	93.2	89.8	93.8
Faults repaired				
Volume	24,514	9,128	107	33,749
Per cent met within licence time frame	95.1	91.3	88.8	94.0

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

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 7: Telstra validated priority assistance customers that experienced repeat faults, June 2011 quarter

	Number of customers
Experienced repeat faults	1,544

2. Other service providers offering priority assistance services

iiNet offers a priority assistance service to its AAPT customers*. 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 8: iiNet's priority assistance performance, June 2011 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	11	2	0	13
Per cent met within licence time frame	45	100	n/a	54
Faults repaired				
Volume	35	18	0	53
Per cent met within licence time frame	94	100	n/a	96

n/a: not applicable

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

* Note: iiNet acquired AAPT's consumer division effective 1 October 2010 and continued to offer AAPT-branded priority assistance services after this date.

Payphone services

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 9: Telstra's national payphone performance, June 2011 quarter

	Performance
Percentage downtime	5
Average business hours to clear a fault	12
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	65
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	March 11	June 11	December 10	March 11	June 11
Urban areas						
National	86	77	98	55	52	88
NSW/ACT	84	81	98	52	45	82
Vic	88	72	98	56	60	90
Qld	84	74	98	58	47	83
SA	100	89	97	50	85	81
WA	90	74	99	54	60	95
Tas	100	75	100	n/o	100	100
NT	n/o	75	98	100	67	71
Major rural areas						
National	86	77	97	87	91	95
NSW/ACT	82	80	97	93	95	97
Vic	96	82	95	83	88	90
Qld	88	76	98	85	93	99
SA	71	63	84	70	86	89
WA	93	86	98	90	89	97
Tas	100	67	99	n/o	100	100
NT	n/o	50	94	100	n/o	75
Minor rural areas						
National	89	64	99	96	92	94
NSW/ACT	100	100	100	100	100	97
Vic	60	64	96	100	92	96
Qld	100	67	99	83	83	96
SA	100	0	96	100	100	67
WA	83	0	98	100	n/o	88
Tas	100	100	100	n/o	100	100
NT	n/o	n/o	100	n/o	n/o	100
Remote areas						
National	n/o	100	n/o	100	100	n/o
NSW/ACT	n/o	n/o	n/o	n/o	n/o	n/o
VIC	n/o	100	n/o	100	100	n/o
Qld	n/o	n/o	n/o	100	n/o	n/o
SA	n/o	n/o	n/o	n/o	n/o	n/o
WA	n/o	n/o	n/o	n/o	n/o	n/o
Tas	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: 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	March 11	June 11
All areas	National	93	93	96
	NSW/ACT	95	94	96
	Vic	91	89	97
	Qld	92	96	94
	SA	94	88	94
	WA	90	89	96
	Tas	94	86	99
	NT	96	90	94
Urban areas	National	92	93	96
	NSW/ACT	94	94	95
	Vic	91	88	97
	Qld	92	95	94
	SA	92	86	94
	WA	89	90	96
	Tas	91	83	100
	NT	95	93	94
Rural areas	National	94	93	96
	NSW/ACT	95	93	97
	Vic	91	90	96
	Qld	94	98	95
	SA	96	90	94
	WA	91	87	96
	Tas	96	87	98
	NT	100	79	93
Remote areas	National	100	89	n/o
	NSW/ACT	n/a	100	n/o
	Vic	100	83	n/o
	Qld	n/a	n/o	n/o
	SA	n/a	n/o	n/o
	WA	n/a	100	n/o
	Tas	n/a	n/o	n/o
	NT	n/a	n/o	n/o

n/a: not applicable n/o: nil orders

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

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

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

		December 10	March 11	June 11
All areas	Volume	55	5	13
	Percent	100	60	54
Urban areas	Volume	39	4	11
	Percent	100	50	45
Rural areas	Volume	16	1	2
	Percent	100	100	100
Remote areas	Volume	0	0	0
	Percent	n/a	n/a	n/a

n/a: not applicable

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

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

		December 10	March 11	June 11
All areas	Volume	28	37	53
	Percent	82	76	96
Urban areas	Volume	19	22	35
	Percent	79	86	94
Rural areas	Volume	9	15	18
	Percent	89	60	100
Remote areas	Volume	0	0	0
	Percent	n/a	n/a	n/a

n/a: not applicable

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

Optus performance indicators

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

		September 10	December 10	March 11	June 11
In-place services	National	99.6	99.8	98.9	99.6
	NSW	99.5	99.7	99.0	99.6
	Vic	100	99.7	99.1	99.6
	Qld	100	100	98.7	100
New services	National	98.3	97.5	97.6	95.9
	NSW	98.1	96.6	97.0	96.3
	Vic	98.4	98.1	97.8	96.0
	Qld	98.8	98.4	98.7	95.5
	SA	98.4	98.2	98.1	96.3
	WA	98.0	96.4	97.1	93.3

(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

		September 10	December 10	March 11	June 11
All areas	National	93.6	94.1	93.2	93.1
	NSW/ACT	94.2	94.2	94.0	95.0
	Vic	94.9	95.6	92.3	94.5
	Qld	92.7	93.4	94.4	90.5
	SA	85.7	89.2	87.3	83.5
	WA	90.0	86.3	88.5	83.9
	Tas	90.0	50.0	75.0	50.0
	NT	85.7	64.3	63.6	66.7
Urban areas	National	93.6	94.1	93.3	93.1
	NSW/ACT	94.2	94.3	94.0	95.0
	Vic	95.0	95.7	92.3	94.5
	Qld	92.8	93.5	94.4	90.6
	SA	85.8	89.2	87.3	83.8
	WA	89.7	86.3	88.4	83.9
	Tas	90.0	50.0	75.0	42.9
	NT	84.6	58.3	66.7	71.4
Rural areas	National	74.9	82.3	79.0	75.6
	NSW/ACT	86.0	84.9	66.7	76.0
	Vic	70.2	78.7	86.4	93.7
	Qld	77.5	80.4	82.9	68.0
	SA	57.1	100	80.0	33.3
	WA	33.3	90.0	90.9	80.0
	Tas	n/a	n/a	n/o	n/a
	NT	100	100	0.0	0.0
Remote areas	National	75.0	100	66.7	100
	NSW/ACT	100	n/a	n/o	100
	Vic	0.0	100	50.0	100
	Qld	n/a	n/a	n/o	n/a
	SA	n/a	n/a	n/o	n/a
	WA	100	n/a	100	100
	Tas	n/a	n/a	n/o	100
	NT	n/a	n/a	n/o	n/a

n/a: not applicable n/o: nil 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

		September 10	December 10	March 11	June 11
In-place connections	National	0.0	0.0	0.6	0.0
New service connections	National	0.4	1.8	7.6	1.9
	NSW	0.1	1.4	2.9	3.8
	Vic	0.5	2.2	7.7	0.6
	Qld	0.0	2.3	16.7	0.4
	SA	3.3	3.3	9.8	0.8
	WA	0.0	0.0	8.8	1.6
Fault repairs	National	5.6	9.0	20.1	8.0
	NSW/ACT	4.1	5.9	5.5	12.1
	Vic	7.5	9.5	20.0	5.0
	Qld	2.3	13.1	39.0	2.4
	SA	23.4	22.7	35.0	11.3
	WA	2.0	2.3	21.1	11.1
	Tas	0.0	0.0	0.0	12.5
	NT	0.0	0.0	9.1	6.7

(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

	September 10	December 10	March 11	June 11
Connections	Percentage of CSG connection activity in the quarter			
6 to 10 days after CSG time frame	0.11	0.04	0.13	0.11
11 to 20 days after CSG time frame	0.01	0.00	0.01	0.00
20+ days after CSG time frame	0.00	0.00	0.00	n/a
Total extreme cases of failure (connections)*	0.11	0.05	0.14	0.11
Fault repairs	Percentage of CSG fault repair activity in the quarter			
6 to 10 days after CSG time frame	0.16	0.15	0.21	0.21
11 to 20 days after CSG time frame	0.03	0.02	0.02	0.04
20+ days after CSG time frame	0.00	0.00	0.01	0.00
Total extreme cases of failure (fault repairs)*	0.19	0.16	0.24	0.25

* 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

	September 10	December 10	March 11	June 11
National	87	90	90	91
NSW/ACT	88	91	91	91
Vic	87	90	91	91
Qld	87	89	90	91
SA	88	90	91	91
WA	88	89	89	90
Tas	87	91	91	92
NT	87	88	88	89

(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

		September 10	December 10	March 11	June 11
All areas, with and without infrastructure	National	90	88	91	88
	NSW/ACT	90	88	87	88
	Vic	90	87	91	89
	Qld	91	88	97	89
	SA	91	88	87	88
	WA	91	86	88	88
	Tas	91	86	87	90
	NT	91	89	88	86
Urban areas, with and without infrastructure	National	90	87	90	88
	NSW/ACT	90	88	87	88
	Vic	90	87	91	89
	Qld	91	87	97	89
	SA	91	88	87	88
	WA	91	86	87	88
	Tas	90	85	86	90
	NT	90	89	88	87
Major rural areas, with and without infrastructure	National	92	89	93	89
	NSW/ACT	92	91	90	89
	Vic	93	89	93	89
	Qld	92	88	98	90
	SA	93	88	88	90
	WA	93	87	92	89
	Tas	90	89	90	92
	NT	93	90	91	90
Minor rural areas, with and without infrastructure	National	91	89	91	88
	NSW/ACT	91	91	88	88
	Vic	89	87	91	88
	Qld	91	89	97	89
	SA	92	88	89	88
	WA	92	88	89	86
	Tas	94	88	88	89
	NT	83	91	94	88
Remote areas, * with and without infrastructure	National	88	91	86	80
	NSW/ACT	71	83	80	45
	Vic	100	100	100	100
	Qld	85	90	89	83
	SA	100	100	100	100
	WA	85	93	78	82
	NT	95	92	85	76

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

		September 10	December 10	March 11	June 11
All areas	National	91	91	92	92
	NSW/ACT	91	93	92	93
	Vic	92	88	91	93
	Qld	92	90	97	89
	SA	90	92	84	88
	WA	91	87	88	91
	Tas	91	88	81	94
	NT	89	88	85	86
Urban areas	National	92	90	92	91
	NSW/ACT	95	92	92	93
	Vic	91	87	91	93
	Qld	92	90	97	88
	SA	89	92	84	87
	WA	91	87	87	91
	Tas	89	86	77	93
	NT	88	86	84	87
Rural areas	National	93	92	93	93
	NSW/ACT	94	94	91	94
	Vic	93	91	92	93
	Qld	92	90	97	91
	SA	93	93	86	92
	WA	91	89	88	91
	Tas	93	91	85	94
	NT	90	92	86	84
Remote areas*	National	96	93	93	90
	NSW/ACT	94	93	92	94
	Vic	100	81	73	100
	Qld	96	93	96	90
	SA	100	98	94	93
	WA	97	98	88	88
	NT	96	91	86	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

		September 10	December 10	March 11	June 11
Connections and fault repairs	National	2.6	21.8	27.0	4.0

(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

	September 10	December 10	March 11	June 11
Connections	Percentage of CSG connection activity in the quarter			
6 to 10 days after CSG time frame	0.93	0.61	0.46	0.45
11 to 20 days after CSG time frame	0.40	0.29	0.16	0.23
20+ days after CSG time frame	0.50	0.50	0.30	0.26
Total extreme cases of failure (connections)*	1.84	1.40	0.93	0.93
Fault repairs	Percentage of CSG fault repair activity in the quarter			
6 to 10 days after CSG time frame	0.26	0.20	0.18	0.22
11 to 20 days after CSG time frame	0.05	0.05	0.03	0.04
20+ days after CSG time frame	0.02	0.02	0.01	0.02
Total extreme cases of failure (fault repairs)*	0.34	0.26	0.22	0.29

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

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

		September 10	December 10	March 11	June 11
All areas	Volume	15,115	13,979	12,974	12,414
	Percent	94.4	92.7	92.2	93.8
Urban areas	Volume	11,147	10,431	9,654	9,296
	Percent	94.6	92.9	92.4	94.0
Rural areas	Volume	3,855	3,467	3,236	3,029
	Percent	94.1	92.2	91.6	93.2
Remote areas*	Volume	113	81	84	88
	Percent	91.2	87.7	85.7	89.8

* 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.7: Telstra's priority assistance fault repair performance, quarterly

		September 10	December 10	March 11	June 11
All areas	Volume	26,912	31,196	37,776	33,749
	Percent	93.5	92.6	91.8	94.0
Urban areas	Volume	19,210	21,853	26,091	24,514
	Percent	94.7	93.8	93.5	95.1
Rural areas	Volume	7,582	9,217	11,554	9,128
	Percent	90.6	89.9	88.0	91.3
Remote areas*	Volume	120	126	131	107
	Percent	90.0	87.8	82.4	88.8

* 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

		September 10	December 10	March 11	June 11
Downtime (per cent)	National	4	4	6	5
	NSW/ACT	3	3	3	3
	Vic	4	4	5	4
	Qld	4	5	7	5
	SA/NT	7	7	9	7
	WA	6	5	8	7
	Tas	4	4	5	4
Average business hours* to clear a fault	National	10	10	14	12
	NSW/ACT	8	8	8	8
	Vic	12	9	12	10
	Qld	11	12	19	14
	SA/NT	15	15	19	15
	WA	10	11	19	17
	Tas	10	11	13	10
Percentage of faults cleared within:					
1 working day** in urban areas	National	93	93	89	93
2 working days** in rural areas	National	89	89	83	89
3 working days** in remote areas	National	66	69	51	65
Average trouble reports per payphone per month	National	0.3	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)