

Telecommunications Performance Data

March 2009 quarter

Data tables for:

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

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CUSTOMER SERVICE GUARANTEE

Background

The *Customer Service Guarantee (CSG) Standard 2000 (No. 2)* (the CSG Standard) specifies time frames for the connection and repair of standard telephone services, together with associated appointments. These CSG time frames vary depending on the type of request (connection or repair), the location of the service and, for new connections, the proximity of the service to available infrastructure.

When a carriage service provider (service provider) does not meet relevant CSG time frames, the service provider may be liable to pay compensation to the affected customers.

Information about the CSG time frames and compensation entitlements are in 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 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).

ACMA currently monitors service provider performance against the CSG on a quarterly basis. In general, 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, 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, March 2009 quarter

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
AAPT	94	94	93	93	n/o
Optus ¹	96	96	n/a	n/a	n/a
Primus	n/p	n/p	n/p	n/p	n/p
Telstra	90	90	92	90	84

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, March 2009 quarter

	All areas	Urban areas	Rural areas	Remote areas
AAPT	98	98	97	96
Optus	92	92	92	89
Telstra	90	91	90	89

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 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 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, March 2009 quarter

	Percentage of decisions made within time frames	Percentage of customers notified within time frames	Percentage of liabilities discharged within time frames
AAPT	92	92	92
Optus	100	100	100
Primus	100	100	100
Telstra	99	95	95

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

Background

Telstra and Optus supplement their CSG performance information by reporting on extreme cases of failure to meet the CSG time frames for connections and fault repairs. An extreme case of failure is defined as exceeding the CSG time frames by more than five working days. Under these arrangements, Telstra and Optus:

- provide data on the frequency distribution of the time taken to connect and repair services at the national aggregate level (indicating overall performance); and
- submit exception reports on any operational business unit (field service areas for Telstra) where the percentage of cases exceeding the CSG Standard plus five working days is greater than one per cent of CSG activity

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 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, March 2009 quarter

	Telstra	Optus
Connections	percentage of CSG connection activity in the quarter	
6 to 10 days after CSG time frame	0.67	0.52
11 to 20 days after CSG time frame	0.37	0.13
20+ days after CSG time frame	0.21	0.01
Total extreme cases of failure (connections)	1.25	0.66
Faults	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.58	0.50
11 to 20 days after CSG time frame	0.23	0.15
20+ days after CSG time frame	0.07	0.02
Total extreme cases of failure (faults)	0.88	0.67

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, March 2009 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	8,881	3,212	99	12,192
Per cent met within licence time frame	88.1	88.4	82.8	88.1
Faults repaired				
Volume	21,280	9,849	189	31,318
Per cent met within licence time frame	94.3	90.5	83.4	93.0

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, March 2009 quarter

	Number of customers
Experienced repeat faults	1,165

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 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, March 2009 quarter

	Urban areas	Rural areas	Remote areas	All Areas
Connections provided				
Volume	45	15	0	60
Per cent met within licence time frame	96	93	n/a	95

Faults repaired

Volume	180	80	0	260
Per cent met within licence time frame	99	98	n/a	99
n/o = no orders n/a = not applicable n/p = not provided				

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

	Urban areas	Rural areas	Remote areas	All Areas
Connections provided				
Volume	32	0	0	32
Per cent met within licence time frame	n/p	n/p	n/p	n/p

Faults repaired

Volume	n/p	n/p	n/p	212
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

	March 2009 quarter
Percentage downtime	7
Average business hours to clear a fault	11
Percentage of faults cleared within:	
1 working day in urban areas	91
2 working days in rural areas	82
3 working days in remote areas	59
Average trouble reports per payphone per month	0.4
Percentage of payphones available to make calls	99

See table [T.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)			
	June 08	September 08	December 08	March 09	June 08	September 08	December 08	March 09
Urban areas								
National	99	99	n/p	n/p	70	47	n/p	n/p
NSW	99	99	n/p	n/p	72	36	n/p	n/p
ACT	100	100	n/p	n/p	n/o	100	n/p	n/p
Vic	100	98	n/p	n/p	64	46	n/p	n/p
Qld	100	100	n/p	n/p	76	76	n/p	n/p
SA	100	99	n/p	n/p	57	63	n/p	n/p
WA	100	99	n/p	n/p	75	0	n/p	n/p
Tas	100	100	n/p	n/p	100	67	n/p	n/p
NT	100	100	n/p	n/p	n/o	n/o	n/p	n/p
Major rural areas								
National	n/o	83	n/p	n/p	33	50	n/p	n/p
NSW	n/o	100	n/p	n/p	0	0	n/p	n/p
ACT	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
Vic	n/o	0	n/p	n/p	100	n/o	n/p	n/p
Qld	n/o	100	n/p	n/p	n/o	n/o	n/p	n/p
SA	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
WA	n/o	n/o	n/p	n/p	n/o	100	n/p	n/p
Tas	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
NT	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
Minor rural areas								
National	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
NSW	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
ACT	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
Vic	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
Qld	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
SA	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
WA	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
Tas	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
NT	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
Remote areas*								
National	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
NSW	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
ACT	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
Vic	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
Qld	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
SA	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
WA	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
Tas	n/o	n/o	n/p	n/p	n/o	n/o	n/p	n/p
NT	n/o	n/o	n/p	n/p	n/o	n/o	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)			
	June 08	September 08	December 08	March 09	June 08	September 08	December 08	March 09
Urban areas								
National	92	93	90	96	90	89	82	94
NSW/ACT	93	94	89	95	90	88	82	93
Vic	91	94	88	95	90	90	79	94
Qld	90	92	91	96	90	88	83	93
SA	95	93	94	97	90	94	88	97
WA	93	93	91	96	89	87	88	95
Tas	100	98	93	95	87	90	93	96
NT	96	100	84	93	62	100	82	90
Major rural areas								
National	90	93	94	97	89	98	89	93
NSW/ACT	91	95	95	97	93	99	91	96
Vic	90	93	92	97	89	99	92	93
Qld	88	92	95	98	89	99	91	94
SA	87	89	92	97	90	94	78	89
WA	95	95	93	98	84	97	85	91
Tas	89	95	89	89	78	100	100	100
NT	78	100	100	100	67	100	100	75
Minor rural areas								
National	97	91	95	96	95	97	94	93
NSW/ACT	100	88	94	95	94	98	93	98
Vic	95	97	98	98	90	100	90	90
Qld	93	97	96	97	96	100	100	96
SA	93	75	78	85	100	100	83	83
WA	100	84	100	100	100	86	100	90
Tas	100	89	n/o	100	100	100	n/o	n/o
NT	100	n/o	50	0	n/o	n/o	50	0
Remote areas*								
National	88	100	100	100	100	100	0	n/o
NSW/ACT	100	100	100	n/o	100	100	n/o	n/o
VIC	100	100	n/o	100	n/o	100	n/o	n/o
Qld	100	100	n/o	n/o	n/o	100	n/o	n/o
SA	n/o	100	100	n/o	100	100	0	n/o
WA	50	n/o	n/o	100	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 n/p = not provided
 (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

		June 08	September 08	December 08	March 09
All areas	National	95	82	98	98
	NSW/ACT	95	86	98	98
	Vic	97	82	98	97
	Qld	93	83	98	98
	SA	91	78	98	97
	WA	96	67	97	97
	Tas	96	84	93	95
	NT	89	82	96	96
Urban areas	National	95	80	98	98
	NSW/ACT	95	85	98	98
	Vic	96	81	98	98
	Qld	93	82	98	98
	SA	91	75	98	97
	WA	97	65	98	98
	Tas	93	75	91	94
	NT	92	79	96	96
Rural areas	National	95	87	98	97
	NSW/ACT	95	92	99	99
	Vic	98	86	97	96
	Qld	94	88	98	97
	SA	92	83	97	97
	WA	95	75	94	96
	Tas	99	100	98	97
	NT	80	100	100	100
Remote areas	National	89	82	100	96
	NSW/ACT	88	100	100	100
	Vic	90	100	100	100
	Qld	100	100	100	100
	SA	100	100	100	100
	WA	85	44	100	100
	Tas	100	n/o	n/o	100
	NT	100	n/o	n/o	50

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

(See the [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

		June 08	September 08	December 08	March 09
In-place services	National	97.6	96.0	97.8	98.1
	NSW	97.5	95.5	97.6	97.6
	Vic	97.6	95.7	97.7	98.4
	Qld	97.6	98.0	98.5	98.7
New services	National	84.8	93.8	96.7	96.4
	NSW	88.1	94.3	96.2	95.8
	Vic	88.4	94.1	97.2	96.9
	Qld	82.3	93.3	97.4	96.8
	SA	67.9	91.3	97.0	97.6
	WA	61.2	91.1	94.0	95.4

(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

		June 08	September 08	December 08	March 09
All areas	National	84.3	86.5	92.1	91.5
	NSW/ACT	86.2	88.7	92.8	91.7
	Vic	89.0	89.0	91.3	93.2
	Qld	77.6	82.9	94.2	91.9
	SA	71.0	75.6	83.5	82.4
	WA	69.4	73.2	82.4	79.9
	Tas	90.0	100.0	95.5	86.7
	NT	85.0	58.3	88.9	86.7
Urban areas	National	84.2	86.4	92.1	91.5
	NSW/ACT	86.2	88.7	92.8	91.7
	Vic	89.0	89.0	91.3	93.3
	Qld	77.4	82.8	94.2	91.9
	SA	70.9	75.5	83.5	82.2
	WA	69.1	73.7	82.3	79.7
	Tas	90.0	100.0	95.3	92.9
	NT	84.2	54.6	87.5	86.7
Rural areas	National	91.9	90.4	93.5	92.4
	NSW/ACT	88.9	92.2	93.2	92.5
	Vic	93.2	88.2	92.5	91.4
	Qld	94.4	89.6	95.6	94.5
	SA	87.5	100.0	83.3	100.0
	WA	91.7	81.8	88.9	86.7
	Tas	n/o	100.0	100.0	0.0
	NT	100.0	100.0	100.0	n/o
Remote areas	National	75.0	100.0	100.0	88.9
	NSW/ACT	0.0	100.0	n/o	n/o
	Vic	100.0	100.0	100.0	75.0
	Qld	n/o	n/o	n/o	n/o
	SA	n/o	n/o	n/o	n/o
	WA	100.0	100.0	100.0	100.0
	Tas	n/o	n/o	n/o	n/o
	NT	n/o	n/o	n/o	n/o

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

(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

		June 08	September 08	December 08	March 09
In-place connections	National	3.5	0.0	0.8	8.1
New service connections	National	0.4	0.0	2.0	3.2
	NSW	0.0	0.0	0.8	3.8
	Vic	1.4	0.0	0.0	2.3
	Qld	0.0	0.1	7.9	4.7
	SA	0.0	0.0	0.0	0.0
	WA	0.0	0.0	0.0	0.0
Fault repairs	National	10.2	7.3	10.7	11.6
	NSW/ACT	8.2	7.5	6.9	11.5
	Vic	14.1	5.8	5.0	9.6
	Qld	7.1	8.8	28.4	16.8
	SA	9.9	6.6	6.0	5.2
	WA	17.5	8.0	3.7	4.4
	Tas	30.0	6.5	4.6	6.7
	NT	5.0	0.0	0.0	6.7

(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

	June 08	September 08	December 08	March 09
National	95	92	90	92
NSW/ACT	96	92	90	92
Vic	95	92	90	93
Qld	95	92	90	92
SA	95	92	89	91
WA	95	93	89	91
Tas	95	93	89	92
NT	96	95	91	91

(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

		June 08	September 08	December 08	March 09
All areas, with and without infrastructure	National	81	85	88	90
	NSW/ACT	81	86	87	90
	Vic	82	85	88	92
	Qld	79	85	90	91
	SA	79	84	86	89
	WA	86	84	86	89
	Tas	80	82	87	90
	NT	75	84	86	87
Urban areas, with and without infrastructure	National	80	85	88	90
	NSW/ACT	80	86	87	89
	Vic	82	85	88	93
	Qld	77	85	90	90
	SA	78	84	86	89
	WA	85	84	86	89
	Tas	77	83	87	89
	NT	70	83	86	87
Major rural areas, with and without infrastructure	National	87	87	89	92
	NSW/ACT	90	89	89	92
	Vic	86	86	88	94
	Qld	88	87	90	93
	SA	83	86	88	90
	WA	88	85	85	92
	Tas	83	84	88	92
	NT	86	88	84	90
Minor rural areas, with and without infrastructure	National	84	84	88	90
	NSW/ACT	85	87	87	90
	Vic	83	83	88	90
	Qld	85	83	89	90
	SA	80	84	89	91
	WA	87	83	86	88
	Tas	83	80	87	90
	NT	88	91	80	93
Remote areas, *	National	88	82	85	84
	NSW/ACT	86	83	89	87
	Vic	100	n/o	100	100
	Qld	87	85	85	85
	SA	96	94	74	88
	WA	96	75	82	83
	NT	82	82	88	82

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)

TELSTRA PERFORMANCE INDICATORS (Continued)

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

		June 08	September 08	December 08	March 09
All areas	National	87	88	91	90
	NSW/ACT	87	90	91	91
	Vic	90	90	90	91
	Qld	85	87	93	90
	SA	79	86	88	90
	WA	90	85	87	88
	Tas	89	92	91	90
	NT	75	83	84	89
Urban areas	National	87	88	91	91
	NSW/ACT	87	89	91	91
	Vic	91	91	90	91
	Qld	85	86	94	91
	SA	77	85	88	89
	WA	90	85	87	89
	Tas	88	90	89	88
	NT	71	80	81	89
Rural areas	National	87	90	91	90
	NSW/ACT	87	91	91	91
	Vic	88	90	91	92
	Qld	86	89	92	89
	SA	87	90	90	91
	WA	91	86	88	84
	Tas	91	94	93	91
	NT	80	91	88	88
Remote areas*	National	84	88	86	89
	NSW/ACT	90	90	90	93
	Vic	100	100	100	100
	Qld	76	85	85	89
	SA	89	98	92	98
	WA	96	89	92	88
	Tas				
	NT	88	89	84	87

* 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

		June 08	September 08	December 08	March 09
Connections and fault repairs	National	3.3	1.4	6.9	5.9

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

TELSTRA PERFORMANCE INDICATORS (Continued)

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

		June 08	September 08	December 08	March 09
Downtime (per cent)	National	7	6	6	7
	NSW/ACT	6	4	5	5
	Vic	6	4	4	5
	Qld	6	6	7	8
	SA/NT	9	8	7	8
	WA	11	8	7	9
	Tas	5	4	4	5
Average business hours* to clear a fault	National	17	10	9	11
	NSW/ACT	13	8	8	9
	Vic	12	7	7	8
	Qld	18	12	11	15
	SA/NT	23	13	12	14
	WA	25	15	12	16
	Tas	16	10	8	10
Percentage of faults cleared within:					
1 working day** in urban areas	National	94	94	93	91
2 working days** in rural areas	National	85	89	87	82
3 working days** in remote areas	National	59	66	68	59
Average trouble reports per payphone per month	National	0.6	0.4	0.4	0.4
Percentage of payphones available to make calls	National	98	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)