

Telecommunications performance data

March 2010 quarter

Data tables for:

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

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Contents

Customer Service Guarantee	1
1. Connections	2
2. Fault repair	3
3. Exemptions from the CSG Standard	3
4. CSG compensation payments	4
5. Extreme cases of failure to meet the CSG time frames	5
Priority assistance	6
1. Telstra's performance	6
2. Other service providers offering priority assistance services	7
Payphone services	8
1. Payphone downtime	8
2. Fault repair	8
3. Trouble reports	8
Data Tables	10
AAPT performance indicators	10
Optus performance indicators	13
Telstra performance indicators	17

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 usually 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 which predominantly covers urban areas of 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 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 quick reconnection or reactivation by a carriage service provider usually by action at the relevant exchange. 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 2010 quarter

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
AAPT	94	93	98	95	100
Optus ¹	98	98	n/a	n/a	n/a
Telstra	92	92	93	92	87

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.1P1](#) and [T.2P1](#) 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 2010 quarter

	All areas	Urban areas	Rural areas	Remote areas
AAPT	97	98	97	97
Optus	95	94	83	67
Telstra	95	96	94	87

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; or
- > an exemption notice to an individual customer.

As provided in the CSG Standard, Telstra and Optus may extend 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 which can also result in an MSD being declared in the area 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 *Telecommunications (Consumer Protection and Service Standards) Act 1999* (Cth), 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 to compensate

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

	Percentage of decisions made within time frames	Percentage of customers notified within time frames	Percentage of liabilities discharged within time frames
AAPT	94	94	94
Optus	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).

The information collected under the extreme cases of failure monitoring and reporting framework enables the ACMA to identify and monitor performance at both aggregated and disaggregated levels. Table 4 contains aggregated statistics for extreme failures 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). It should be noted that in-place connections are less likely to suffer extreme case of failure delays than new connections due to the nature of work required to complete the connection.

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

	Optus	Telstra
Connections	percentage of CSG connection activity in the quarter	
6 to 10 days after CSG time frame	0.03	0.41
11 to 20 days after CSG time frame	0.01	0.21
20+ days after CSG time frame	0.00	0.34
Total extreme cases of failure (connections)*	0.05	0.96
Faults	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.13	0.18
11 to 20 days after CSG time frame	0.02	0.04
20+ days after CSG time frame	0.00	0.01
Total extreme cases of failure (faults)*	0.16	0.24

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

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

Priority assistance

Background

Priority assistance is a service offered by various telephone companies to customers with a diagnosed life-threatening medical condition. For these customers, priority assistance is intended to provide a higher level of service when they experience a fault or require a phone connection. Customers receiving such a service are referred to as 'priority customers'. For more information about priority assistance, see the ACMA website at www.acma.gov.au.

Under its priority assistance licence condition, Telstra is required to provide service connection and fault repair for its priority customers within 24 hours for urban and rural areas and 48 hours for remote areas.

1. Telstra's performance

Table 5: Telstra's priority assistance performance, March 2010 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	9,955	3,470	122	13,547
Per cent met within licence time frame	90.7	91.1	92.6	90.9
Faults repaired				
Volume	18,183	8,087	122	26,392
Per cent met within licence time frame	93.5	89.1	77.9	92.1

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 validated priority assistance customers that experienced repeat faults, March 2010 quarter

	Number of customers
Experienced repeat faults	793

2. Other service providers offering priority assistance services

Background

AAPT also offers a code compliant priority assistance service. AAPT reports data to the ACMA under requirements specified in the Industry Code ACIFC609:2007 Priority Assistance for Life Threatening Medical Conditions Code. The code puts in place industry-wide arrangements and minimum standards for the provision of a priority assistance service by a carrier based on carrier licence conditions imposed on Telstra for the provision of priority assistance services.

Table 7: AAPT's priority assistance performance, March 2010 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	42	4	0	46
Per cent met within licence time frame	95	75	n/a	93
Faults repaired				
Volume	163	18	0	181
Per cent met within licence time frame	96	89	n/a	95

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

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's national payphone performance

	March 10 quarter
Percentage downtime	6
Average business hours to clear a fault	13
Percentage of faults cleared within:	
1 working day in urban areas	91
2 working days in rural areas	85
3 working days in remote areas	57
Average trouble reports per payphone per month	0.4
Percentage of payphones available to make calls	99

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

DATA TABLES

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 09	September 09	December 09	March 10	June 09	September 09	December 09	March 10
Urban areas								
National	92	91	98	98	93	76	94	93
NSW/ACT	92	92	99	97	94	76	95	92
Vic	91	89	98	99	90	72	93	94
Qld	92	91	97	98	93	80	95	92
SA	92	92	98	95	95	81	95	89
WA	90	92	97	100	93	71	92	98
Tas	100	100	89	100	50	100	100	100
NT	100	90	83	100	75	57	100	100
Major rural areas								
National	94	91	98	98	93	90	95	98
NSW/ACT	97	91	99	97	91	88	97	99
Vic	94	92	97	98	94	93	98	96
Qld	91	92	98	98	94	90	94	100
SA	94	90	100	98	89	97	93	97
WA	93	88	98	100	96	89	90	97
Tas	100	100	100	100	83	80	80	100
NT	67	100	100	100	67	100	100	75
Minor rural areas								
National	87	97	99	99	94	92	94	95
NSW/ACT	85	96	100	93	80	80	95	90
Vic	82	100	96	100	100	96	89	100
Qld	100	100	100	100	94	92	100	90
SA	100	100	100	100	100	93	89	100
WA	92	78	100	100	100	100	100	100
Tas	50	100	n/o	100	100	100	100	n/o
NT	0	n/o	n/o	100	n/o	n/o	100	100
Remote areas*								
National	100	n/o	100	100	100	n/o	100	100
NSW/ACT	100	n/o	n/o	n/o	n/o	n/o	n/o	n/o
VIC	n/o	n/o	n/o	100	n/o	n/o	100	100
Qld	100	n/o	n/o	n/o	n/o	n/o	n/o	n/o
SA	n/o	n/o	n/o	n/o	100	n/o	n/o	n/o
WA	n/o	n/o	100	n/o	n/o	n/o	100	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

		June 09	September 09	December 09	March 10
All areas	National	97	97	98	97
	NSW/ACT	98	97	99	98
	Vic	96	97	98	96
	Qld	98	97	99	98
	SA	96	97	98	96
	WA	97	96	98	97
	Tas	94	99	98	91
	NT	95	96	99	96
	Urban areas	National	97	97	99
NSW/ACT		98	97	99	98
Vic		96	97	98	96
Qld		98	97	99	99
SA		95	97	98	96
WA		98	96	98	97
Tas		93	99	100	90
NT		94	96	99	96
Rural areas		National	97	98	98
	NSW/ACT	97	99	97	98
	Vic	96	98	98	95
	Qld	97	97	99	97
	SA	98	96	98	96
	WA	96	96	98	96
	Tas	96	100	97	93
	NT	100	100	100	100
	Remote areas	National	91	69	100
NSW/ACT		100	n/o	100	100
Vic		71	60	100	100
Qld		100	0	100	100
SA		100	100	100	67
WA		100	86	100	100
Tas		n/o	n/o	n/o	n/o
NT		100	n/o	n/o	n/o

n/o = no orders

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

Table A.3: AAPT's priority assistance connection performance, quarterly

		June 09	September 09	December 09	March 10
All areas	Volume	60	71	55	46
	Percent	94	93	90	93
Urban areas	Volume	48	62	53	42
	Percent	94	93	92	95
Rural areas	Volume	12	9	2	4
	Percent	92	92	50	75
Remote areas	Volume	0	0	0	0
	Percent	n/a	n/a	n/a	n/a

n/a = not applicable

Table A.4: AAPT's priority assistance fault repair performance, quarterly

		June 09	September 09	December 09	March 10
All areas	Volume	245	254	215	181
	Percent	97	96	95	95
Urban areas	Volume	193	219	189	163
	Percent	98	96	95	96
Rural areas	Volume	52	35	26	18
	Percent	94	93	92	89
Remote areas	Volume	0	0	0	0
	Percent	n/a	n/a	n/a	n/a

n/a = not applicable

Optus performance indicators

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

		June 09	September 09	December 09	March 10
In-place services	National	98.0	98.6	99.4	99.7
	NSW	98.0	98.3	99.1	99.7
	Vic	97.5	98.3	99.4	99.5
	Qld	98.8	100.0	100.0	100.0
New services	National	96.6	97.7	98.4	98.4
	NSW	96.2	97.6	98.2	97.9
	Vic	97.2	98.5	98.6	98.3
	Qld	96.8	97.1	98.4	99.2
	SA	97.4	97.0	98.6	99.0
	WA	95.1	96.6	98.3	98.3

(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

		June 09	September 09	December 09	March 10
All areas	National	92.5	92.4	93.5	94.9
	NSW/ACT	91.8	92.8	94.4	94.9
	Vic	93.8	94.6	94.5	95.5
	Qld	93.7	91.9	92.2	96.1
	SA	89.0	84.1	87.1	87.4
	WA	88.0	84.8	87.2	86.2
	Tas	100.0	85.7	66.7	57.1
	NT	100.0	92.8	73.7	78.6
Urban areas	National	92.5	92.4	93.5	94.4
	NSW/ACT	91.8	92.8	94.4	95.0
	Vic	93.8	94.6	94.5	95.5
	Qld	94.0	91.8	92.3	96.1
	SA	88.7	84.1	87.1	87.5
	WA	88.0	84.8	87.5	86.2
	Tas	100.0	85.7	66.7	57.1
	NT	100.0	92.3	77.8	83.3
Rural areas	National	93.8	92.3	79.3	82.8
	NSW/ACT	93.5	95.0	79.7	84.3
	Vic	96.5	97.0	88.4	68.3
	Qld	96.5	92.0	80.0	94.1
	SA	92.8	77.8	88.9	57.1
	WA	73.0	78.6	50.0	100.0
	Tas	n/o	n/o	Na	Na
	NT	100.0	100.0	0.0	50.0
Remote areas	National	100.0	100.0	87.5	66.7
	NSW/ACT	100.0	100.0	100.0	100.0
	Vic	100.0	100.0	75.0	66.7
	Qld	100.0	n/o	n/o	n/o
	SA	n/o	n/o	n/o	n/o
	WA	n/o	100.0	100.0	50.0
	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

		June 09	September 09	December 09	March 10
In-place connections	National	0.0	0.0	0.0	0.0
New service connections	National	1.1	0.1	0.2	2.1
	NSW	0.4	0.0	0.0	1.2
	Vic	0.5	0.0	0.6	1.9
	Qld	3.5	0.3	0.1	5.3
	SA	0.6	0.4	0.1	0.0
	WA	0.0	0.3	0.0	0.0
Fault repairs	National	10.5	6.4	6.5	12.1
	NSW/ACT	6.9	5.3	5.8	10.7
	Vic	4.9	4.9	8.0	10.1
	Qld	23.6	9.3	4.8	21.0
	SA	29.4	19.7	14.3	3.3
	WA	4.6	3.7	3.4	3.2
	Tas	28.6	14.3	4.8	0.0
	NT	0.0	0.0	0.0	0.0

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

Table O.4: Optus' extreme cases of failure for service connections and fault repairs, quarterly

	June 09	September 09	December 09	March 10
Connections	Percentage of CSG connection activity in the quarter			
6 to 10 days after CSG time frame	0.36	0.33	0.07	0.03
11 to 20 days after CSG time frame	0.06	0.04	0.01	0.01
20+ days after CSG time frame	0.01	0.01	0.00	0.00
Total extreme cases of failure (connections)*	0.43	0.39	0.08	0.05
Fault repairs	Percentage of CSG fault repair activity in the quarter			
6 to 10 days after CSG time frame	0.24	0.37	0.21	0.13
11 to 20 days after CSG time frame	0.09	0.10	0.04	0.02
20+ days after CSG time frame	0.02	0.02	0.01	0.00
Total extreme cases of failure (fault repairs)*	0.34	0.49	0.26	0.16

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

Telstra performance indicators

Table T.1: Telstra's percentage of in-place connections met within CSG Standard time frames, quarterly

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

		June 09	September 09	December 09	March 10
All areas, with and without infrastructure	National	90	90	90	92
	NSW/ACT	89	89	89	91
	Vic	90	91	91	93
	Qld	92	90	91	95
	SA	90	90	89	88
	WA	89	89	89	89
	Tas	90	91	92	89
	NT	89	89	90	86
Urban areas, with and without infrastructure	National	90	90	90	92
	NSW/ACT	89	89	89	91
	Vic	90	91	91	93
	Qld	92	89	90	95
	SA	90	91	89	88
	WA	89	89	89	89
	Tas	90	90	92	88
	NT	88	89	90	85
Major rural areas, with and without infrastructure	National	91	91	91	93
	NSW/ACT	92	91	91	92
	Vic	90	91	91	92
	Qld	91	92	92	95
	SA	91	91	92	91
	WA	92	91	90	91
	Tas	92	91	94	91
	NT	91	86	90	88
Minor rural areas, with and without infrastructure	National	90	90	90	92
	NSW/ACT	90	90	89	92
	Vic	88	89	89	91
	Qld	92	91	92	93
	SA	90	89	90	85
	WA	89	88	90	91
	Tas	90	91	91	92
	NT	89	90	82	92
Remote areas, * with and without infrastructure	National	88	89	88	87
	NSW/ACT	84	94	92	90
	Vic	75	100	n/o	100
	Qld	88	92	88	88
	SA	81	86	86	75
	WA	82	86	85	87
	NT	92	88	89	87

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

		June 09	September 09	December 09	March 10
All areas	National	92	93	94	95
	NSW/ACT	93	94	95	96
	Vic	92	94	93	95
	Qld	93	93	94	97
	SA	91	92	91	92
	WA	90	90	92	94
	Tas	92	90	92	84
	NT	92	95	92	88
Urban areas	National	92	93	94	96
	NSW/ACT	93	94	95	97
	Vic	91	94	93	95
	Qld	94	93	95	98
	SA	91	93	91	93
	WA	90	90	92	94
	Tas	90	88	90	80
	NT	91	94	91	88
Rural areas	National	92	93	93	94
	NSW/ACT	93	94	94	95
	Vic	93	94	94	93
	Qld	91	92	93	95
	SA	90	92	90	89
	WA	87	90	92	93
	Tas	93	92	93	88
	NT	95	96	93	90
Remote areas*	National	86	93	90	87
	NSW/ACT	90	92	97	86
	Vic	85	90	75	56
	Qld	82	91	88	87
	SA	94	88	90	93
	WA	91	98	92	87
	NT	92	98	93	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 09	September 09	December 09	March 10
Connections and fault repairs	National	4.5	1.1	1.8	16.1

(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

	June 09	September 09	December 09	March 10
Connections	Percentage of CSG connection activity in the quarter			
6 to 10 days after CSG time frame	0.55	0.51	0.49	0.41
11 to 20 days after CSG time frame	0.24	0.25	0.22	0.21
20+ days after CSG time frame	0.22	0.25	0.33	0.34
Total extreme cases of failure (connections)*	1.01	1.01	1.04	0.96
Fault repairs	Percentage of CSG fault repair activity in the quarter			
6 to 10 days after CSG time frame	0.35	0.37	0.25	0.18
11 to 20 days after CSG time frame	0.14	0.10	0.07	0.04
20+ days after CSG time frame	0.09	0.04	0.02	0.01
Total extreme cases of failure (fault repairs)*	0.58	0.52	0.35	0.24

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

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

		June 09	September 09	December 09	March 10
All areas	Volume	12,659	13,370	12,369	13,547
	Percent	91.5	91.9	92.9	90.9
Urban areas	Volume	9,144	9,881	9,145	9,955
	Percent	91.7	91.9	93.0	90.7
Rural areas	Volume	3,395	3,384	3,128	3,470
	Percent	91.4	91.9	93.1	91.1
Remote areas*	Volume	120	105	96	122
	Percent	84.2	89.5	86.5	92.6

* 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

		June 09	September 09	December 09	March 10
All areas	Volume	30,913	24,522	16,088	26,392
	Percent	92.0	90.6	92.4	92.1
Urban areas	Volume	21,631	17,266	11,202	18,183
	Percent	93.2	91.8	94.0	93.5
Rural areas	Volume	9,110	7,164	4,825	8,087
	Percent	89.1	87.7	88.9	89.1
Remote areas*	Volume	172	92	61	122
	Percent	83.0	86.4	93.4	77.9

* 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

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