

# Telecommunications performance data

## March 2011 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 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 [Customer Service Guarantee fact sheet](#).

The larger service providers that offer standard telephone services report to the ACMA on key performance indicators about:

- > the percentage of service connections meeting CSG Standard time frames;
- > the percentage of fault repairs meeting CSG Standard time frames;
- > the extent to which CSG exemptions have been declared;
- > timeliness in compensation payments; and
- > in the case of Telstra and Optus, the proportion of connections and faults that were extreme cases of failure (that is, 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 generally enquire and seek explanations from the relevant 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 reported—iiNet—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 2011 quarter**

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
iiNet	62	52	91	92	100
Optus <sup>1</sup>	98	98	n/a	n/a	n/a
Telstra	91	90	93	91	86

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

<sup>1</sup> 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

### 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 2011 quarter**

	All areas	Urban areas	Rural areas	Remote areas
iiNet	93	93	93	89
Optus	93	93	79	67
Telstra	92	92	93	93

n/p = not provided

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

## 3. Exemptions from the CSG Standard

### Background

The CSG Standard allows service providers to declare two types of exemptions:

- > a mass service disruption (MSD), which is a general notice of exemptions requiring the service provider to notify customers that they may be affected by an exemption; and
- > an exemption notice to an individual customer.

As provided in the CSG Standard, Telstra and Optus extended the allowable period for service delivery in some areas due to circumstances beyond their control. Such an extension does not exempt Telstra or Optus from CSG requirements. Rather, it extends the period over which the CSG requirements must be met. The percentage of connection and fault repair activity meeting the CSG time frames takes into account the extended period over which the CSG requirements can be met.

Service providers declaring MSDs are required to follow procedures that include notifying the ACMA and the Telecommunications Industry Ombudsman. There is no comparable requirement when a service provider issues a notice of exemption to an individual customer.

Most CSG exemptions result from the declaration of an MSD, and most MSDs are declared as a result of extreme weather conditions. Extreme weather conditions generally have two major effects. Firstly, it 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

### Background

Under section 117A of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*, a service provider is required to initiate action to determine its liability and make compensation payments to customers where the service provider has not complied with a CSG Standard. Furthermore, a service provider is required to meet time frames in relation to this action.

Performance against this requirement is measured in relation to the timeliness of decisions and compensation payments.

Service providers report percentage compliance against the following to the ACMA:

- >decisions made within 14 days regarding payment liability;
- >customers notified within 14 weeks of that decision; and
- >liability discharged within 14 weeks of the decision to accept liability.

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**Table 3: Percentage compliance against CSG compensation performance measures, June 2011 quarter**

	<b>Percentage of decisions made within time frames</b>	<b>Percentage of customers notified within time frames</b>	<b>Percentage of liabilities discharged within time frames</b>
<b>iiNet</b>	n/p	n/p	n/p
<b>Optus</b>	100	100	100
<b>Telstra</b>	98	92	92

n/p = not provided

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

### Background

Telstra and Optus supplement their CSG performance information by reporting on extreme cases of failure to meet the CSG time frames for connections and fault repairs. An extreme case of failure is defined as exceeding the CSG time frames by more than five working days. Under these arrangements, Telstra and Optus provide data on the frequency distribution of the time taken to connect and repair services at the national aggregate level (indicating overall performance).

In addition to the above, Optus also reports on the frequency distribution of the time its operational business units take to connect and repair services.

The information collected under the extreme cases of failure monitoring and reporting framework enables the ACMA to identify and monitor performance at both an aggregated and disaggregated levels. The table below contains statistics for extreme failures only and does not provide the entire frequency distribution for connections and fault repairs.

### Measure of extreme cases of failure

For connection activity, there is a single performance measure for extreme cases of failure, combining in-place connections and new connections (with and without infrastructure). In-place connections are less likely to suffer extreme case of failure delays compared to new connections.

**Table 4: Extreme cases of failure to meet CSG time frames, June 2011 quarter**

	<b>Optus</b>	<b>Telstra</b>
<b>Connections</b>	percentage of CSG connection activity in the quarter	
6 to 10 days after CSG time frame	0.13	0.46
11 to 20 days after CSG time frame	0.01	0.16
20+ days after CSG time frame	0	0.30
Total extreme cases of failure (connections)*	0.14	0.93
<b>Faults</b>	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.21	0.18
11 to 20 days after CSG time frame	0.02	0.03
20+ days after CSG time frame	0.01	0.01
Total extreme cases of failure (faults)*	0.24	0.22

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

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

# Priority assistance

## Background

Priority assistance is a service offered by several 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's [priority assistance fact sheet](#).

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

## 1. Telstra's performance

**Table 5: Telstra's priority assistance performance, June 2011 quarter**

	Urban areas	Rural areas	Remote areas	All areas
<b>Connections provided</b>				
Volume	9,654	3,236	84	12,974
Per cent met within licence time frame	92.4	91.6	85.7	92.2
<b>Faults repaired</b>				
Volume	26,091	11,554	131	37,776
Per cent met within licence time frame	93.5	88.0	82.4	91.8

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, June 2011 quarter**

	Number of customers
Experienced repeat faults	1,782

## 2. Other service providers offering priority assistance services

### Background

iiNet also offers a priority assistance service. 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 minimum standards for the provision of a priority assistance service by a carrier, based on the carrier licence conditions imposed on Telstra for the provision of priority assistance services.

**Table 7: iiNet's priority assistance performance, June 2011 quarter**

	<b>Urban areas</b>	<b>Rural areas</b>	<b>Remote areas</b>	<b>All areas</b>
<b>Connections provided</b>				
Volume	4	1	0	5
Per cent met within licence time frame	50	100	n/a	60
<b>Faults repaired</b>				
Volume	22	15	0	37
Per cent met within licence time frame	86	60	n/a	76

n/a = not applicable

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

# Payphone services

## Background

The information in this section refers to Telstra-operated payphones only. It does not include the payphones operated by other 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 in a payphone. Telstra advised that trouble reports are not limited to faults that make a payphone inoperable.

Table 8: Telstra's national payphone performance, June 2011 quarter

	Performance
<b>Percentage downtime</b>	6
<b>Average business hours to clear a fault</b>	14
<b>Percentage of faults cleared within:</b>	
1 working day in urban areas	89
2 working days in rural areas	83
3 working days in remote areas	51
<b>Average trouble reports per payphone per month</b>	0.3
<b>Percentage of payphones available to make calls</b>	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	December 10	March 11
<b>Urban areas</b>				
National	86	77	55	52
NSW/ACT	84	81	52	45
Vic	88	72	56	60
Qld	84	74	58	47
SA	100	89	50	85
WA	90	74	54	60
Tas	100	75	n/o	100
NT	n/o	75	100	67
<b>Major rural areas</b>				
National	86	77	87	91
NSW/ACT	82	80	93	95
Vic	96	82	83	88
Qld	88	76	85	93
SA	71	63	70	86
WA	93	86	90	89
Tas	100	67	n/o	100
NT	n/o	50	100	n/o
<b>Minor rural areas</b>				
National	89	64	96	92
NSW/ACT	100	100	100	100
Vic	60	64	100	92
Qld	100	67	83	83
SA	100	0	100	100
WA	83	0	100	n/o
Tas	100	100	n/o	100
NT	n/o	n/o	n/o	n/o
<b>Remote areas</b>				
National	n/o	100	100	100
NSW/ACT	n/o	n/o	n/o	n/o
VIC	n/o	100	100	100
Qld	n/o	n/o	100	n/o
SA	n/o	n/o	n/o	n/o
WA	n/o	n/o	n/o	n/o
Tas	n/o	n/o	n/o	n/o
NT	n/o	n/o	n/o	n/o

n/o = no orders

(See the [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**

		<b>December 10</b>	<b>March 11</b>
<b>All areas</b>	National	93	93
	NSW/ACT	95	94
	Vic	91	89
	Qld	92	96
	SA	94	88
	WA	90	89
	Tas	94	86
	NT	96	90
<b>Urban areas</b>	National	92	93
	NSW/ACT	94	94
	Vic	91	88
	Qld	92	95
	SA	92	86
	WA	89	90
	Tas	91	83
	NT	95	93
<b>Rural areas</b>	National	94	93
	NSW/ACT	95	93
	Vic	91	90
	Qld	94	98
	SA	96	90
	WA	91	87
	Tas	96	87
	NT	100	79
<b>Remote areas</b>	National	100	89
	NSW/ACT	na	100
	Vic	100	83
	Qld	na	n/o
	SA	na	n/o
	WA	na	100
	Tas	na	n/o
	NT	na	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**

		<b>December 10</b>	<b>March 11</b>
<b>All areas</b>	Volume	55	5
	Percent	100	60
<b>Urban areas</b>	Volume	39	4
	Percent	100	50
<b>Rural areas</b>	Volume	16	1
	Percent	100	100
<b>Remote areas</b>	Volume	0	0
	Percent	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**

		<b>December 10</b>	<b>March 11</b>
<b>All areas</b>	Volume	28	37
	Percent	82	76
<b>Urban areas</b>	Volume	19	22
	Percent	79	86
<b>Rural areas</b>	Volume	9	15
	Percent	89	60
<b>Remote areas</b>	Volume	0	0
	Percent	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

		June 10	September 10	December 10	March 11
<b>In-place services</b>	National	99.6	99.6	99.8	98.9
	NSW	99.6	99.5	99.7	99.0
	Vic	99.7	100	99.7	99.1
	Qld	99.4	100	100	98.7
<b>New services</b>	National	98.4	98.3	97.5	97.6
	NSW	98.1	98.1	96.6	97.0
	Vic	98.4	98.4	98.1	97.8
	Qld	99.1	98.8	98.4	98.7
	SA	98.7	98.4	98.2	98.1
	WA	97.9	98.0	96.4	97.1

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



**Table O.2: Optus' percentage of faults repaired within CSG Standard time frames, quarterly**

		<b>June 10</b>	<b>September 10</b>	<b>December 10</b>	<b>March 11</b>
<b>All areas</b>	National	94.3	93.6	94.1	93.2
	NSW/ACT	95.1	94.2	94.2	94.0
	Vic	95.8	94.9	95.6	92.3
	Qld	94.8	92.7	93.4	94.4
	SA	82.6	85.7	89.2	87.3
	WA	83.9	90.0	86.3	88.5
	Tas	83.3	90.0	50.0	75.0
	NT	75.0	85.7	64.3	63.6
<b>Urban areas</b>	National	94.3	93.6	94.1	93.3
	NSW/ACT	95.2	94.2	94.3	94.0
	Vic	95.8	95.0	95.7	92.3
	Qld	94.9	92.8	93.5	94.4
	SA	82.7	85.8	89.2	87.3
	WA	84.0	89.7	86.3	88.4
	Tas	83.3	90.0	50.0	75.0
	NT	80.0	84.6	58.3	66.7
<b>Rural areas</b>	National	84.0	74.9	82.3	79.0
	NSW/ACT	83.6	86.0	84.9	66.7
	Vic	84.4	70.2	78.7	86.4
	Qld	90.6	77.5	80.4	82.9
	SA	63.0	57.1	100	80.0
	WA	80.0	33.3	90.0	90.9
	Tas	n/a	n/a	n/a	n/o
	NT	50.0	100	100	0.0
<b>Remote areas</b>	National	80.0	75.0	100	66.7
	NSW/ACT	n/a	100	n/a	n/o
	Vic	100	0.0	100	50.0
	Qld	n/a	n/a	n/a	n/o
	SA	n/a	n/a	n/a	n/o
	WA	75.0	100	n/a	100.0
	Tas	n/a	n/a	n/a	n/o
	NT	n/a	n/a	n/a	n/o

n/a = not applicable

(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**

		<b>June 10</b>	<b>September 10</b>	<b>December 10</b>	<b>March 11</b>
<b>In-place connections</b>	National	0.0	0.0	0.0	0.6
<b>New service connections</b>	National	1.2	0.4	1.8	7.6
	NSW	0.7	0.1	1.4	2.9
	Vic	1.3	0.5	2.2	7.7
	Qld	1.9	0.0	2.3	16.7
	SA	0.2	3.3	3.3	9.8
	WA	3.1	0.0	0.0	8.8
<b>Fault repairs</b>	National	6.1	5.6	9.0	20.1
	NSW/ACT	5.1	4.1	5.9	5.5
	Vic	5.2	7.5	9.5	20.0
	Qld	7.5	2.3	13.1	39.0
	SA	12.6	23.4	22.7	35.0
	WA	10.8	2.0	2.3	21.1
	Tas	5.6	0.0	0.0	0.0
	NT	0	0.0	0.0	9.1

(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**

	<b>June 10</b>	<b>September 10</b>	<b>December 10</b>	<b>March 11</b>
<b>Connections</b>	<b>Percentage of CSG connection activity in the quarter</b>			
6 to 10 days after CSG time frame	0.11	0.11	0.04	0.13
11 to 20 days after CSG time frame	0.03	0.01	0.00	0.01
20+ days after CSG time frame	0	0.00	0.00	0.00
Total extreme cases of failure (connections)*	0.14	0.11	0.05	0.14
<b>Fault repairs</b>	<b>Percentage of CSG fault repair activity in the quarter</b>			
6 to 10 days after CSG time frame	0.20	0.16	0.15	0.21
11 to 20 days after CSG time frame	0.02	0.03	0.02	0.02
20+ days after CSG time frame	0	0.00	0.00	0.01
Total extreme cases of failure (fault repairs)*	0.22	0.19	0.16	0.24

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

(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**

		<b>June 10</b>	<b>September 10</b>	<b>December 10</b>	<b>March 11</b>
<b>All areas, with and without infrastructure</b>	National	88	90	88	91
	NSW/ACT	88	90	88	87
	Vic	88	90	87	91
	Qld	89	91	88	97
	SA	88	91	88	87
	WA	88	91	86	88
	Tas	90	91	86	87
	NT	88	91	89	88
<b>Urban areas, with and without infrastructure</b>	National	88	90	87	90
	NSW/ACT	88	90	88	87
	Vic	87	90	87	91
	Qld	88	91	87	97
	SA	88	91	88	87
	WA	88	91	86	87
	Tas	90	90	85	86
	NT	88	90	89	88
<b>Major rural areas, with and without infrastructure</b>	National	90	92	89	93
	NSW/ACT	90	92	91	90
	Vic	88	93	89	93
	Qld	92	92	88	98
	SA	91	93	88	88
	WA	89	93	87	92
	Tas	92	90	89	90
	NT	88	93	90	91
<b>Minor rural areas, with and without infrastructure</b>	National	89	91	89	91
	NSW/ACT	89	91	91	88
	Vic	88	89	87	91
	Qld	89	91	89	97
	SA	87	92	88	89
	WA	88	92	88	89
	Tas	89	94	88	88
	NT	88	83	91	94
<b>Remote areas, * with and without infrastructure</b>	National	88	88	91	86
	NSW/ACT	100	71	83	80
	Vic	n/a	100	100	100
	Qld	89	85	90	89
	SA	63	100	100	100
	WA	90	85	93	78
	NT	89	95	92	85

n/a = not applicable      Small volumes of orders may be reflected 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**

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

\* 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**

		<b>June 10</b>	<b>September 10</b>	<b>December 10</b>	<b>March 11</b>
<b>Connections and fault repairs</b>	National	3.2	2.6	21.8	27.0

(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**

	<b>June 10</b>	<b>September 10</b>	<b>December 10</b>	<b>March 11</b>
<b>Connections</b>	<b>Percentage of CSG connection activity in the quarter</b>			
6 to 10 days after CSG time frame	0.71	0.93	0.61	0.46
11 to 20 days after CSG time frame	0.29	0.40	0.29	0.16
20+ days after CSG time frame	0.43	0.50	0.50	0.30
Total extreme cases of failure (connections)*	1.43	1.84	1.40	0.93
<b>Fault repairs</b>	<b>Percentage of CSG fault repair activity in the quarter</b>			
6 to 10 days after CSG time frame	0.26	0.26	0.20	0.18
11 to 20 days after CSG time frame	0.08	0.05	0.05	0.03
20+ days after CSG time frame	0.01	0.02	0.02	0.01
Total extreme cases of failure (fault repairs)*	0.35	0.34	0.26	0.22

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

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

		<b>June 10</b>	<b>September 10</b>	<b>December 10</b>	<b>March 11</b>
<b>All areas</b>	Volume	14,212	15,115	13,979	12,974
	Percent	92.1	94.4	92.7	92.2
<b>Urban areas</b>	Volume	10,557	11,147	10,431	9,654
	Percent	91.8	94.6	92.9	92.4
<b>Rural areas</b>	Volume	3,535	3,855	3,467	3,236
	Percent	93.0	94.1	92.2	91.6
<b>Remote areas*</b>	Volume	120	113	81	84
	Percent	90.0	91.2	87.7	85.7

\* 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**

		<b>June 10</b>	<b>September 10</b>	<b>December 10</b>	<b>March 11</b>
<b>All areas</b>	Volume	25,213	26,912	31,196	37,776
	Percent	91.9	93.5	92.6	91.8
<b>Urban areas</b>	Volume	18,056	19,210	21,853	26,091
	Percent	93.0	94.7	93.8	93.5
<b>Rural areas</b>	Volume	7,043	7,582	9,217	11,554
	Percent	89.3	90.6	89.9	88.0
<b>Remote areas*</b>	Volume	114	120	126	131
	Percent	85.1	90.0	87.8	82.4

\* 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**

		<b>June 10</b>	<b>September 10</b>	<b>December 10</b>	<b>March 11</b>
<b>Downtime (per cent)</b>	National	5	4	4	6
	NSW/ACT	3	3	3	3
	Vic	4	4	4	5
	Qld	5	4	5	7
	SA/NT	7	7	7	9
	WA	7	6	5	8
	Tas	4	4	4	5
<b>Average business hours* to clear a fault</b>	National	11	10	10	14
	NSW/ACT	8	8	8	8
	Vic	8	12	9	12
	Qld	13	11	12	19
	SA/NT	16	15	15	19
	WA	15	10	11	19
	Tas	9	10	11	13
<b>Percentage of faults cleared within:</b>					
1 working day** in urban areas	National	92	93	93	89
2 working days** in rural areas	National	86	89	89	83
3 working days** in remote areas	National	63	66	69	51
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)