

Telecommunications performance data

September 2009 quarter

Data tables for:

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

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Published by the Australian Communications and Media Authority

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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 the ACMA's fact sheet entitled Customer Service Guarantee 2000 (No.2), available on the ACMA website at www.acma.gov.au.

Service providers report to the ACMA on key performance indicators about:

- 1/ the percentage of service connections meeting CSG Standard time frames
- 2/ the percentage of fault repairs meeting CSG Standard time frames
- 3/ the extent to which CSG exemptions have been declared
- 4/ timeliness in responding to claims for compensation payments
- 5/ in the case of Telstra and Optus, the proportion of connections and faults that were extreme cases of failure (instances where the relevant CSG time frames are exceeded by more than five working days).

The ACMA currently monitors service provider performance against the CSG on a quarterly basis. In general, the ACMA considers service provider performance against CSG requirements and measures to be at a satisfactorily high level where performance of 90 per cent or more is achieved. However, when performance in two or more consecutive quarters shows a significant decline or is persistently below 90 per cent, the ACMA will enquire and seek explanations from the service provider about possible causes and proposed actions to improve performance.

The term 'CSG activity' refers to connections and/or fault repairs that were performed during the quarter.

1. Connections

Background

Telstra's quarterly performance data for connections covers its own retail services, but not its wholesale services.

Optus' quarterly performance data for connections includes only those telephone lines installed by Optus and directly connected to its own network in Melbourne, Sydney, Brisbane, Adelaide and Perth (as distinct from local access resale activity which are services on the Telstra network that are installed and maintained by Telstra).

For the other major provider—AAPT—the data specifically relates to 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, September 2009 quarter

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
AAPT	80	76	90	92	n/o
Optus¹	98	98	n/a	n/a	n/a
Telstra	90	90	91	90	89

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](#) 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, September 2009 quarter

	All areas	Urban areas	Rural areas	Remote areas
AAPT	97	97	98	69
Optus	92	92	92	100
Telstra	93	93	93	93

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
- > an exemption notice to an individual customer.

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

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

Most CSG exemptions result from the declaration of an MSD, and most MSDs are declared as a result of extreme weather conditions. Extreme weather conditions generally have two major effects. Firstly, they can directly damage telecommunications infrastructure and cause a sudden increase in faults. Secondly, particularly in the case of severe flood, access to facilities can be delayed, which hinders the repair of faults or the connection of new services. The need to shift human and other resources from one area to another to respond to these situations can also have flow-on effects on performance in areas not directly affected.

Historically AAPT has chosen not to declare MSDs in relation to their resale customers, even though its customers were likely to have been affected by the same events that led to Telstra declaring MSDs. This is understood to be a commercial decision based on the number of services potentially affected, and the relative costs of compensation compared with the declaration process.

See tables [O.3](#) and [T.4](#) for data.

4. CSG compensation payments

Background

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

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

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

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

Table 3 Percentage compliance against CSG compensation performance measures, September 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
Telstra	99	91	91

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 than new connections.

Table 4 Extreme cases of failure to meet CSG time frames, September 2009 quarter

	Telstra	Optus
Connections	percentage of CSG connection activity in the quarter	
6 to 10 days after CSG time frame	0.51	0.33
11 to 20 days after CSG time frame	0.25	0.04
20+ days after CSG time frame	0.25	0.01
Total extreme cases of failure (connections)*	1.01	0.39
Faults	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.37	0.37
11 to 20 days after CSG time frame	0.10	0.10
20+ days after CSG time frame	0.04	0.02
Total extreme cases of failure (faults)*	0.52	0.49

*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, September 2009 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	9,881	3,384	105	13,370
Per cent met within licence time frame	91.9	91.9	89.5	91.9
Faults repaired				
Volume	17,266	7,164	92	24,522
Per cent met within licence time frame	91.8	87.7	86.4	90.6

See tables [T.6](#) and [T.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, September 2009 quarter

	Number of customers
Experienced repeat faults	954

2. Other service providers offering priority assistance services

Background

AAPT is the only other service provider to offer a priority assistance service. AAPT reports data to the ACMA under requirements specified in the Industry Code ACIFC609:2003 Priority Assistance for Life Threatening Medical Conditions Code. The code puts in place industry-wide arrangements and minimum standards for the provision of a priority assistance service by a carrier based on carrier licence conditions imposed on Telstra for the provision of priority assistance services.

Table 7 AAPT's priority assistance performance, September 2009 quarter

	Urban areas	Rural areas	Remote areas	All areas
Connections provided				
Volume	62	9	0	71
Per cent met within licence time frame	93	92	n/a	93
Faults repaired				
Volume	219	35	0	254
Per cent met within licence time frame	96	93	n/a	96

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

	September 2009 quarter
Percentage downtime	4
Average business hours to clear a fault	9
Percentage of faults cleared within:	
1 working day in urban areas	94
2 working days in rural areas	88
3 working days in remote areas	71
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)			
	December 08	March 09	June 09	September 09	December 08	March 09	June 09	September 09
Urban areas								
National	90	96	92	91	82	94	93	76
NSW/ACT	89	95	92	92	82	93	94	76
Vic	88	95	91	89	79	94	90	72
Qld	91	96	92	91	83	93	93	80
SA	94	97	92	92	88	97	95	81
WA	91	96	90	92	88	95	93	71
Tas	93	95	100	100	93	96	50	100
NT	84	93	100	90	82	90	75	57
Major rural areas								
National	94	97	94	91	89	93	93	90
NSW/ACT	95	97	97	91	91	96	91	88
Vic	92	97	94	92	92	93	94	93
Qld	95	98	91	92	91	94	94	90
SA	92	97	94	90	78	89	89	97
WA	93	98	93	88	85	91	96	89
Tas	89	89	100	100	100	100	83	80
NT	100	100	67	100	100	75	67	100
Minor rural areas								
National	95	96	87	97	94	93	94	92
NSW/ACT	94	95	85	96	93	98	80	80
Vic	98	98	82	100	90	90	100	96
Qld	96	97	100	100	100	96	94	92
SA	78	85	100	100	83	83	100	93
WA	100	100	92	78	100	90	100	100
Tas	n/o	100	50	100	n/o	n/o	100	100
NT	50	0	0	n/o	50	0	n/o	n/o

Remote areas								
National	100	100	100	n/o	0	n/o	100	n/o
NSW/ACT	100	n/o	100	n/o	n/o	n/o	n/o	n/o
VIC	n/o	100	n/o	n/o	n/o	n/o	n/o	n/o
Qld	n/o	n/o	100	n/o	n/o	n/o	n/o	n/o
SA	100	n/o	n/o	n/o	0	n/o	100	n/o
WA	n/o	100	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	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

		December 08	March 09	June 09	September 09
All areas	National	98	98	97	97
	NSW/ACT	98	98	98	97
	Vic	98	97	96	97
	Qld	98	98	98	97
	SA	98	97	96	97
	WA	97	97	97	96
	Tas	93	95	94	99
	NT	96	96	95	96
Urban areas	National	98	98	97	97
	NSW/ACT	98	98	98	97
	Vic	98	98	96	97
	Qld	98	98	98	97
	SA	98	97	95	97
	WA	98	98	98	96
	Tas	91	94	93	99
	NT	96	96	94	96
Rural areas	National	98	97	97	98
	NSW/ACT	99	99	97	99
	Vic	97	96	96	98
	Qld	98	97	97	97
	SA	97	97	98	96
	WA	94	96	96	96
	Tas	98	97	96	100
	NT	100	100	100	100
Remote areas	National	100	96	91	69
	NSW/ACT	100	100	100	n/o
	Vic	100	100	71	60
	Qld	100	100	100	0
	SA	100	100	100	100
	WA	100	100	100	86
	Tas	n/o	100	n/o	n/o
	NT	n/o	50	100	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

		December 08	March 09	June 09	September 09
All areas	Volume	47	60	60	71
	Percent	93	95	94	93
Urban areas	Volume	32	45	48	62
	Percent	93	96	94	93
Rural areas	Volume	14	15	12	9
	Percent	92	93	92	92
Remote areas	Volume	1	0	0	0
	Percent	100	n/a	n/a	n/a

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

		December 08	March 09	June 09	September 09
All areas	Volume	163	260	245	254
	Percent	93	99	97	96
Urban areas	Volume	124	180	193	219
	Percent	94	99	98	96
Rural areas	Volume	28	80	52	35
	Percent	92	98	94	93
Remote areas	Volume	11	0	0	0
	Percent	89	n/a	n/a	n/a

Optus performance indicators

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

		December 08	March 09	June 09	September 09
In-place services	National	97.8	98.1	98.0	98.6
	NSW	97.6	97.6	98.0	98.3
	Vic	97.7	98.4	97.5	98.3
	Qld	98.5	98.7	98.8	100.0
New services	National	96.7	96.4	96.6	97.7
	NSW	96.2	95.8	96.2	97.6
	Vic	97.2	96.9	97.2	98.5
	Qld	97.4	96.8	96.8	97.1
	SA	97.0	97.6	97.4	97.0
	WA	94.0	95.4	95.1	96.6

(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

		December 08	March 09	June 09	September 09
All areas	National	92.1	91.5	92.5	92.4
	NSW/ACT	92.8	91.7	91.8	92.8
	Vic	91.3	93.2	93.8	94.6
	Qld	94.2	91.9	93.7	91.9
	SA	83.5	82.4	89.0	84.1
	WA	82.4	79.9	88.0	84.8
	Tas	95.5	86.7	100.0	85.7
	NT	88.9	86.7	100.0	92.8
Urban areas	National	92.1	91.5	92.5	92.4
	NSW/ACT	92.8	91.7	91.8	92.8
	Vic	91.3	93.3	93.8	94.6
	Qld	94.2	91.9	94.0	91.8
	SA	83.5	82.2	88.7	84.1
	WA	82.3	79.7	88.0	84.8
	Tas	95.3	92.9	100.0	85.7
	NT	87.5	86.7	100.0	92.3
Rural areas	National	93.5	92.4	93.8	92.3
	NSW/ACT	93.2	92.5	93.5	95.0
	Vic	92.5	91.4	96.5	97.0
	Qld	95.6	94.5	96.5	92.0
	SA	83.3	100.0	92.8	77.8
	WA	88.9	86.7	73.0	78.6
	Tas	100.0	0.0	n/o	n/o
	NT	100.0	n/o	100.0	100.0
Remote areas	National	100.0	88.9	100.0	100.0
	NSW/ACT	n/o	n/o	100.0	100.0
	Vic	100.0	75.0	100.0	100.0
	Qld	n/o	n/o	100.0	n/o
	SA	n/o	n/o	n/o	n/o
	WA	100.0	100.0	n/o	100.0
	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

		December 08	March 09	June 09	September 09
In-place connections	National	0.8	8.1	0.0	0.0
New service connections	National	2.0	3.2	1.1	0.1
	NSW	0.8	3.8	0.4	0.0
	Vic	0.0	2.3	0.5	0.0
	Qld	7.9	4.7	3.5	0.3
	SA	0.0	0.0	0.6	0.4
	WA	0.0	0.0	0.0	0.3
Fault repairs	National	10.7	11.6	10.5	6.4
	NSW/ACT	6.9	11.5	6.9	5.3
	Vic	5.0	9.6	4.9	4.9
	Qld	28.4	16.8	23.6	9.3
	SA	6.0	5.2	29.4	19.7
	WA	3.7	4.4	4.6	3.7
	Tas	4.6	6.7	28.6	14.3
	NT	0.0	6.7	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

	December 08	March 09	June 09	September 09
Connections	Percentage of CSG connection activity in the quarter			
6 to 10 days after CSG time frame	0.30	0.52	0.36	0.33
11 to 20 days after CSG time frame	0.12	0.13	0.06	0.04
20+ days after CSG time frame	0.01	0.01	0.01	0.01
Total extreme cases of failure (connections)*	0.43	0.66	0.43	0.39
Fault repairs	Percentage of CSG fault repair activity in the quarter			
6 to 10 days after CSG time frame	0.35	0.50	0.24	0.37
11 to 20 days after CSG time frame	0.11	0.15	0.09	0.10
20+ days after CSG time frame	0.03	0.02	0.02	0.02
Total extreme cases of failure (fault repairs)*	0.48	0.67	0.34	0.49

*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

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

(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

		December 08	March 09	June 09	September 09
All areas, with and without infrastructure	National	88	90	90	90
	NSW/ACT	87	90	89	89
	Vic	88	92	90	91
	Qld	90	91	92	90
	SA	86	89	90	90
	WA	86	89	89	89
	Tas	87	90	90	91
	NT	86	87	89	89
Urban areas, with and without infrastructure	National	88	90	90	90
	NSW/ACT	87	89	89	89
	Vic	88	93	90	91
	Qld	90	90	92	89
	SA	86	89	90	91
	WA	86	89	89	89
	Tas	87	89	90	90
	NT	86	87	88	89
Major rural areas, with and without infrastructure	National	89	92	91	91
	NSW/ACT	89	92	92	91
	Vic	88	94	90	91
	Qld	90	93	91	92
	SA	88	90	91	91
	WA	85	92	92	91
	Tas	88	92	92	91
	NT	84	90	91	86
Minor rural areas, with and without infrastructure	National	88	90	90	90
	NSW/ACT	87	90	90	90
	Vic	88	90	88	89
	Qld	89	90	92	91
	SA	89	91	90	89
	WA	86	88	89	88
	Tas	87	90	90	91
	NT	80	93	89	90

Remote areas,* with and without infrastructure	National	85	84	88	89
	NSW/ACT	89	87	84	94
	Vic	100	100	75	100
	Qld	85	85	88	92
	SA	74	88	81	86
	WA	82	83	82	86
	NT	88	82	92	88

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

		December 08	March 09	June 09	September 09
All areas	National	91	90	92	93
	NSW/ACT	91	91	93	94
	Vic	90	91	92	94
	Qld	93	90	93	93
	SA	88	90	91	92
	WA	87	88	90	90
	Tas	91	90	92	90
	NT	84	89	92	95
Urban areas	National	91	91	92	93
	NSW/ACT	91	91	93	94
	Vic	90	91	91	94
	Qld	94	91	94	93
	SA	88	89	91	93
	WA	87	89	90	90
	Tas	89	88	90	88
	NT	81	89	91	94
Rural areas	National	91	90	92	93
	NSW/ACT	91	91	93	94
	Vic	91	92	93	94
	Qld	92	89	91	92
	SA	90	91	90	92
	WA	88	84	87	90
	Tas	93	91	93	92
	NT	88	88	95	96
Remote areas	National	86	89	86	93
	NSW/ACT	90	93	90	92
	Vic	100	100	85	90
	Qld	85	89	82	91
	SA	92	98	94	88
	WA	92	88	91	98
	NT	84	87	92	98

* 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

		December 08	March 09	June 09	September 09
Connections and fault repairs	National	6.9	5.9	4.5	1.1

(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

	December 08	March 09	June 09	September 09
Connections	Percentage of CSG connection activity in the quarter			
6 to 10 days after CSG time frame	0.92	0.67	0.55	0.51
11 to 20 days after CSG time frame	0.41	0.37	0.24	0.25
20+ days after CSG time frame	0.22	0.21	0.22	0.25
Total extreme cases of failure (connections)*	1.55	1.25	1.01	1.01
Fault repairs	Percentage of CSG fault repair activity in the quarter			
6 to 10 days after CSG time frame	0.47	0.58	0.35	0.37
11 to 20 days after CSG time frame	0.15	0.23	0.14	0.10
20+ days after CSG time frame	0.05	0.07	0.09	0.04
Total extreme cases of failure (fault repairs)*	0.68	0.87	0.58	0.52

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

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

		December 08	March 09	June 09	September 09
All areas	Volume	13,131	12,192	12,659	13,370
	Percent	85.3	88.1	91.5	91.9
Urban areas	Volume	9,542	8,881	9,144	9,881
	Percent	85.3	88.1	91.7	91.9
Rural areas	Volume	3,505	3,212	3,395	3,384
	Percent	85.1	88.4	91.4	91.9
Remote areas*	Volume	84	99	120	105
	Percent	88.1	82.8	84.2	89.5

* 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

		December 08	March 09	June 09	September 09
All areas	Volume	28,166	31,318	30,913	24,522
	Percent	92.8	93.0	92.0	90.6
Urban areas	Volume	19,490	21,280	21,631	17,266
	Percent	93.9	94.3	93.2	91.8
Rural areas	Volume	8,533	9,849	9,110	7,164
	Percent	90.6	90.5	89.1	87.7
Remote areas*	Volume	143	189	172	92
	Percent	82.0	83.4	83.0	86.4

* 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

		December 08	March 09	June 09	September 09
Downtime (per cent)	National	6	7	5	4
	NSW/ACT	5	5	4	4
	Vic	4	5	4	4
	Qld	7	8	6	4
	SA/NT	7	8	7	6
	WA	7	9	7	6
	Tas	4	5	6	5
Average business hours* to clear a fault	National	9	11	10	9
	NSW/ACT	8	9	8	8
	Vic	7	8	8	8
	Qld	11	15	12	9
	SA/NT	12	14	13	12
	WA	12	16	13	12
	Tas	8	10	10	9
Percentage of faults cleared within:					
1 working day** in urban areas	National	93	91	92	94
2 working days** in rural areas	National	87	82	85	88
3 working days** in remote areas	National	68	59	71	71
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)