

# Telecommunications performance data

## September 2010 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 detailed in the ACMA's fact sheet entitled Customer Service Guarantee 2000 (No.2), available on the ACMA website at [www.acma.gov.au](http://www.acma.gov.au).

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

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 (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 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 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 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 2010 quarter**

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
<b>AAPT</b>	87	88	85	94	100
<b>Optus</b> <sup>1</sup>	98	98	n/a	n/a	n/a
<b>Telstra</b>	90	90	92	91	88

n/a = not applicable

<sup>1</sup> 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 2010 quarter**

	All areas	Urban areas	Rural areas	Remote areas
<b>AAPT</b>	86	n/p	n/p	n/p
<b>Optus</b>	94	94	75	75
<b>Telstra</b>	91	92	93	96

n/p = not provided

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:

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

As provided in the CSG Standard, Telstra and Optus can 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.

Historically AAPT has chosen not to declare MSDs in relation to its 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*, a service provider is required to initiate action to determine its liability and make compensation payments to customers where the service provider has not complied with a CSG Standard. Furthermore, a service provider is required to meet time frames in relation to this action.

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

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

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

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

	Percentage of decisions made within time frames	Percentage of customers notified within time frames	Percentage of liabilities discharged within time frames
<b>AAPT</b>	93	93	93
<b>Optus</b>	100	100	100
<b>Telstra</b>	99	96	96

## **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. Table 4 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 2010 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	0.11	0.93
11 to 20 days after CSG time frame	0.01	0.40
20+ days after CSG time frame	0.00	0.50
Total extreme cases of failure (connections)*	0.11	1.84
<b>Faults</b>	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.16	0.26
11 to 20 days after CSG time frame	0.03	0.05
20+ days after CSG time frame	0.00	0.02
Total extreme cases of failure (faults)*	0.19	0.34

\*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](http://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 2010 quarter**

	Urban areas	Rural areas	Remote areas	All areas
<b>Connections provided</b>				
Volume	11,147	3,855	113	15,115
Per cent met within licence time frame	94.6	94.1	91.2	94.4
<b>Faults repaired</b>				
Volume	19,210	7,582	120	26,912
Per cent met within licence time frame	94.7	90.6	90.0	93.5

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, September 2010 quarter**

	Number of customers
Experienced repeat faults	805

## 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 ACIFC609:2007 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, September 2010 quarter**

	Urban areas	Rural areas	Remote areas	All areas
<b>Connections provided</b>				
Volume	n/p	n/p	n/p	n/p
Per cent met within licence time frame	n/p	n/p	n/p	n/p
<b>Faults repaired</b>				
Volume	n/p	n/p	n/p	n/p
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

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**

The following time frames for repairing payphones are stated in Telstra's universal service obligation Standard Marketing Plan:

1. Urban Area: end of one [1] full working day after being notified of the fault;
2. Major Rural Area and Minor Rural Area: end of two [2] full working days after being notified of the fault; and
3. 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.

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**Table 8: Telstra's national payphone performance, September 2010 quarter**

	<b>September 2010 quarter</b>
<b>Percentage downtime</b>	4
<b>Average business hours to clear a fault</b>	10
<b>Percentage of faults cleared within:</b>	
1 working day in urban areas	93
2 working days in rural areas	89
3 working days in remote areas	66
<b>Average trouble reports per payphone per month</b>	0.3
<b>Percentage of payphones available to make calls</b>	99

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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 09	March 10	June 10	September 10	December 09	March 10	June 10	September 10
<b>Urban areas</b>								
National	98	98	92	90	94	93	93	88
NSW/ACT	99	97	91	90	95	92	92	86
Vic	98	99	93	89	93	94	93	88
Qld	97	98	94	90	95	92	94	88
SA	98	95	91	97	95	89	94	93
WA	97	100	85	93	92	98	90	87
Tas	89	100	67	100	100	100	100	100
NT	83	100	86	75	100	100	100	100
<b>Major rural areas</b>								
National	98	98	92	90	95	98	91	85
NSW/ACT	99	97	95	93	97	99	90	93
Vic	97	98	87	84	98	96	92	90
Qld	98	98	91	91	94	100	93	92
SA	100	98	93	92	93	97	92	89
WA	98	100	94	87	90	97	84	24
Tas	100	100	100	100	80	100	100	100
NT	100	100	n/o	100	100	75	100	n/o
<b>Minor rural areas</b>								
National	99	99	87	89	94	95	91	94
NSW/ACT	100	93	73	89	95	90	93	100
Vic	96	100	100	95	89	100	96	94
Qld	100	100	64	75	100	90	85	100
SA	100	100	88	100	89	100	90	100
WA	100	100	100	82	100	100	86	78
Tas	n/o	100	100	100	100	n/o	50	n/o
NT	n/o	100	100	n/o	100	100	n/o	n/o
<b>Remote areas*</b>								
National	100	100	100	100	100	100	100	100
NSW/ACT	n/o	n/o	100	n/o	n/o	n/o	n/o	100
VIC	n/o	100	100	100	100	100	100	n/o
Qld	n/o	n/o	n/o	n/o	n/o	n/o	n/o	100
SA	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o
WA	100	n/o	n/o	100	100	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**

		<b>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>All areas</b>	National	98	97	96	86
	NSW/ACT	99	98	97	87
	Vic	98	96	96	86
	Qld	99	98	96	87
	SA	98	96	96	76
	WA	98	97	95	86
	Tas	98	91	92	89
	NT	99	96	96	89
	<b>Urban areas</b>	National	99	98	96
	NSW/ACT	99	98	97	n/p
	Vic	98	96	96	n/p
	Qld	99	99	96	n/p
	SA	98	96	96	n/p
	WA	98	97	96	n/p
	Tas	100	90	94	n/p
	NT	99	96	95	n/p
<b>Rural areas</b>	National	98	97	96	n/p
	NSW/ACT	97	98	97	n/p
	Vic	98	95	96	n/p
	Qld	99	97	95	n/p
	SA	98	96	97	n/p
	WA	98	96	94	n/p
	Tas	97	93	91	n/p
	NT	100	100	100	n/p
<b>Remote areas</b>	National	100	97	92	n/p
	NSW/ACT	100	100	100	n/p
	Vic	100	100	100	n/p
	Qld	100	100	100	n/p
	SA	100	67	89	n/p
	WA	100	100	67	n/p
	Tas	n/o	n/o	n/o	n/p
NT	n/o	n/o	n/o	n/p	

n/o = no orders    n/p = not provided

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

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

		<b>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>All areas</b>	Volume	55	46	29	n/p
	Percent	90	93	86	n/p
<b>Urban areas</b>	Volume	53	42	27	n/p
	Percent	92	95	89	n/p
<b>Rural areas</b>	Volume	2	4	2	n/p
	Percent	50	75	50	n/p
<b>Remote areas</b>	Volume	0	0	0	n/p
	Percent	n/a	n/a	n/a	n/p

n/a = not applicable      n/p = not provided

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

		<b>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>All areas</b>	Volume	215	181	93	n/p
	Percent	95	95	90	n/p
<b>Urban areas</b>	Volume	189	163	84	n/p
	Percent	95	96	90	n/p
<b>Rural areas</b>	Volume	26	18	9	n/p
	Percent	92	89	89	n/p
<b>Remote areas</b>	Volume	0	0	0	n/p
	Percent	n/a	n/a	n/a	n/p

n/a = not applicable      n/p = not provided



## Optus performance indicators

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

		December 09	March 10	June 10	September 10
<b>In-place services</b>	National	99.4	99.7	99.6	99.6
	NSW	99.1	99.7	99.6	99.5
	Vic	99.4	99.5	99.7	100
	Qld	100	100	99.4	100
<b>New services</b>	National	98.4	98.4	98.4	98.3
	NSW	98.2	97.9	98.1	98.1
	Vic	98.6	98.3	98.4	98.4
	Qld	98.4	99.2	99.1	98.8
	SA	98.6	99.0	98.7	98.4
	WA	98.3	98.3	97.9	98.0

(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>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>All areas</b>	National	93.5	94.9	94.3	93.6
	NSW/ACT	94.4	94.9	95.1	94.2
	Vic	94.5	95.5	95.8	94.9
	Qld	92.2	96.1	94.8	92.7
	SA	87.1	87.4	82.6	85.7
	WA	87.2	86.2	83.9	90.0
	Tas	66.7	57.1	83.3	90.0
	NT	73.7	78.6	75.0	85.7
<b>Urban areas</b>	National	93.5	94.4	94.3	93.6
	NSW/ACT	94.4	95.0	95.2	94.2
	Vic	94.5	95.5	95.8	95.0
	Qld	92.3	96.1	94.9	92.8
	SA	87.1	87.5	82.7	85.8
	WA	87.5	86.2	84.0	89.7
	Tas	66.7	57.1	83.3	90.0
	NT	77.8	83.3	80.0	84.6
<b>Rural areas</b>	National	79.3	82.8	84.0	74.9
	NSW/ACT	79.7	84.3	83.6	86.0
	Vic	88.4	68.3	84.4	70.2
	Qld	80.0	94.1	90.6	77.5
	SA	88.9	57.1	63.0	57.1
	WA	50.0	100	80.0	33.3
	Tas	n/a	n/a	n/a	n/a
	NT	0.0	50.0	50.0	100
<b>Remote areas</b>	National	87.5	66.7	80.0	75.0
	NSW/ACT	100	100	Na	100
	Vic	75.0	66.7	100	0.0
	Qld	n/a	n/a	n/a	n/a
	SA	n/a	n/a	n/a	n/a
	WA	100	50.0	75.0	100
	Tas	n/a	n/a	n/a	n/a
	NT	n/a	n/a	n/a	n/a

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>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>In-place connections</b>	National	0.0	0.0	0.0	0.0
<b>New service connections</b>	National	0.2	2.1	1.2	0.4
	NSW	0.0	1.2	0.7	0.1
	Vic	0.6	1.9	1.3	0.5
	Qld	0.1	5.3	1.9	0.0
	SA	0.1	0.0	0.2	3.3
	WA	0.0	0.0	3.1	0.0
<b>Fault repairs</b>	National	6.5	12.1	6.1	5.6
	NSW/ACT	5.8	10.7	5.1	4.1
	Vic	8.0	10.1	5.2	7.5
	Qld	4.8	21.0	7.5	2.3
	SA	14.3	3.3	12.6	23.4
	WA	3.4	3.2	10.8	2.0
	Tas	4.8	0.0	5.6	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**

	<b>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>Connections</b>	<b>Percentage of CSG connection activity in the quarter</b>			
6 to 10 days after CSG time frame	0.07	0.03	0.11	0.11
11 to 20 days after CSG time frame	0.01	0.01	0.03	0.01
20+ days after CSG time frame	0.00	0.00	0.00	0.00
Total extreme cases of failure (connections)*	0.08	0.05	0.14	0.11
<b>Fault repairs</b>	<b>Percentage of CSG fault repair activity in the quarter</b>			
6 to 10 days after CSG time frame	0.21	0.13	0.20	0.16
11 to 20 days after CSG time frame	0.04	0.02	0.02	0.03
20+ days after CSG time frame	0.01	0.00	0.00	0.00
Total extreme cases of failure (fault repairs)*	0.26	0.16	0.22	0.19

\*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 09	March 10	June 10	September 10
National	90	90	88	87
NSW/ACT	91	90	89	88
Vic	90	90	88	87
Qld	90	90	88	87
SA	90	89	88	88
WA	90	89	89	88
Tas	90	89	88	87
NT	90	89	89	87

(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>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>All areas, with and without infrastructure</b>	National	90	92	88	90
	NSW/ACT	89	91	88	90
	Vic	91	93	88	90
	Qld	91	95	89	91
	SA	89	88	88	91
	WA	89	89	88	91
	Tas	92	89	90	91
	NT	90	86	88	91
<b>Urban areas, with and without infrastructure</b>	National	90	92	88	90
	NSW/ACT	89	91	88	90
	Vic	91	93	87	90
	Qld	90	95	88	91
	SA	89	88	88	91
	WA	89	89	88	91
	Tas	92	88	90	90
	NT	90	85	88	90
<b>Major rural areas, with and without infrastructure</b>	National	91	93	90	92
	NSW/ACT	91	92	90	92
	Vic	91	92	88	93
	Qld	92	95	92	92
	SA	92	91	91	93
	WA	90	91	89	93
	Tas	94	91	92	90
	NT	90	88	88	93
<b>Minor rural areas, with and without infrastructure</b>	National	90	92	89	91
	NSW/ACT	89	92	89	91
	Vic	89	91	88	89
	Qld	92	93	89	91
	SA	90	85	87	92
	WA	90	91	88	92
	Tas	91	92	89	94
	NT	82	92	88	83
<b>Remote areas, * with and without infrastructure</b>	National	88	87	88	88
	NSW/ACT	92	90	100	71
	Vic	n/o	100	n/a	100
	Qld	88	88	89	85
	SA	86	75	63	100
	WA	85	87	90	85
	NT	89	87	89	95

n/a = not applicable

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**

		<b>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>All areas</b>	National	94	95	92	91
	NSW/ACT	95	96	93	91
	Vic	93	95	90	92
	Qld	94	97	93	92
	SA	91	92	88	90
	WA	92	94	90	91
	Tas	92	84	91	91
	NT	92	88	92	89
<b>Urban areas</b>	National	94	96	92	92
	NSW/ACT	95	97	93	95
	Vic	93	95	89	91
	Qld	95	98	94	92
	SA	91	93	87	89
	WA	92	94	91	91
	Tas	90	80	88	89
	NT	91	88	92	88
<b>Rural areas</b>	National	93	94	92	93
	NSW/ACT	94	95	93	94
	Vic	94	93	92	93
	Qld	93	95	91	92
	SA	90	89	89	93
	WA	92	93	88	91
	Tas	93	88	93	93
	NT	93	90	92	90
<b>Remote areas*</b>	National	90	87	89	96
	NSW/ACT	97	86	93	94
	Vic	75	56	91	100
	Qld	88	87	87	96
	SA	90	93	93	100
	WA	92	87	90	97
	NT	93	87	95	96

\* 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>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>Connections and fault repairs</b>	National	1.8	16.1	3.2	2.6

(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>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>Connections</b>	<b>Percentage of CSG connection activity in the quarter</b>			
6 to 10 days after CSG time frame	0.49	0.41	0.71	0.93
11 to 20 days after CSG time frame	0.22	0.21	0.29	0.40
20+ days after CSG time frame	0.33	0.34	0.43	0.50
Total extreme cases of failure (connections)*	1.04	0.96	1.43	1.84
<b>Fault repairs</b>	<b>Percentage of CSG fault repair activity in the quarter</b>			
6 to 10 days after CSG time frame	0.25	0.18	0.26	0.26
11 to 20 days after CSG time frame	0.07	0.04	0.08	0.05
20+ days after CSG time frame	0.02	0.01	0.01	0.02
Total extreme cases of failure (fault repairs)*	0.35	0.24	0.35	0.34

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



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

		<b>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>All areas</b>	Volume	12,369	13,547	14,212	15,115
	Percent	92.9	90.9	92.1	94.4
<b>Urban areas</b>	Volume	9,145	9,955	10,557	11,147
	Percent	93.0	90.7	91.8	94.6
<b>Rural areas</b>	Volume	3,128	3,470	3,535	3,855
	Percent	93.1	91.1	93.0	94.1
<b>Remote areas*</b>	Volume	96	122	120	113
	Percent	86.5	92.6	90.0	91.2

\* 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>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>All areas</b>	Volume	16,088	26,392	25,213	26,912
	Percent	92.4	92.1	91.9	93.5
<b>Urban areas</b>	Volume	11,202	18,183	18,056	19,210
	Percent	94.0	93.5	93.0	94.7
<b>Rural areas</b>	Volume	4,825	8,087	7,043	7,582
	Percent	88.9	89.1	89.3	90.6
<b>Remote areas*</b>	Volume	61	122	114	120
	Percent	93.4	77.9	85.1	90.0

\* 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>December 09</b>	<b>March 10</b>	<b>June 10</b>	<b>September 10</b>
<b>Downtime (per cent)</b>	National	5	6	5	4
	NSW/ACT	4	4	3	3
	Vic	4	5	4	4
	Qld	4	6	5	4
	SA/NT	6	9	7	7
	WA	6	8	7	6
	Tas	4	5	4	4
<b>Average business hours* to clear a fault</b>	National	10	13	11	10
	NSW/ACT	8	9	8	8
	Vic	9	9	8	12
	Qld	11	15	13	11
	SA/NT	13	20	16	15
	WA	13	16	15	10
	Tas	10	10	9	10
<b>Percentage of faults cleared within:</b>					
1 working day** in urban areas	National	93	91	92	93
2 working days** in rural areas	National	88	85	86	89
3 working days** in remote areas	National	71	57	63	66
Average trouble reports per payphone per month	National	0.4	0.4	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)