

# Telecommunications (fixed line) performance data September 2011 quarter

Data tables for:

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

**Canberra**

Purple Building  
Benjamin Offices  
Chan Street  
Belconnen ACT

PO Box 78  
Belconnen ACT 2616

T +61 2 6219 5555  
F +61 2 6219 5353

**Melbourne**

Level 44  
Melbourne Central Tower  
360 Elizabeth Street  
Melbourne VIC

PO Box 13112  
Law Courts  
Melbourne VIC 8010

T +61 3 9963 6800  
F +61 3 9963 6899

**Sydney**

Level 5  
The Bay Centre  
65 Pirrama Road  
Pymont NSW

PO Box Q500  
Queen Victoria Building  
NSW 1230

T +61 2 9334 7700  
1800 226 667  
F +61 2 9334 7799

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# Customer Service Guarantee

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 fact sheet entitled Customer Service Guarantee 2011, 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 about:

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

The ACMA currently monitors quarterly service provider performance against a 90 per cent informal CSG benchmark. 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

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—iiNet—the data specifically relates to its retail services that use Telstra’s network. iiNet also offers VoIP services on its own network however these are typically subject to CSG waivers.

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 in-place service connections provided within CSG time frames, September 2011 quarter**

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
iiNet	100	100	99	100	100
Optus <sup>1</sup>	100	100	n/a	n/a	n/a
Telstra	90	n/p	n/p	n/p	n/p

n/a: not applicable      n/p: not provided

<sup>1</sup> Covers activity on the Optus network only and excludes local access resale activity.

See tables [iiN.1](#), [O.1](#) and [T.1](#) for additional data.

**Table 2: Percentage of new service connections provided within CSG time frames, September 2011 quarter**

	All areas	Urban areas	Major rural areas	Minor rural areas	Remote areas
iiNet	99	99	93	94	100
Optus <sup>1</sup>	98	98	n/a	n/a	n/a
Telstra	87	87	88	87	91

n/a: not applicable

<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

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 3: Percentage of faults repaired within CSG time frames, September 2011 quarter**

	All areas	Urban areas	Rural areas	Remote areas
iiNet	93	94	91	99
Optus	93	93	80	100
Telstra	94	93	95	94

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

## 3. Exemptions from the CSG Standard

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 notify customers that they may be affected by an exemption; and
2. an exemption notice to an individual customer.

As provided for 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 time frames within which Telstra and Optus must meet their CSG requirements. 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 subsequent effects on performance in areas not directly affected.

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

## 4. CSG compensation payments

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:

1. decisions about whether to accept a liability to pay damages made within 14 days;
2. customers notified within 14 weeks of that decision; and
3. liability discharged within 14 weeks of the decision to accept liability.

**Table 4: Percentage compliance against CSG compensation performance measures, September 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>	27	79	79
<b>Optus</b>	100	100	100
<b>Telstra</b>	96	99	99

\*ACMA staff are liaising with iiNet to improve performance in this area.



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

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 5: Extreme cases of failure to meet CSG time frames, September 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	0.01	0.37
11 to 20 days after CSG time frame	0.00	0.21
20+ days after CSG time frame	n/a	0.23
Total extreme cases of failure (connections)*	0.01	0.81
<b>Faults</b>	percentage of CSG fault repair activity in the quarter	
6 to 10 days after CSG time frame	0.22	0.14
11 to 20 days after CSG time frame	0.04	0.02
20+ days after CSG time frame	0.01	0.01
Total extreme cases of failure (faults)*	0.27	0.17

n/a: not applicable

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

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

# Priority assistance

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 6: Telstra's priority assistance performance, September 2011 quarter**

	Urban areas	Rural areas	Remote areas	All areas
<b>Connections provided</b>				
Volume	9,183	2,916	106	12,205
Per cent met within licence time frame	91.5	91.1	82.1	91.3
<b>Faults repaired</b>				
Volume	21,306	7,692	108	29,106
Per cent met within licence time frame	96.0	93.3	95.4	95.3

See tables [I.6](#) and [I.7](#)

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 7: Telstra validated priority assistance customers that experienced repeat faults, September 2011 quarter**

	Number of customers
Experienced repeat faults	1,232

## 2. Other service providers offering priority assistance services

iiNet offers a priority assistance service to its AAPT customers\*. 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 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 8: iiNet's priority assistance performance, September 2011 quarter**

	<b>Urban areas</b>	<b>Rural areas</b>	<b>Remote areas</b>	<b>All areas</b>
<b>Connections provided</b>				
Volume	0	1	0	1
Per cent met within licence time frame	n/a	100	n/a	100
<b>Faults repaired</b>				
Volume	36	17	0	53
Per cent met within licence time frame	100	100	n/a	100

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

\*Note: iiNet acquired AAPT's consumer division effective 1 October 2010 and continued to offer AAPT-branded priority assistance services after this date.

# Payphone services

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:

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

## 3. Trouble reports

A trouble report is a fault report that can be made by either a customer or through automatic fault-detection technology inside a payphone. Telstra advised that trouble reports are not limited to faults that make a payphone inoperable.

**Table 9: Telstra's national payphone performance, September 2011 quarter**

	<b>Performance</b>
<b>Percentage downtime</b>	3
<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	91
3 working days in remote areas	71
<b>Average trouble reports per payphone per month</b>	0.2
<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	June 11	September 11	December 10	March 11	June 11	September 11
<b>Urban areas</b>								
National	86	77	98	100	55	52	88	99
NSW/ACT	84	81	98	100	52	45	82	99
Vic	88	72	98	100	56	60	90	100
Qld	84	74	98	100	58	47	83	99
SA	100	89	97	100	50	85	81	99
WA	90	74	99	100	54	60	95	100
Tas	100	75	100	100	n/o	100	100	100
NT	n/o	75	98	100	100	67	71	100
<b>Major rural areas</b>								
National	86	77	97	99	87	91	95	93
NSW/ACT	82	80	97	100	93	95	97	100
Vic	96	82	95	98	83	88	90	100
Qld	88	76	98	99	85	93	99	92
SA	71	63	84	89	70	86	89	60
WA	93	86	98	99	90	89	97	94
Tas	100	67	99	100	n/o	100	100	100
NT	n/o	50	94	100	100	n/o	75	n/o
<b>Minor rural areas</b>								
National	89	64	99	100	96	92	94	94
NSW/ACT	100	100	100	100	100	100	97	100
Vic	60	64	96	100	100	92	96	100
Qld	100	67	99	100	83	83	96	78
SA	100	0	96	100	100	100	67	100
WA	83	0	98	100	100	n/o	88	94
Tas	100	100	100	100	n/o	100	100	n/o
NT	n/o	n/o	100	100	n/o	n/o	100	n/o
<b>Remote areas</b>								
National	n/o	100	n/o	100	100	100	n/o	100
NSW/ACT	n/o	n/o	n/o	100	n/o	n/o	n/o	100
VIC	n/o	100	n/o	100	100	100	n/o	100
Qld	n/o	n/o	n/o	100	100	n/o	n/o	100
SA	n/o	n/o	n/o	100	n/o	n/o	n/o	n/o
WA	n/o	n/o	n/o	100	n/o	n/o	n/o	100
Tas	n/o	n/o	n/o	100	n/o	n/o	n/o	n/o
NT	n/o	n/o	n/o	100	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

		December 10	March 11	June 11	September 11
<b>All areas</b>	National	93	93	96	93
	NSW/ACT	95	94	96	93
	Vic	91	89	97	94
	Qld	92	96	94	93
	SA	94	88	94	90
	WA	90	89	96	94
	Tas	94	86	99	96
	NT	96	90	94	91
<b>Urban areas</b>	National	92	93	96	94
	NSW/ACT	94	94	95	92
	Vic	91	88	97	95
	Qld	92	95	94	93
	SA	92	86	94	91
	WA	89	90	96	95
	Tas	91	83	100	96
	NT	95	93	94	92
<b>Rural areas</b>	National	94	93	96	91
	NSW/ACT	95	93	97	93
	Vic	91	90	96	92
	Qld	94	98	95	90
	SA	96	90	94	90
	WA	91	87	96	86
	Tas	96	87	98	98
	NT	100	79	93	80
<b>Remote areas</b>	National	100	89	n/o	99
	NSW/ACT	n/a	100	n/o	99
	Vic	100	83	n/o	100
	Qld	n/a	n/o	n/o	99
	SA	n/a	n/o	n/o	100
	WA	n/a	100	n/o	99
	Tas	n/a	n/o	n/o	100
	NT	n/a	n/o	n/o	100

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>June 11</b>	<b>September 11</b>
<b>All areas</b>	Volume	55	5	13	1
	Percent	100	60	54	100
<b>Urban areas</b>	Volume	39	4	11	0
	Percent	100	50	45	n/a
<b>Rural areas</b>	Volume	16	1	2	1
	Percent	100	100	100	100
<b>Remote areas</b>	Volume	0	0	0	0
	Percent	n/a	n/a	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>June 11</b>	<b>September 11</b>
<b>All areas</b>	Volume	28	37	53	53
	Percent	82	76	96	100
<b>Urban areas</b>	Volume	19	22	35	36
	Percent	79	86	94	100
<b>Rural areas</b>	Volume	9	15	18	17
	Percent	89	60	100	100
<b>Remote areas</b>	Volume	0	0	0	0
	Percent	n/a	n/a	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

		December 10	March 11	June 11	September 11
<b>In-place services</b>	National	99.8	98.9	99.6	99.7
	NSW	99.7	99.0	99.6	99.2
	Vic	99.7	99.1	99.6	100
	Qld	100	98.7	100	100
<b>New services</b>	National	97.5	97.6	95.9	97.6
	NSW	96.6	97.0	96.3	97.5
	Vic	98.1	97.8	96.0	97.6
	Qld	98.4	98.7	95.5	97.8
	SA	98.2	98.1	96.3	98.6
	WA	96.4	97.1	93.3	97.3

(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**

		<b>December 10</b>	<b>March 11</b>	<b>June 11</b>	<b>September 11</b>
<b>All areas</b>	National	94.1	93.2	93.1	92.6
	NSW/ACT	94.2	94.0	95.0	92.3
	Vic	95.6	92.3	94.5	95.0
	Qld	93.4	94.4	90.5	92.7
	SA	89.2	87.3	83.5	84.0
	WA	86.3	88.5	83.9	89.4
	Tas	50.0	75.0	50.0	77.8
	NT	64.3	63.6	66.7	85.7
<b>Urban areas</b>	National	94.1	93.3	93.1	92.7
	NSW/ACT	94.3	94.0	95.0	92.3
	Vic	95.7	92.3	94.5	95.0
	Qld	93.5	94.4	90.6	92.7
	SA	89.2	87.3	83.8	84.2
	WA	86.3	88.4	83.9	89.5
	Tas	50.0	75.0	42.9	77.8
	NT	58.3	66.7	71.4	83.3
<b>Rural areas</b>	National	82.3	79.0	75.6	79.5
	NSW/ACT	84.9	66.7	76.0	79.6
	Vic	78.7	86.4	93.7	92.3
	Qld	80.4	82.9	68.0	76.5
	SA	100	80.0	33.3	40.0
	WA	90.0	90.9	80.0	71.4
	Tas	n/a	n/o	n/a	n/a
	NT	100	0.0	0.0	100
<b>Remote areas</b>	National	100	66.7	100	100
	NSW/ACT	n/a	n/o	100	n/a
	Vic	100	50.0	100	n/a
	Qld	n/a	n/o	n/a	n/a
	SA	n/a	n/o	n/a	n/a
	WA	n/a	100	100	100
	Tas	n/a	n/o	100	n/a
	NT	n/a	n/o	n/a	n/a

n/a: not applicable    n/o: nil 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**

		<b>December 10</b>	<b>March 11</b>	<b>June 11</b>	<b>September 11</b>
<b>In-place connections</b>	National	0.0	0.6	0.0	0.0
<b>New service connections</b>	National	1.8	7.6	1.9	0.7
	NSW	1.4	2.9	3.8	1.2
	Vic	2.2	7.7	0.6	0.0
	Qld	2.3	16.7	0.4	0.0
	SA	3.3	9.8	0.8	0.0
	WA	0.0	8.8	1.6	5.0
<b>Fault repairs</b>	National	9.0	20.1	8.0	5.5
	NSW/ACT	5.9	5.5	12.1	7.8
	Vic	9.5	20.0	5.0	2.2
	Qld	13.1	39.0	2.4	1.2
	SA	22.7	35.0	11.3	1.4
	WA	2.3	21.1	11.1	24.6
	Tas	0.0	0.0	12.5	0.0
	NT	0.0	9.1	6.7	14.3

(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 10</b>	<b>March 11</b>	<b>June 11</b>	<b>September 11</b>
<b>Connections</b>	<b>Percentage of CSG connection activity in the quarter</b>			
6 to 10 days after CSG time frame	0.04	0.13	0.11	0.01
11 to 20 days after CSG time frame	0.00	0.01	0.00	0.00
20+ days after CSG time frame	0.00	0.00	n/a	n/a
Total extreme cases of failure (connections)*	0.05	0.14	0.11	0.01
<b>Fault repairs</b>	<b>Percentage of CSG fault repair activity in the quarter</b>			
6 to 10 days after CSG time frame	0.15	0.21	0.21	0.22
11 to 20 days after CSG time frame	0.02	0.02	0.04	0.04
20+ days after CSG time frame	0.00	0.01	0.00	0.01
Total extreme cases of failure (fault repairs)*	0.16	0.24	0.25	0.27

\*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

	<b>December 10</b>	<b>March 11</b>	<b>June 11</b>	<b>September 11</b>
National	90	90	91	90
NSW/ACT	91	91	91	90
Vic	90	91	91	91
Qld	89	90	91	89
SA	90	91	91	90
WA	89	89	90	89
Tas	91	91	92	89
NT	88	88	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 10</b>	<b>March 11</b>	<b>June 11</b>	<b>September 11</b>
<b>All areas, with and without infrastructure</b>	National	88	91	88	87
	NSW/ACT	88	87	88	87
	Vic	87	91	89	87
	Qld	88	97	89	87
	SA	88	87	88	84
	WA	86	88	88	87
	Tas	86	87	90	87
	NT	89	88	86	87
<b>Urban areas, with and without infrastructure</b>	National	87	90	88	87
	NSW/ACT	88	87	88	86
	Vic	87	91	89	87
	Qld	87	97	89	87
	SA	88	87	88	84
	WA	86	87	88	87
	Tas	85	86	90	87
	NT	89	88	87	86
<b>Major rural areas, with and without infrastructure</b>	National	89	93	89	88
	NSW/ACT	91	90	89	89
	Vic	89	93	89	88
	Qld	88	98	90	88
	SA	88	88	90	86
	WA	87	92	89	88
	Tas	89	90	92	87
	NT	90	91	90	89
<b>Minor rural areas, with and without infrastructure</b>	National	89	91	88	87
	NSW/ACT	91	88	88	87
	Vic	87	91	88	87
	Qld	89	97	89	89
	SA	88	89	88	85
	WA	88	89	86	85
	Tas	88	88	89	88
	NT	91	94	88	92
<b>Remote areas, * with and without infrastructure</b>	National	91	86	80	91
	NSW/ACT	83	80	45	94
	Vic	100	100	100	100
	Qld	90	89	83	91
	SA	100	100	100	100
	WA	93	78	82	88
	NT	92	85	76	92

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

\* 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 10</b>	<b>March 11</b>	<b>June 11</b>	<b>September 11</b>
<b>Connections and fault repairs</b>	National	21.8	27.0	4.0	3.0

(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>December 10</b>	<b>March 11</b>	<b>June 11</b>	<b>September 11</b>
<b>Connections</b>	<b>Percentage of CSG connection activity in the quarter</b>			
6 to 10 days after CSG time frame	0.61	0.46	0.45	0.37
11 to 20 days after CSG time frame	0.29	0.16	0.23	0.21
20+ days after CSG time frame	0.50	0.30	0.26	0.23
Total extreme cases of failure (connections)*	1.40	0.93	0.93	0.81
<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	0.18	0.22	0.14
11 to 20 days after CSG time frame	0.05	0.03	0.04	0.02
20+ days after CSG time frame	0.02	0.01	0.02	0.01
Total extreme cases of failure (fault repairs)*	0.26	0.22	0.29	0.17

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

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

		<b>December 10</b>	<b>March 11</b>	<b>June 11</b>	<b>September 11</b>
<b>All areas</b>	Volume	13,979	12,974	12,414	12,205
	Percent	92.7	92.2	93.8	91.3
<b>Urban areas</b>	Volume	10,431	9,654	9,296	9,183
	Percent	92.9	92.4	94.0	91.5
<b>Rural areas</b>	Volume	3,467	3,236	3,029	2,916
	Percent	92.2	91.6	93.2	91.1
<b>Remote areas*</b>	Volume	81	84	88	106
	Percent	87.7	85.7	89.8	82.1

\* 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 10</b>	<b>March 11</b>	<b>June 11</b>	<b>September 11</b>
<b>All areas</b>	Volume	31,196	37,776	33,749	29,106
	Percent	92.6	91.8	94.0	95.3
<b>Urban areas</b>	Volume	21,853	26,091	24,514	21,306
	Percent	93.8	93.5	95.1	96.0
<b>Rural areas</b>	Volume	9,217	11,554	9,128	7,692
	Percent	89.9	88.0	91.3	93.3
<b>Remote areas*</b>	Volume	126	131	107	108
	Percent	87.8	82.4	88.8	95.4

\* 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>December 10</b>	<b>March 11</b>	<b>June 11</b>	<b>September 11</b>
<b>Downtime (per cent)</b>	National	4	6	5	3
	NSW/ACT	3	3	3	2
	Vic	4	5	4	3
	Qld	5	7	5	3
	SA/NT	7	9	7	5
	WA	5	8	7	5
	Tas	4	5	4	3
<b>Average business hours* to clear a fault</b>	National	10	14	12	10
	NSW/ACT	8	8	8	8
	Vic	9	12	10	9
	Qld	12	19	14	11
	SA/NT	15	19	15	12
	WA	11	19	17	13
	Tas	11	13	10	9
<b>Percentage of faults cleared within:</b>					
1 working day** in urban areas	National	93	89	93	93
2 working days** in rural areas	National	89	83	89	91
3 working days** in remote areas	National	69	51	65	71
Average trouble reports per payphone per month	National	0.3	0.3	0.3	0.2
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)