



Australian Government

Australian Communications Authority

Telecommunications Performance Monitoring Bulletin

Issue 28—March 2004 Quarter

**A quarterly report on quality of service in the
telecommunications industry**

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*The Australian Communications Authority is
a government regulator of telecommunications
and radiocommunications*

Telecommunications Performance Monitoring Bulletin

Issue 28—March 2004 quarter

A quarterly report on quality of service in the telecommunications industry

The ACA has a responsibility under the *Telecommunications Act 1997* to monitor and report to the Minister for Communications, Information Technology and the Arts on the performance of carriers and carriage service providers with particular reference to consumer satisfaction, consumer benefits and quality of service.

Publisher

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ISSN 1441-0982

This and previous issues of the Telecommunications Performance Monitoring Bulletin can be found on the ACA website at:

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EXECUTIVE SUMMARY

The Australian Communications Authority's (ACA's) *Telecommunications Performance Monitoring Bulletin* is a quarterly publication that reports on carrier performance in meeting telephone service levels. The ACA receives reports from Telstra, Optus, AAPT and Primus about service performance against regulatory obligations such as the Customer Service Guarantee and Network Reliability Framework (Telstra only), as well as against other general performance measures.

March quarter performance

Overall industry performance in meeting specified service levels during the March 2004 quarter was affected by significant seasonal factors such as tropical cyclones, storms and flooding that affected fault volumes and fault repair times, particularly in remote areas of Australia.

Service connection performance remained stable or improved

Service connection performance improved or remained stable against the CSG Standard. New service connections by Telstra, Optus and Primus at a national level remained at above 92 per cent of connections met within CSG Standard timeframes, which is consistent with performance levels for the same period in 2003.

In-place connections remained above 97 per cent for Telstra, Optus and Primus for the March 2004 quarter.

Priority assistance customer connections by Telstra against the tighter priority assistance timeframes of 24 hours in urban and rural areas and 48 hour in remote areas also improved, with 96.4 per cent of customers connected within these timeframes compared with 96.0 per cent in the December quarter.

Fault performance showed regional and seasonal variations

Telstra performance

Under the CSG Standard, Telstra's urban fault repair performance at 88 per cent of fault repairs completed within CSG timeframes during the March 2004 quarter reflects an improvement on its performance for the same period last year (82 per cent).

Rural area fault performance at 90 per cent of fault repairs completed within CSG timeframes was consistent with performance recorded for the March 2003 quarter.

Remote areas recorded a decline in fault repair performance at a national level, down from 92 per cent of fault repairs completed within CSG timeframes in the March 2003 quarter to 88 per cent in the March 2004 quarter.

Under the Network Reliability Framework, poor weather conditions were a factor contributing to an increase in the number of faults reported on the Telstra network during January and February 2004. Comparatively more services experienced faults in January and February 2004 than in the same months in 2003.

For Telstra priority assistance customers, the percentage of fault repairs that met the respective 24 and 48 hour timeframes has declined since the March 2003 quarter. However, priority assistance customers continue to receive a consistently higher level of service than the general population of CSG customers.

Optus performance

Optus national urban fault repair performance under the CSG Standard improved from 90 per cent of faults repaired within CSG timeframes in March 2003 to 98 per cent of faults repaired within the timeframe for the March 2004 quarter, and from 93 per cent for the previous quarter. Optus fault repair performance has improved over the past three successive quarters, contrary to seasonal trends affecting other service providers.

Use of exemptions from the CSG Standard

There is an upward trend in both the use of exemption notices as a result of poor weather conditions and in the number of customers affected by the extended service timeframes. Telstra claimed 48 exemptions from the CSG Standard during the March 2004 quarter. These affected 9.1 per cent of connection and fault repair requests, an increase from four per cent on the same period in 2003. Optus claimed exemptions from the CSG Standard affecting 0.8 per cent of in-place service connection requests, 4.6 per cent of new service connections and 10.8

per cent of fault repair requests, compared with no exemptions claimed for connection activity and 3.4 per cent of fault repair requests in the March 2003 quarter.

The ACA continues to monitor the use of exemptions from the CSG Standard. The ACA sought further information from carriers to reconcile information contained in the exemption notices with information from the Bureau of Meteorology weather summaries. The ACA is seeking to better understand the drivers for the increasing number of exemptions claimed and the increase in the number of customers affected by extended service timeframes.

Telstra mobile performance improved

Telstra's CDMA mobile network performance improved in the March quarter, reflecting network enhancements following discussions between Telstra and the ACA aimed at reducing network congestion levels identified during the September and December 2003 quarters performance.

Regional variations in payphone performance

Telstra payphone repair times in urban, rural and remote areas improved over the year March 2003 to March 2004 period. Urban repair times improved from 85 per cent in March 2003 to 91 per cent of payphones repaired within specified timeframes in March 2004. Rural repair times improved from 81 per cent to 87 per cent of payphones repaired within timeframe, while remote area performance improved from 55 per cent to 65 per cent repaired within timeframe over the same period. However, on a quarterly basis, remote fault repair declined from 72.9 per cent in the December 2003 quarter to 65.2 per cent of faults repaired within timeframes in the March 2004 quarter.

The average time to repair payphone faults continued to increase to 13.9 business hours compared with eight hours for the same period last year. The government requested Telstra to develop a strategy to improve payphone repair times in response to Recommendation 2.13 of the Regional Telecommunications Inquiry.

CUSTOMER SERVICE GUARANTEE

The Customer Service Guarantee (CSG) Standard specifies maximum timeframes for the connection and repair of standard telephone services, together with associated appointments. The timeframes vary depending on the type of request (connection or repair), the location of the service and, for new connections, proximity of the service to available infrastructure.

If a carriage service provider (service provider) does not meet the relevant maximum timeframe, the service provider may be liable to pay damages to the affected customer.

Information about the CSG Standard, including maximum timeframes and compensation for breach of these timeframes can be found at www.aca.gov.au/consumer_info/fact_sheets/consumer_fact_sheets/fsc50.htm.

Service providers report to the ACA on key performance indicators that measure performance against the CSG Standard timeframes for connections, fault repair and compensation payments. Telstra and Optus also report to the ACA about cases of extreme failure, which are instances where the CSG timeframes for connections and fault repair have been exceeded by more than five working days.

CSG connections

In-place connections account for the greatest proportion of customer connection requests. Approximately 72 per cent of Telstra's service connections were in-place connections and 28 per cent were new service connections.

In-place connections

An in-place connection takes place when a telephone access service is already available and reconnection by the service provider is a relatively simple or an administrative matter. The CSG Standard requires service providers to connect in-place services within two working days after the day of request.

Telstra reported that at a national level 97 per cent of in-place connections were completed within CSG timeframes. This figure is consistent with performance for the March 2003 quarter at 97 per cent of in-place connections completed within CSG timeframes.

Optus performance with in-place connections declined from 99.9 per cent for the December 2003 quarter to 97 per cent completed within the specified timeframes for the March 2004 quarter. This figure is also a decrease on performance for the March 2003 quarter of 99.9 per cent of in-place connections met within CSG timeframes. Optus largely attributed the decline to refining its reporting system for in-place connection activity during the December 2003 quarter.

Primus reported that 99.3 per cent of national urban in-place connections were completed within CSG timeframes, with the same figure recorded for major rural areas at 99.3 per cent for the March 2004 quarter. In-place connection performance for minor rural areas was 100 per cent, an increase from 86 per cent recorded for the March 2003 quarter, while remote areas remained stable at 100 per cent.

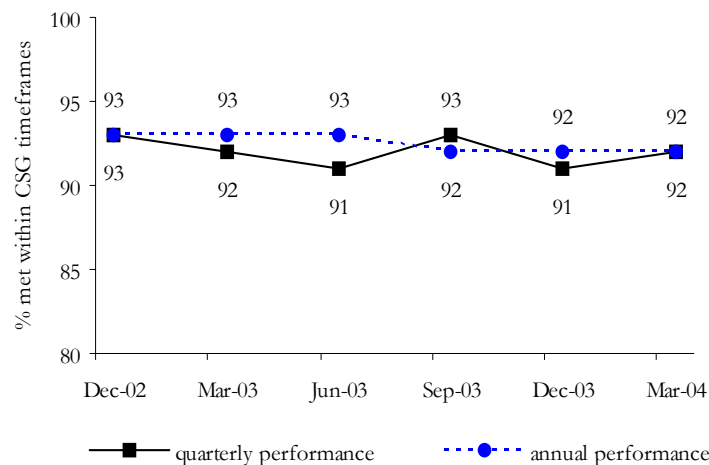
New service connections

Under the CSG Standard, service providers are required to connect new services according to timeframes that depend on the location of the service and its proximity to cabling or other infrastructure.

Telstra's new service connection information is disaggregated by state and territory and by urban, rural and remote geographic areas. It is also disaggregated by the availability or non-availability of network infrastructure.

Figure 1 shows that Telstra's performance at a national level for new service connections in areas with and without cabling or other infrastructure remained stable in the March 2004 quarter at 92 per cent of connections completed within CSG timeframes, compared with the March 2003 quarter.

Figure 1: National new service performance by Telstra for all areas, with and without cabling or other infrastructure combined



Telstra’s March 2004 quarter new service connection performance in all states, except Tasmania, either improved or remained stable in comparison with the previous quarter. However, new service connections showed a mixed performance across the states when compared with the March 2003 quarter:

- in Queensland, 93 per cent of new service connections were completed within CSG timeframes, an improvement from 89 per cent in the March quarter 2003;
- in Tasmania, 93 per cent of new service connections were completed within CSG timeframes, an improvement from 88 per cent in the March quarter 2003.
- in New South Wales, 91 per cent of new service connections were completed within CSG timeframes, a decline from 94 per cent in the March 2003 quarter;
- in Western Australia, 91 per cent of new service connections were completed within CSG timeframes, a decline from 95 per cent in the March 2003 quarter.

At a national level, Telstra’s urban new service connection performance was reasonably stable over the year March 2003 to March 2004, varying between 90 and 93 per cent of connections completed within CSG timeframes. While there was great variability at a state level, performance through the period was generally above 90 per cent of connections completed within CSG timeframes.

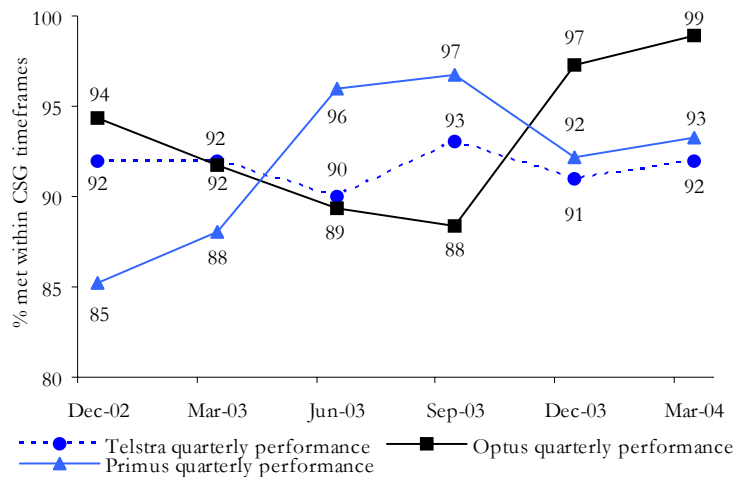
Telstra new service connection performance for major and minor rural areas with and without cabling or other infrastructure remained above 92 per cent of connections completed within CSG timeframes since the March 2003 quarter. New service connection performance in remote areas declined from 94 per cent in the previous quarter to 91 per cent this quarter. This figure represents the lowest performance since the March 2003 quarter. However, it should be noted that small volumes can affect the significance of movements in performance.

Optus performance for new urban service connections improved this quarter, with 98.9 per cent of new service connections completed within the CSG timeframes—an improvement from 97.3 per cent recorded in the December 2003 quarter and 91.7 per cent in the March 2003 quarter. Optus indicated that this reflects a change to a more accurate reporting system during the December 2003 quarter.

Primus performance in urban areas increased marginally, with 93.2 per cent of new service connections meeting the CSG timeframes this quarter, up from 92 per cent in the previous quarter and 88 per cent in the March 2003 quarter.

Figure 2 compares the CSG performance of Telstra, Optus and Primus for urban areas, with and without cabling or other infrastructure.

Figure 2: National new service performance by Telstra, Optus and Primus for urban areas, with and without cabling and other infrastructure combined

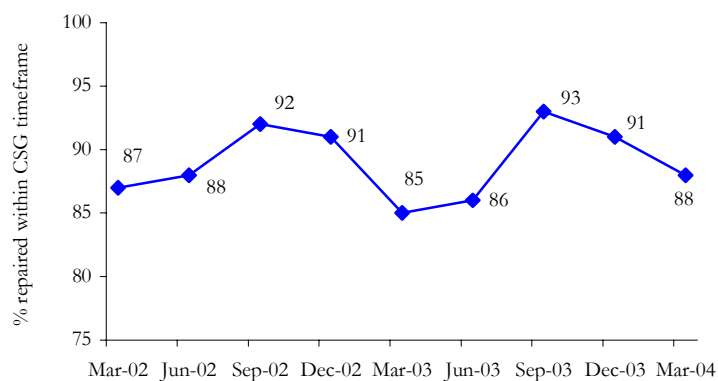


Note: Optus made improvements to its connection reporting systems during the December 2003 quarter.

CSG fault repair

Telstra’s national fault repair performance in all areas for the March 2004 quarter was 88 per cent of fault repair requests completed within CSG timeframes. For the last two years, Telstra’s national fault repair performance has been below 90 per cent in the March quarter reflecting seasonal impacts on the Telstra network. In the March 2002 quarter its performance was 87 per cent and in the March 2003 quarter its performance was 85 per cent of fault repairs completed within CSG timeframes (see Figure 3).

Figure 3: Telstra’s national fault repair performance



For the March 2004 quarter, Telstra reported that urban fault repair performance at the national level declined from 91 per cent in the December 2003 quarter to 88 per cent in the March 2004 quarter for fault repair requests completed within CSG timeframes. However, this is an improvement on its performance of 82 per cent for the same period last year. Telstra advised that its urban fault repair performance in the March 2004 quarter was affected by an increased volume of work in Brisbane, due to severe wind and thunderstorms that required technicians to be deployed from Sydney and Melbourne to assist with fault rectification work.

At the state level, Telstra’s urban fault repair performance was mixed compared with the December 2003 quarter, but improved in all states compared with the same period last year. Despite the bad weather affecting the Brisbane region, Telstra’s urban performance in Queensland at 91 per cent of fault repairs met within CSG timeframes is a significant improvement on its performance of 70 per cent in the same period last year. In New South Wales, Telstra’s urban performance declined from 91 per cent in the December 2003 quarter to 85 per cent of fault repairs completed within CSG timeframes for the March 2003 quarter. This is a slight improvement on its performance of 84 per cent in the March 2003 quarter. Telstra’s fault repair performance in urban Victoria was relatively steady at 88 per cent of faults repaired within the CSG timeframes, compared with 87 per cent in both the December 2003 and March 2003 quarters.

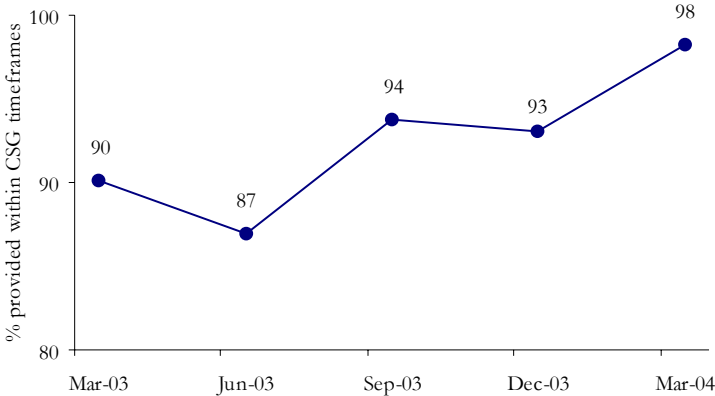
Severe weather conditions also adversely affected Telstra’s fault repair performance in rural and remote areas. Telstra advised that Cyclone Fay resulted in large volumes of fault repair work in regional Western Australia and that its operations in northern Queensland were significantly disrupted by Cyclone Fritz, which impeded access to plant and equipment.

Telstra’s national fault repair performance in rural areas was down from 93 per cent of fault repairs completed within CSG timeframes for the December 2003 quarter to 90 per cent for this quarter, although it remains consistent with performance for the same period last year. Performance declined in all states compared with the previous quarter, with the largest declines in Queensland (from 94 per cent to 89 per cent) and New South Wales/ACT (from 91 per cent to 88 per cent).

In remote areas, Telstra’s fault repair performance at the national level declined from 94 per cent in the December 2003 quarter to 88 per cent of fault repairs completed within CSG timeframes for the March 2004 quarter, which is also down from 92 per cent for the same quarter in 2003. At the state and territory level, the decline in fault repair performance from the December 2003 quarter is more noticeable in Queensland (from 95 per cent to 87 per cent), Northern Territory (from 94 per cent to 88 per cent) and Western Australia (91 to 87 per cent), the three areas most affected by cyclones during the March 2004 quarter. However, the small volume of customers in remote areas does affect the statistical significance of movements in performance.

A majority of Optus customers are in urban areas. Optus national urban fault repair performance for the March 2004 quarter improved from its performance for the March 2003 quarter. Nationally, 98 per cent of faults reported by urban customers were repaired within the CSG timeframes, an increase from 90 per cent reported in the March 2003 quarter and up from 93 per cent recorded in the December 2003 quarter (see Figure 4).

Figure 4: Optus’ national urban area fault rectification performance



In the states where Optus has directly connected customers, Optus’ urban fault repair performance improved from the March 2003 quarter in Queensland (from 88 per cent to 98 per cent), New South Wales/ACT (from 89 per cent to 98 per cent) and Victoria (from 94 per cent to 99 per cent).

Exemptions from the CSG Standard

During the March 2004 quarter, Telstra and Optus extended on a number of occasions the allowable period for the timeframe for service delivery due to circumstances beyond their control as provided by the CSG Standard. Such an extension, known as a mass service disruption (MSD), does not exempt Telstra and Optus from CSG requirements. Rather, it potentially extends the period over which the CSG requirements must be met. The percentage of connection and fault repair activity met within the CSG timeframes takes into account the effect of exemption claims on CSG performance.

Telstra reported that the percentage of Telstra services affected by exemptions increased from 8 per cent last quarter to 9.1 per cent in the March 2004 quarter. This is also a significant increase from 3.7 per cent reported for the same quarter last year.

A total of 48 exemptions were declared by Telstra during the quarter, down from 55 in the December 2003 quarter, but an increase from 35 in the March 2003 quarter. Telstra advised the ACA that severe weather conditions across Australia during the March 2004 quarter included cyclones, lightning, wind squalls, hail,

severe rainstorms and/or localised flooding. A majority of the exemptions claimed were in New South Wales (21) and Queensland (20), mostly due to lightning and rain storms. Telstra also claimed exemptions in Victoria (5), South Australia (1) and Tasmania (1).

There is an upward trend in the use of exemptions by Telstra and in the number of customers affected. The ACA sought further information from Telstra to reconcile information contained in the exemption notices with information from the Bureau of Meteorology weather summaries. The ACA continues to monitor linkages between the use and location of exemption claims, fault levels and CSG performance.

Optus reported that exemptions were applied to 0.8 per cent of in-place connection activity, 4.6 per cent of new connections activity and 10.4 per cent of fault repair activity at the national level in this quarter. Optus claimed a total of five exemptions during this quarter as a result of extreme weather conditions. Four of the exemption notices affected its customers in New South Wales and Queensland and who are resale customers on Telstra's network, and one exemption notice affected directly connected customers on the Optus network in Queensland.

CSG payments

Under Part 117A of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*, service providers are required to initiate action to determine their liability to make compensation payments to customers where the service provider has not complied with a CSG performance standard.

Performance is measured by the timeliness of decisions and compensation payments. Service providers report percentage compliance to the ACA against the following:

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

Telstra and Optus both reported 100 per cent compliance with each of the CSG payment requirements (as was the case for each carrier in the previous four quarters).

Primus reported 69.2 per cent compliance with the 14-day requirement and 100 per cent compliance with both the 14-week notification and payment requirement. This represents a decline in performance against the 14-day requirement from the previous two quarters, when Primus reported performance of 93.6 per cent and 88 per cent respectively.

AAPT reported 76.2 per cent compliance with the 14-day requirement, 89.3 per cent compliance with the 14-week notification requirement and 92.5 per cent compliance with the payment requirement. AAPT's performance in making CSG payments has fluctuated over the past four quarters against the 14-day requirement.

Extreme cases of failure

Since January 2003, Telstra and Optus have been required to supplement their CSG performance information by reporting on cases of extreme failure to meet the CSG timeframes for connections and fault rectifications. Under this framework, an extreme case of failure is defined as exceeding the CSG timeframes by more than five working days.

Under these arrangements, Telstra and Optus are to report on:

- the frequency distribution of the time taken to connect and repair services at the national aggregate level (indicating an overall performance);
- the frequency distribution of the same data at the operational business level (such as Telstra's Field Service Areas), to enable monitoring of service delays where failures may not be common; and
- exception reports on any operational business unit where the percentage of cases exceeding the CSG Standard plus five working days is greater than one per cent.

This information enables the ACA to identify and monitor performance at both an aggregated and disaggregated level.

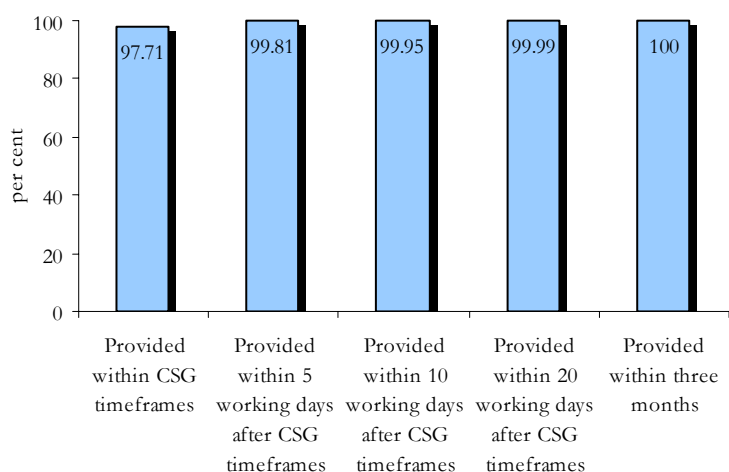
Measure of extreme cases of failure – connections

For connection activity, there is a single measure combining in-place connections and new connections in areas with and without cabling or other infrastructure.

For the March 2004 quarter, Telstra reported that 97.71 per cent of total connections were provided within the CSG maximum timeframes and 99.81 per cent were either provided within the timeframes or within five working days after the CSG timeframes (see Figure 5). This is consistent with Telstra's performance of 99.86 per cent for the same quarter the previous year. The remaining connections (0.19 per cent) are considered cases of extreme failure.

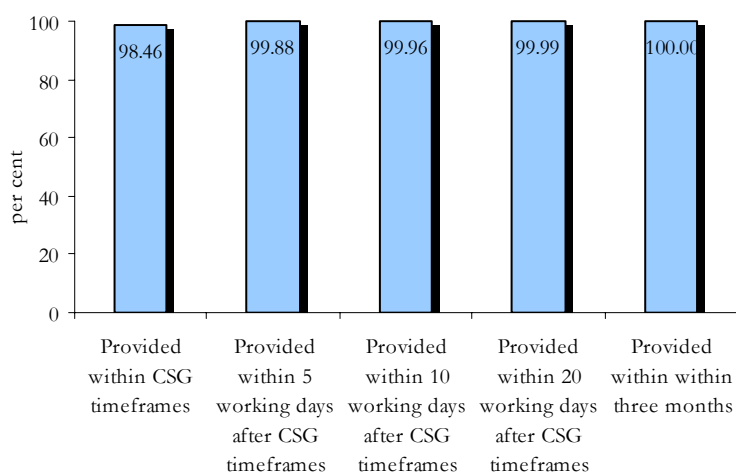
Telstra also advised that one of its operational business units (Brisbane City and Technology) reported more than one per cent of total connection activity exceeding the CSG timeframes by more than five working days. Telstra submitted an exception report to the ACA for that operational business unit as required under this monitoring and reporting framework.

Figure 5: Cumulative percentage of total CSG connections provided by Telstra, March 2004 quarter



Optus performance also remained steady. Optus reported that 98.46 per cent of total connections were provided within the CSG maximum timeframes and 99.88 per cent were either provided within the timeframes or within five working days after the CSG maximum timeframes (see Figure 6). This latter figure is marginally lower than its December 2003 quarter performance of 99.96 per cent of connections provided within five working days after the CSG timeframes, but an improvement on its performance in the March 2003 quarter of 99.86 per cent of connections provided within five working days after the CSG timeframes.

Figure 6: Cumulative percentage of total CSG connections provided by Optus, March 2004 quarter

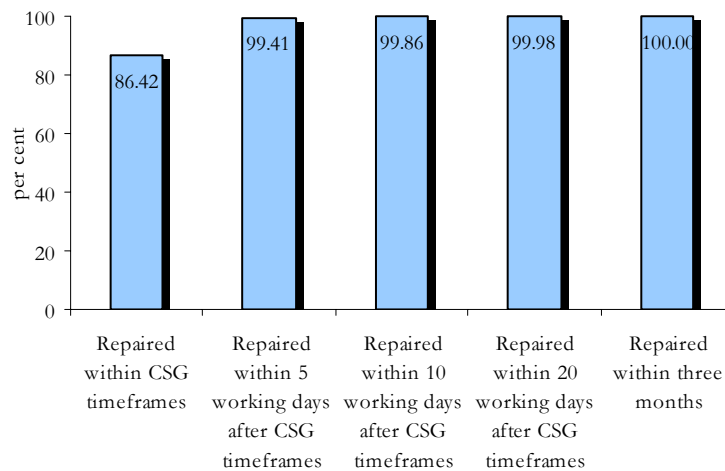


Measure of extreme cases of failure – fault repair

For the March 2004 quarter Telstra reported that 86.42 per cent of total faults were repaired within the CSG timeframes and 99.41 per cent of total faults were either repaired within the timeframes or within five working days after the CSG timeframes (see Figure 7). This compares with 84.5 per cent and 99.4 per cent respectively for the March 2003 quarter. Cases of extreme failure for the March 2004 quarter comprised 0.59 per cent of total faults, which is consistent with the performance of 0.60 per cent Telstra reported for the same quarter in 2003.

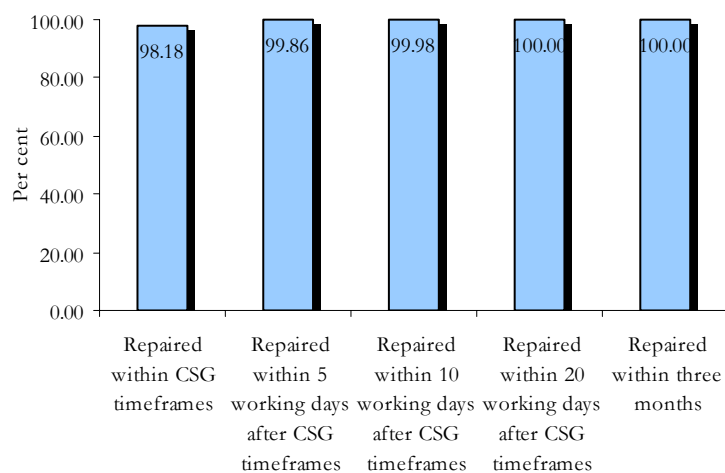
Telstra advised that four of its operational business units exceeded the one per cent threshold this quarter and submitted exception reports as required (Brisbane City, Brisbane City and Technology, Queensland Central and WA Northern).

Figure 7: Cumulative percentage of total CSG faults repaired by Telstra, March 2004 quarter



Optus reported 98.18 per cent of total faults were repaired within the CSG timeframes and 99.86 per cent were repaired within five working days after the CSG timeframes in the March 2004 quarter (see Figure 8). The remaining fault repairs (0.14 per cent) are considered cases of extreme failure, compared with 0.12 per cent for the December 2003 quarter.

Figure 8: Cumulative percentage of total CSG faults repaired by Optus, March 2004 quarter



NETWORK RELIABILITY FRAMEWORK

The Network Reliability Framework (NRF) is a three-tiered compliance and reporting arrangement under which Telstra provides information on faults in its network. Telstra services covered by the CSG are included (residential and small business customers with five lines or less).

The three levels of reporting are:

- geographic area level—based on Telstra’s field service areas (FSAs);
- exchange service area (ESA) level; and
- individual service level.

Level 1—Field service area (FSA) performance

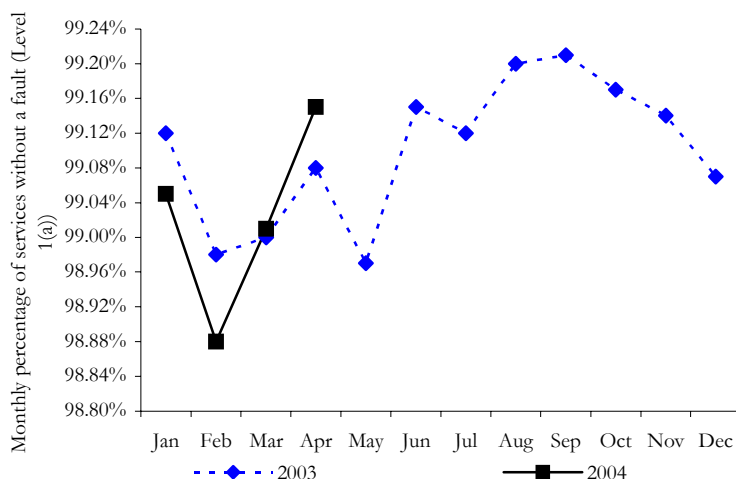
Level 1 records performance nationally and in 44 FSAs across Australia. Telstra must provide and publish the monthly percentage of:

- services without a fault—Level 1(a); and
- the average availability of services—Level 1(b).

Level 1(a)

The NRF is now into its second year of operation. This provides an opportunity to report year-on-year comparisons. Figure 9 compares Telstra’s monthly performance for Level 1(a) over the first four months of 2004 with the same period in 2003.

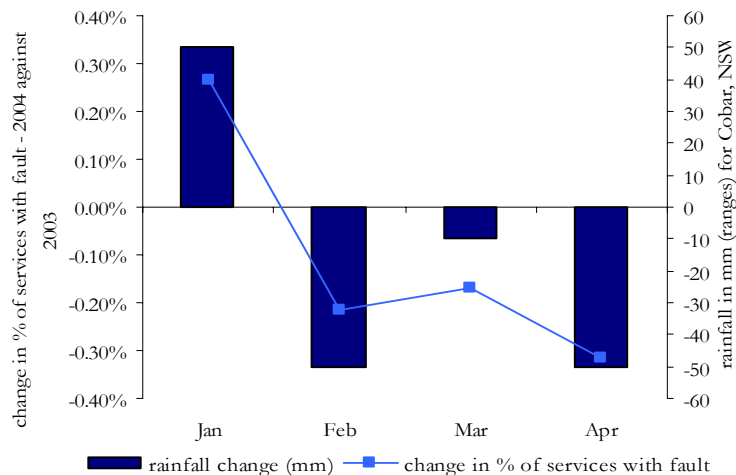
Figure 9: National monthly percentage of services without a fault – 2003 and 2004 comparison



As shown, fewer services experienced faults in March and April 2004 than in the same months in 2003, while comparatively more services experienced faults in January and February 2004. For example, with approximately 7.2 million services covered by the NRF, a 0.1 per cent increase in the Level 1(a) figure equates to around 7,000 fewer services experiencing a fault in the month.

While a range of factors affect network performance, the variations in performance shown in Figure 9 may have been influenced by the different weather conditions experienced in those months. Figure 10 gives an example to demonstrate the effect of rainfall in Cobar, a town located in the NSW Greater Western FSA.

Figure 10: Correlation between rainfall and faults – Cobar, NSW Greater Western FSA – 2003 and 2004 comparison



In this area, January 2004 was wetter than January 2003 and the FSA as a whole recorded 0.26 per cent more services with a fault. The months following were comparatively drier than the same period in the previous year and the percentage of services with a fault declined to be 0.31 per cent lower in April 2004 than April 2003. The rainfall measures are ranges that apply to the area concerned only, and are not representative of the experience for the entire FSA. Nevertheless, other FSAs show similar trends, suggesting that rainfall can have an effect on network reliability.

Severe weather conditions, including heavy rainfall, were experienced in coastal Queensland and New South Wales. In the January to March 2004 period, for example, Bureau of Meteorology data shows that many parts of the densely populated east coast from Sydney to Cooktown received between 50 and 600 millimetres more rainfall than in the same period in 2003. All except one of the FSAs covering that region recorded a lower percentage of services without a fault in those months of 2004 compared with the same period in 2003.

The highest and lowest performing FSAs for the January to April 2004 period were Melbourne City & Dedicated Services (99.74 per cent) and Northern Territory Top End (97.78 per cent) respectively. While performance for the majority of FSAs was close to the national average of 99.02 per cent, capital city areas continue to record a slightly higher percentage of services without faults compared to other areas.

Level 1(b)

Figure 11 shows Telstra’s national performance over the first four months of 2004 compared with the corresponding months in 2003. The monthly percentage availability of services is calculated by deducting the time taken to repair faults in the 44 FSAs from the total time possible, assuming all services were operational 24 hours per day.

Figure11: National percentage service availability – 2003 and 2004 comparison

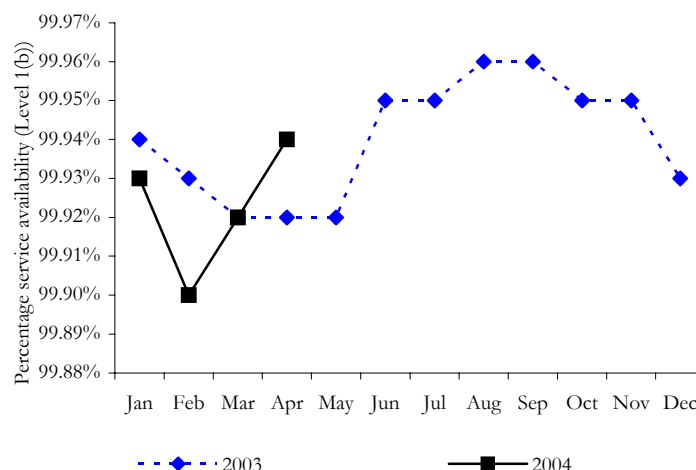
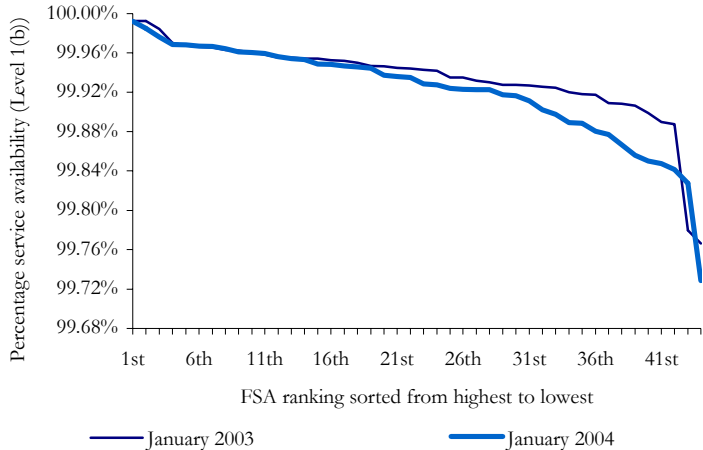


Figure 11 shows service availability fluctuating in a narrow band during the first four months of 2004. Performance in April (99.94 per cent) was marginally above that of April last year (99.92 per cent).

The highest and lowest performing FSAs over the period were Melbourne City & Dedicated Services (99.98 per cent) and NSW New England (99.77 per cent) respectively. Capital city FSAs recorded a marginally higher level of service availability compared with other FSAs.

Figure 12 plots in a ranking order Telstra’s Level 1(b) service availability average for FSAs for January 2004 and January 2003. From around the 14th ranking, the performance of the lower ranked FSAs in 2004 dips below performance in the previous year. This predominantly represents those FSAs located in northern and eastern Australia that experienced a comparatively high number of severe weather events during January 2004. Due to the relatively higher fault volumes experienced in January, services were likely to be unavailable for longer periods while Telstra attempted to restore services. However, as indicated by Figure 11, service availability improved across the majority of FSAs in March and April of 2004.

Figure 12: FSA monthly trend comparison – January 2003 and January 2004 comparison



ACA calculations: Time unavailable for affected services

On average, for each month in the period January to April 2004, fault-affected services were unavailable for an average of 60 hours. This ranged from an average of 39 hours in Perth South up to 91 hours in NSW New England, and compares with an average down-time of 56 hours each month for the same period in 2003.

The average time unavailable for fault affected services for each month is calculated by dividing the total time taken to repair faults by the number of services that experienced a fault.

This measure represents the average down-time for those services that experienced one or more faults. This is not an indicator that Telstra is required to report under the NRF, but it is a calculation undertaken by the ACA as part of its monitoring. It is measured in elapsed hours, not just working hours (noting that CSG fault repair times are measured in working days).

Level 2—Exchange service area (ESA) performance

Under the NRF, Telstra is required to report to the ACA each month on any ESAs where a specified number of services each had at least one fault per month for two consecutive months. The specified number of services varies between two and five according to the total number of services in operation in the ESA.

Where the exchange service area has...	Telstra must report if....
1 to 100 CSG services	2 or more services each had at least one fault in each of the preceding months
101 to 1,000 CSG services	3 or more services each had at least one fault in each of the preceding months
1,001 to 10,000 CSG services	4 or more services each had at least one fault in each of the preceding months
10,001 or more CSG services	5 or more services each had at least one fault in each of the preceding months

In the first three reporting periods of 2004 (January–February, February–March, March–April), 593 exchanges exceeded the Level 2 reporting thresholds. By comparison, 550 exchanges were reported for the same period in 2003.

The reporting of an exchange under Level 2 is not necessarily an indication of poor performance or that an ESA is in need of remediation. Faults caused by circumstances beyond the control of Telstra, such as floods, fires and cable cuts, contribute to the number of faults but may not indicate a reliability issue for an ESA.

The ACA has requested further information from Telstra on underlying causes of service difficulties in selected ESAs. In selecting ESAs, the ACA broadly applies the following criteria:

- those with a high percentage of services with faults in consecutive months;
- those with a high number of services with faults in consecutive months; and
- those that have appeared in multiple Level 2 reports.

The ACA uses this information to identify whether there are common causes for faults which need to be addressed. Where appropriate, the ACA has used its powers to request remediation plans from Telstra to ensure that performance in these particular areas is improved.

The ACA will continue to monitor performance in certain ESAs for a potential recurrence of low performance indicated by Level 2, and will take action where service difficulties continue. Further information and Level 2 data can be accessed on the ACA NRF website at www.aca.gov.au/consumer_info/nrf/Level2.htm.

Level 3—Performance at the individual service level

The NRF requires Telstra to take action to prevent a particular service from experiencing four or more faults in a rolling 60 day period (Level 3 (a)) or five or more faults in a rolling 365 day period (Level 3 (b)). Telstra is required to report services that reach these thresholds to the ACA. Telstra's reports include the details of affected services, a fault history for each service and a description of both repair and, if appropriate, remediation strategies.

In its December 2003 quarter bulletin, the ACA noted that it expected to see improved pre-emptive action by Telstra in 2004, leading to better performance against Level 3 measures. Telstra has recently informed the ACA that it has put in place enhanced internal processes for escalating and remediating faults before they reach the NRF thresholds.

The most recent results indicate that these measures may be having an effect. While the volume of Level 3 reports received by the ACA reached an all time peak in February 2004, this was largely due to both the '365 day period' being reached on 1 January 2004 and severe weather conditions in early 2004 (as discussed under Level 1). In both March and April the number of Level 3 reports fell significantly. While this is partly attributable to climatic factors, the ACA also expects that fewer services will continue to breach Level 3 thresholds in the future as a result of Telstra's improved pre-emptive measures.

For each service reported under Level 3, the ACA examines the adequacy and appropriateness of Telstra's actions for improving performance and, where necessary, requests that Telstra undertake further remediation activities. While the ACA frequently asks for further information about individual service difficulties, the ACA has not yet had cause to formally reject any of Telstra's remediation plans.

In response to Recommendation 2.10 of the Regional Telecommunications Inquiry, the ACA is currently reviewing all levels of the NRF to determine whether refinements to the framework are warranted. The ACA will report on this matter to the Minister for Communications, Information Technology and the Arts in late August.

Further information

Further information on the NRF is available on the ACA's NRF website at www.aca.gov.au/consumer_info/nrf/index.htm. This includes current and historical monthly Level 1 information on all FSAs. The information is also available from Telstra's website at www.telstra.com.au/servicereports/n_reliability.cfm.

MOBILE NETWORKS

Three types of terrestrial mobile service networks currently operate in Australia:

- global system for mobile communications (GSM);
- code division multiple access (CDMA); and
- wideband code division multiple access (W-CDMA).

The GSM carriers and Hutchison (for its CDMA network) provide annual data on network congestion, call drop-out and population coverage. These figures are reported in the ACA's annual telecommunications performance report (see www.aca.gov.au/aca_home/publications/reports/reports/performance/index.htm). The performance of Hutchison's W-CDMA network is not currently monitored by the ACA, although the ACA has commenced discussions with Hutchison on future monitoring arrangements.

Quarterly performance

The ACA monitors the performance of Telstra's CDMA network on a quarterly basis. There was an improvement in the congestion performance of Telstra's CDMA network in Queensland in this quarter. In the September and December 2003 quarters, congestion rates in Queensland were high, relative to the performance of the rest of the network. During the March 2004 quarter, congestion rates for Telstra's CDMA network in Queensland fell to a level consistent with the rest of the network. The ACA will continue to monitor congestion performance on Telstra's CDMA network.

PRIORITY ASSISTANCE

Priority assistance is a service offered by carriage service providers (service providers) to ensure that persons with a diagnosed life-threatening medical condition have access to a reliable, fully operational home telephone service to call for assistance. Customers receiving such a service are referred to as 'priority assistance customers.' For more information about priority assistance see the ACA website at www.aca.gov.au/consumer_info/priority_index.htm.

At the end of March 2004, Telstra had approximately 72,000 validated priority assistance customers, which represents approximately one per cent of its customer base. There were a further 125,000 provisional priority assistance customers whose applications for priority service were pending final validation and approval by Telstra (provisional priority customers have the same rights as a validated priority assistance customer).

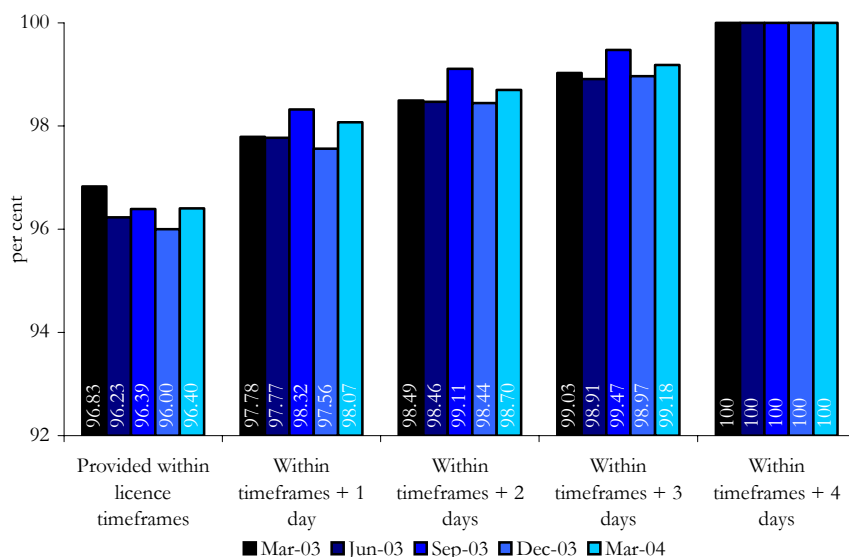
The number of validated customers increased from 61,000 in the December 2003 quarter to 72,000 in the March 2004 quarter, and the number of provisional customers increased from 107,000 to 125,000 over the same period. The increase in provisional customers reverses a decrease in this customer category reported for the December 2003 quarter.

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

Figures 13 and 14 show Telstra's performance against the priority assistance licence condition timeframes for connections and fault repair for the last five quarters.

The March 2004 quarter saw mixed results. Connections provided within timeframes improved from 96.0 per cent in the December quarter 2003 to 96.4 per cent in the March 2004 quarter (see Figure 13). Of the connections that did not meet the timeframes, 98.7 per cent of connections were provided within licence timeframes plus two days in the March 2004 quarter compared with 98.49 per cent in the March 2003 quarter.

Figure 13: Percentage of priority assistance customer connections in the last five quarters

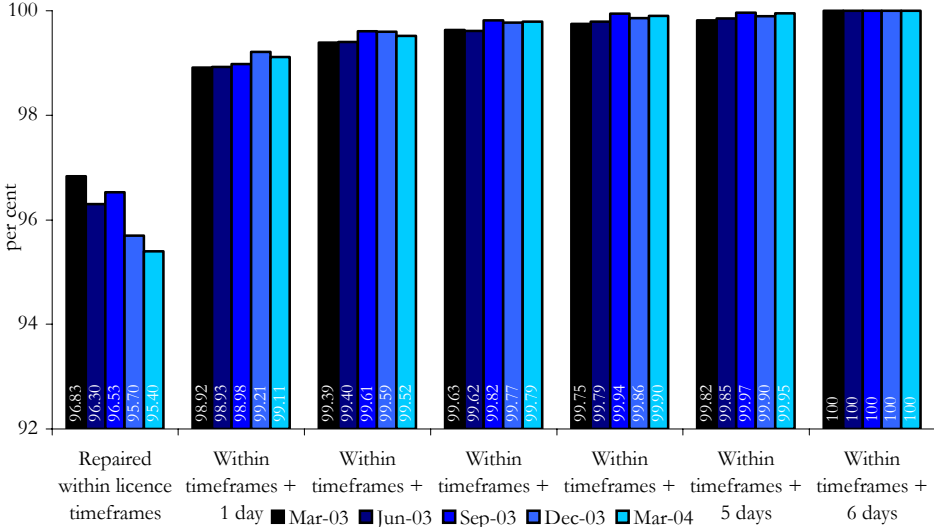


As Figure 14 indicates, the percentage of priority assistance customer faults repaired in the licence condition timeframes has declined marginally over the past five quarters. In March 2003, 96.83 per cent of priority assistance customers fault repairs were within the required timeframes, while in the March 2004 quarter, 95.40 per cent were within licence timeframes. Telstra's fault repair performance over the March 2004 quarter declined, despite a 13 per cent decrease in the total number of fault repairs compared with the same quarter in 2003.

The percentage of priority assistance customer faults repaired within the licence timeframe plus two days decreased in the March 2004 quarter to 99.52 per cent from 99.59 per cent in the December 2003 quarter. However, performance improved in the March 2004 quarter where 99.52 per cent of faults were repaired within licence timeframes plus two days compared with 99.30 per cent in the March 2003 quarter.

Complaints about Telstra’s priority assistance fault repair service increased in the March 2004 quarter, even though the number of complaints about priority assistance declined overall.

Figure 14: Percentage of priority assistance customer fault repairs in the last five quarters



Consistent with the increased number of exemptions claimed this quarter, the number of priority connections and fault exception reports increased fourfold. Telstra activates an exception report when a Customer Service Guarantee exemption has been claimed and it affects priority assistance customers.

Priority customers require service levels of a higher standard than Telstra’s general customer base and extended delays for any of these customers would be a major concern. In light of the continuing decline in faults repaired within licence timeframes, the ACA has raised with Telstra whether it has means to improve its performance against this measure.

Primus and AAPT are the only carriers other than Telstra that offer priority assistance services. Both organisations will begin reporting on their priority assistance performance in the later part of 2004. The ACA is currently discussing processes to implement performance reporting by these carriers.

CALL CENTRE PERFORMANCE

Four service providers (Telstra, Optus, AAPT and Primus) report on the performance of their call centres by providing the following information:

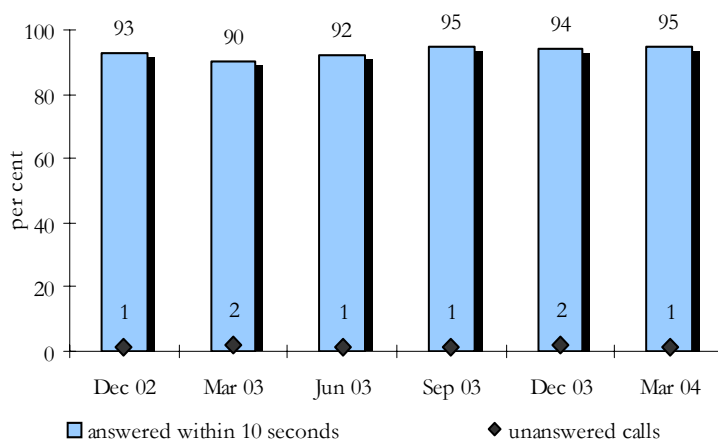
- the percentage of calls answered within a timeframe established by the service provider; and
- the percentage of calls that leave the call centre unanswered.

Directory assistance services

Telstra is the sole provider of the directory assistance service, which it defines as 'an information service supplementing the printed telephone directory where operators provide telephone numbers'. The directory assistance service is available through the numbers 1223 (free of charge to home phones), 12455 (free of charge to home phones unless the call is connected through) and 12456 (a charge applies).

In the March 2004 quarter, 95 per cent of directory assistance calls were answered within 10 seconds of entering the network, while one per cent of calls were unanswered. These figures are an improvement on the December 2003 quarter results of 94 per cent of calls answered within 10 seconds and an improvement on the March 2003 quarter results of 90 per cent answered within 10 seconds. The percentage of unanswered calls to directory assistance has remained within one to two per cent of calls to the directory assistance services over this period (see Figure 15).

Figure 15: Telstra directory assistance performance

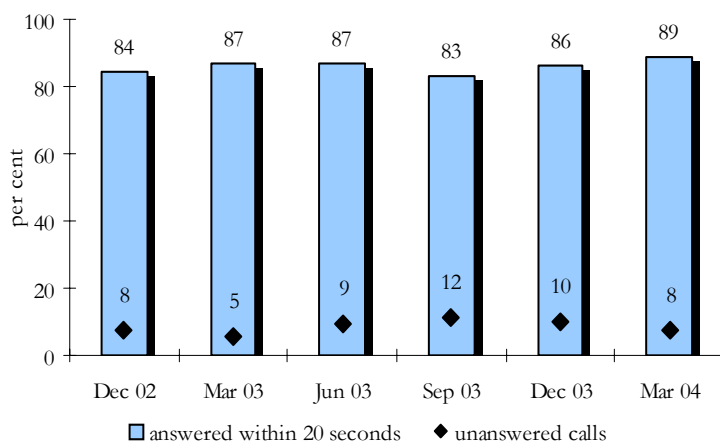


Information and connection services for international and long distance calls

Both Telstra and Optus provide information on answering times and unanswered calls for their operator-assisted international and long distance call services. Optus reports against a 20-second timeframe for answering calls, while Telstra reports against a 10-second timeframe.

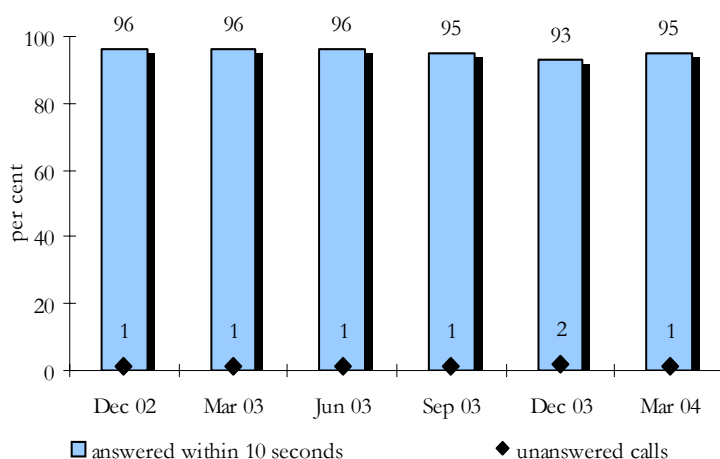
In the March 2004 quarter, Optus reported that the percentage of calls answered within 20 seconds increased to 89 per cent from 86 per cent answered in the December 2003 quarter and from 87 per cent answered in the March 2003 quarter. Optus reports that these positive results were aided by a decrease in the amount of call traffic to its Operator Services call centre (see Figure 16).

Figure 16: Optus' information and connection service performance for international and long distance calls



In the March 2004 quarter, Telstra reported that the percentage of calls answered within 10 seconds increased to 95 per cent and the rate of unanswered calls fell to one per cent. Telstra's performance against both of these measures has been relatively stable since the March 2003 quarter (see Figure 17).

Figure 17: Telstra information and connection service performance for international and long distance calls



Repairs and faults service call centre performance

Optus and Telstra report on the answering times and unanswered calls for their repair and fault reporting services. Optus reports against a 20-second timeframe for answering calls, while Telstra reports against a 15-second timeframe.

Optus reported that 62 per cent of calls were answered within 20 seconds and 10 per cent of calls left the network unanswered (see Figure 18). While these figures represent a decline in performance compared with the previous quarter (70 per cent answered within 20 seconds), they are an improvement on performance for the March 2003 quarter of 56 per cent answered within 20 seconds. Optus reported that the volume of calls to the service increased significantly during the March 2004 quarter as a result of stormy weather, and suggested that increased call volumes contributed to its performance decline.

Figure 18: Optus 24 hour faults and service difficulties call centre performance

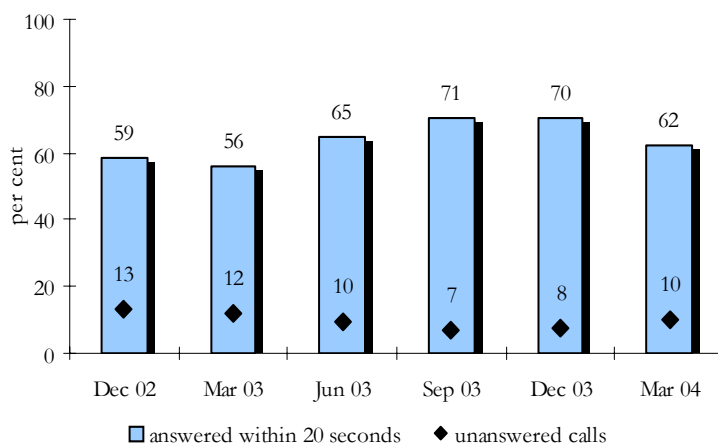
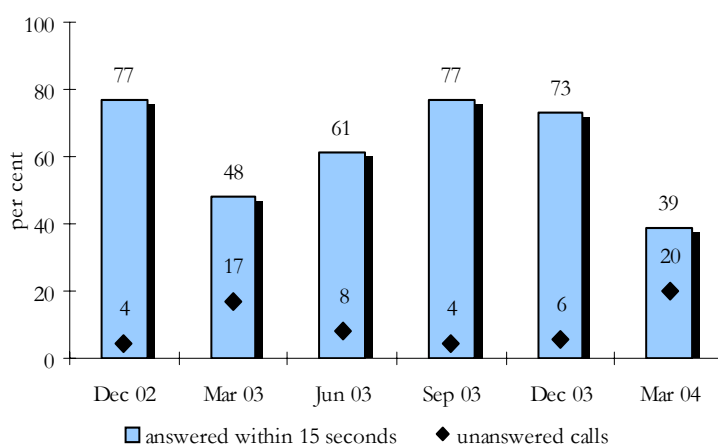


Figure 19 shows that in the March 2004 quarter, Telstra experienced a significant decline in the performance of its fault and service difficulties call centre, leading to its worst recorded result for this service. The percentage of calls answered within 15 seconds fell to 39 per cent. This was a drop in performance from 73 per cent in the previous quarter, and a nine per cent decrease from 48 per cent recorded in the March quarter 2003. Performance for calls leaving the network unanswered increased from 6 per cent in the December 2003 quarter to 20 per cent in the March 2004 quarter, although this was only a three per cent increase compared with the March 2003 quarter.

Telstra attributed the performance decline to the rollout of its SIIAM fault management system, as part of its broader FutureEdge system upgrade. According to Telstra, the effect of the rollout was compounded by seasonal weather extremes that produced increased call volumes. A similar decline in quarterly performance was recorded for same period in 2003, suggesting seasonal influence on performance levels.

Telstra reported that the fault system rollout issues had been resolved and figures to date for the June 2004 quarter were tracking closer to 78 per cent of calls answered within 15 seconds. Telstra indicated that the new system would enhance its ability to respond to customer fault and repair enquiries.

Figure 19: Telstra’s 132 203 and 132 999 faults and service difficulties service performance



Call centre performance – AAPT and Primus

AAPT and Primus report aggregated call centre performance figures against a 20-second call answering timeframe. Primus continued the practice, which began in the March 2003 quarter, of including calls answered by an automated service in the total number of calls answered within 20 seconds.

AAPT’s performance in answering calls within its 20-second timeframe fell to 52 per cent, down from 56 per cent in the December 2003 quarter. The percentage of unanswered calls increased to 15 per cent from 14 per cent. However, these results are an improvement on the results for the same time last year, with calls answered

inside the 20-second timeframe rising from 45 per cent and unanswered calls falling from 26 per cent (see Figure 20).

Figure 20: AAPT call centre performance

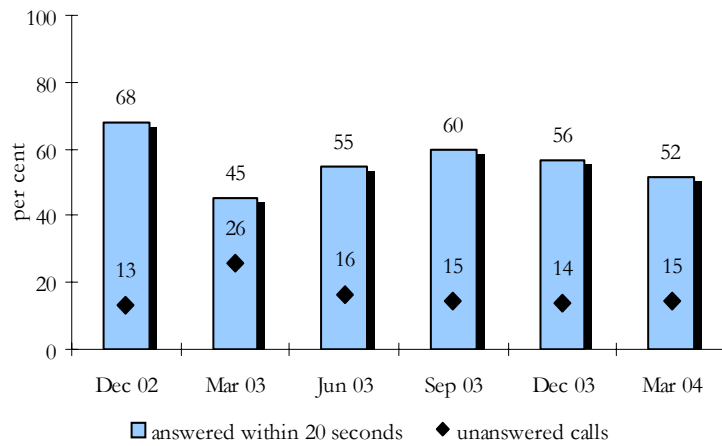
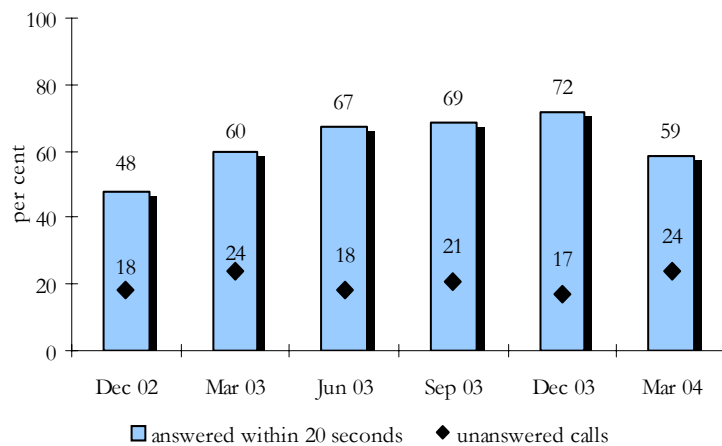


Figure 21 shows the Primus performance during the March 2004 quarter which declined for calls answered within 20 seconds (59 per cent, down from 72 per cent in the previous quarter) and unanswered calls (24 per cent, up from 17 per cent in the previous quarter). However, these figures are consistent with its performance for the same quarter of 2003.

Figure 21: Primus call centre performance



COMPLAINTS

A 'complaint' is defined for reporting purposes as 'any expression of dissatisfaction with the provision of a standard telephone service'. However, when a customer first notifies a service provider of a fault, it is reported as a 'fault' rather than a 'complaint'.

The ACA collects data from four service providers (Telstra, Optus, AAPT and Primus) on the number of complaints received against five specified categories, based on the major areas of complaint used by the Telecommunications Industry Ombudsman (TIO) (see Table 1).

The categories and examples are:

- *provision of service* – delays in service provision, connection issues;
- *fault repair* – delays in restoring service, fault repair works;
- *customer transfer* – issues about 'slamming' (unauthorised customer churn) and authorised churn processes which may, for example, involve delays;
- *credit control* – collection of debts, credit control policies of service providers, bonds; and
- *billing* – accuracy of accounts, bill presentation, delays in billing;

Complaints levels are translated into ratios for every 10,000 units in the category. For instance, complaints about customer transfer are recorded as numbers of complaints for every 10,000 customer transfers.

The Primus calculation of provision of service complaints differs from other service providers by measuring complaints against new services provided, rather than total services in operation.

Telstra calculates its fault repair complaints differently to other providers in two ways. Firstly, it gauges complaints against faults cleared within target, rather than faults reported. Secondly, when a customer specifically seeks to make a complaint on fault repair, Telstra records it as a complaint rather than an enquiry even if the problem is not yet reported as a fault. That is, such fault repair complaints will be recorded as complaints, even though a customer reporting a fault for the first time should be recorded as a fault.

As the complaints ratios for Primus provision of service and Telstra fault repairs are calculated differently to the ratios of other carriers, they are useful as a means of assessing the performance of a single carrier over time, but are not meaningful in comparing one carrier's performance with another.

The calculation methodology for the Primus and Telstra ratios is inconsistent with the ACA's key performance indicators for provision of service complaints and fault repair complaints respectively. The ACA is currently addressing the need for consistency of complaints monitoring as part of future industry monitoring arrangements.

Provision of service

Telstra recorded a marginal decrease in complaints about fault repair during the March 2004 quarter (a ratio of 1.9 down from 2 in the December 2003 quarter). Optus, AAPT and Primus all reported marginal increases in the number of complaints about provision of service during the quarter.

Fault repairs

All providers reported a rise in complaints about fault repair during the March 2004 quarter. Optus attributed the rise in fault repair complaints (from a ratio of 67 to 83) to an increase in the number of faults reported, while Telstra reported that an increase in fault repair complaints (from a ratio of 170 to 204) was due to increased fault levels arising from seasonal bad weather. AAPT's complaint ratios increased during the quarter from 33.2 to 56.1. Primus' complaint ratios also increased during the quarter from a ratio of 32.7 to 39.6.

Customer transfer

The level of complaints relating to Optus customer transfer activities has remained stable over the last two quarters with a ratio of 14. Telstra (3.5) and AAPT (5.9) reported an increase in transfer complaints, while Primus' ratio fell from 40.7 in the December quarter to 27.1 in the March 2004 quarter.

Credit control

Telstra, Optus and Primus all reported ratios of 1.1 or less for credit control complaints. For the second consecutive quarter, Optus and Primus had complaint levels at or below 0.5. AAPT's performance improved over the March 2004 quarter to 7.5, down from 8.4 for the December 2003 quarter.

Billing

The Optus ratio of billing complaints remained stable over the March 2004 quarter at 2.9. Both Telstra and AAPT reported declining complaint levels for the second successive quarter, while Primus' ratio increased from 19.6 to 39.6.

Table 1: Complaints ratios

	Telstra			Optus			AAPT			Primus		
	Sep-03	Dec-03	Mar-04	Sep-03	Dec-03	Mar-04	Sep-03	Dec-03	Mar-04	Sep-03	Dec-03	Mar-04
PROVISION OF SERVICE												
Ratio of complaints per 10,000 services in operation	2.1	2	1.9	1.4	0.7	1	8.7	2	2.1	n/a	n/a	n/a
Ratio of complaints per 10,000 new services provided	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	116	80.7	81.4
FAULT REPAIR												
Ratio of complaints per 10,000 faults reported	n/a	n/a	n/a	105	67	83	13.7	33.2	56.1	37.5	32.7	39.6
Ratio of complaints per 10,000 faults cleared within target	123	170	204	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
CUSTOMER TRANSFER												
Ratio of complaints per 10,000 transfers	2.9	2.8	3.5	15	14	14	4	5.4	5.9	72.1	40.7	27.1
CREDIT CONTROL												
Ratio of complaints per 10,000 services in operation	1	1.2	1.1	0.9	0.3	0.4	9.3	8.4	7.5	0.4	0.5	0.2
BILLING												
Ratio of complaints per 10,000 bills issued	4.2	3.5	2.9	2.8	2.9	2.9	2.3	1.7	0.9	35.6	19.6	39.6

PAYPHONE SERVICES

The information in this section refers to Telstra-operated payphones only, not the payphones operated by private entities.

Payphone downtime

Payphone downtime refers to the percentage of time over the period 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.

The downtime average increased from 6.6 per cent in the December 2003 quarter to 7.25 per cent of total time for the March 2004 quarter, largely attributable to increased fault levels arising from poor weather. Despite marginal improvements in some states, Western Australia, Tasmania and Queensland had increases in their respective downtime measures of between one and two per cent.

Fault repair

Telstra specifies its performance service standard for payphones in its Universal Service Obligation Standard Marketing Plan. For fault rectification, Telstra reports that:

'...Telstra will use reasonable endeavours to repair an unworkable Telstra operated payphone or payphone access line in the following timeframes according to the service location:

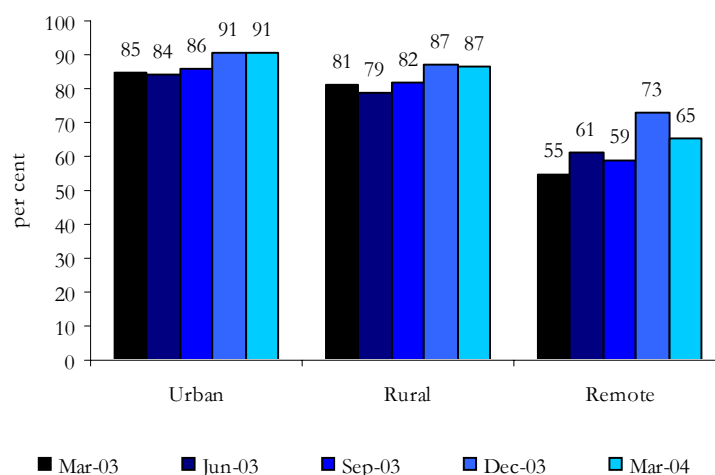
- Urban Area: end of one [1] full working day after being notified of the fault;
- Major Rural Area and Minor Rural Area: end of two [2] full working days after being notified of the fault; and
- Remote Area: end of three [3] working days after being notified of the fault.

Vandalism to payphone and/or cabinets resulting in significant damage may require specialised solutions and thus prevent the above standards from being met.'

For the March 2004 quarter, Telstra repaired 90.7 per cent of faults in urban areas, 86.6 per cent of faults in rural areas and 65.2 per cent of faults in remote areas within its specified timeframes. While the repair times were relatively stable in both urban and rural areas compared with the December 2003 quarter, remote fault repair declined from 72.9 per cent in the December 2003 quarter to 65.2 per cent in the March 2004 quarter.

However, repair performance improved on the same period last year. Urban repair times improved from 85 per cent in the March 2003 quarter to 91 per cent of payphones repaired within specified timeframes in the March 2004 quarter. Rural repair times improved from 81 per cent to 87 per cent of payphones repaired within timeframe, while remote area performance improved from 55 per cent to 65.2 per cent repaired within timeframe over the same period (see Figure 22).

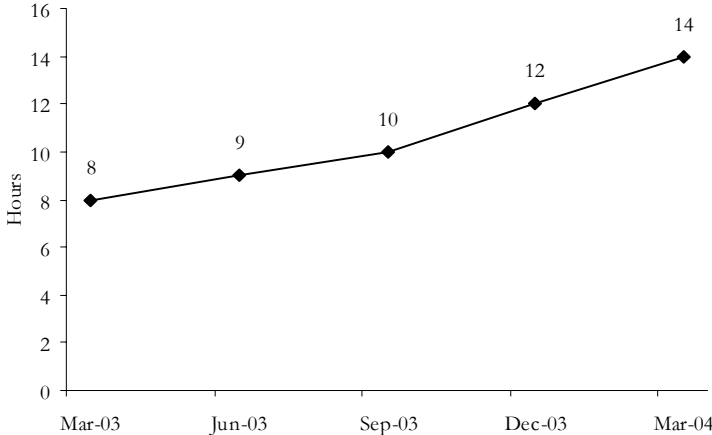
Figure 22: Telstra payphone faults repaired within the timeframe in the Standard Marketing Plan



The average time taken by Telstra to repair payphone faults is measured between the hours of 7.00 am and 6.00 pm Monday to Friday. The average time taken by Telstra to repair payphone faults in the March 2004 quarter increased from 11.9 to 13.9 business hours at the national level (see Figure 23). All states showed an increase in average hours to repair on the previous quarter.

The longest average times taken to repair payphones were in South Australia/Northern Territory (SA/NT) (22.4 hours) and Western Australia (WA) (16.8 hours). While the longer timeframes in these states reflect, in part, the large number of payphones in remote locations and the impact of variable climatic conditions, these increases compare unfavourably with the figures for the March 2003 quarter, when SA/NT and WA recorded 10 and 11 average hours to repair respectively.

Figure 23: Telstra’s average (business) hours to repair a payphone fault



The ACA noted in the December 2003 *Telecommunications Performance Monitoring Bulletin* that it would seek improvement in this area through Telstra’s response to Recommendation 2.13 of the Regional Telecommunications Inquiry, which sought a strategy to improve payphone repair timeframes. While Telstra has provided the ACA with a draft strategy, and the ACA has commented on it, Telstra has yet to finalise it. The ACA is working with Telstra to ensure this issue is addressed as a matter of priority.

Payphone availability

Telstra has a further measure of payphone performance which is related to the ability to make national and international voice calls 24 hours a day. Telstra defines this measure of payphone availability as:

‘The number of payphones available to make successful calls (that is, call connects) using either card or coin and calls to operator services, 000, 1800 and other carrier services.’

According to this definition, a payphone equipped with both card and coin payment options would be considered available if either one of these payment mechanisms was not functional. Payphone availability declined marginally in the March 2004 quarter to 98.5 per cent, down from 98.8 per cent in December 2003 and 99 per cent in the March quarter 2003.

Trouble reports

A trouble report is a fault report, which 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. The average number of trouble reports per payphone dropped for the quarter from 0.4 to 0.3 reports per payphone.

SPECIAL INTEREST ITEM

The Internet Assistance Program

The Internet Assistance Program (IAP) was established in September 2001 as an outcome of the Telecommunications Service Inquiry. The IAP consists of services that help dial-up Internet users to improve their Internet experience, in particular to achieve a *minimum equivalent throughput (MET)* of at least 19.2 kbit/s. This refers to a level of performance that supports simple browsing and email.

In 2002, the Regional Telecommunications Inquiry (RTI) evaluated the performance of the IAP and recommended that the program should continue beyond its original three-year term of agreement with the government.

Consequently, Telstra has been required to make the IAP available to consumers under *Carrier Licence Conditions (Telstra Corporation Limited) Declaration 1997 (Amendment No. 2 of 2003)*, that commenced operation on 9 October 2003.

Services provided under the IAP

The program offers assistance initially through the On-Line Help Service to improve the user's Internet throughput. This is provided on a dedicated website, which will measure the user's data rate using the online self-help test. If the test indicates the user is not achieving the MET, the website will provide step-by-step instructions on how to adjust modem and computer settings to ensure the MET is achieved. Assistance can also be provided through a 1800 free call number.

Where the self-help website is unable to provide the MET, the customer can contact the Technical Support Service for more detailed assessment and assistance. This service may include a remote line assessment or on-site inspection to find out why the MET is not being achieved. Further assistance may be provided through minor site works, or the provision of software solutions such as data compression software.

Availability of the IAP

The IAP is available to residential or small business customers with up to two telephone lines, one or both of which enable the customer to obtain dial-up access to the Internet over the Telstra fixed-line network. These customers are eligible for assistance under the IAP, regardless of where they reside or carry on business in Australia, or which Internet service provider (ISP) or telephone service company they use. Customers in the extended zones are now eligible for the IAP services.

The IAP does not apply to users with intervening systems such as a PABX that might limit Internet throughput rates, or to users with interim or alternative telephone services as defined in the Telecommunications (Customer Service Guarantee) Standard 2000 (No. 2), or to users with interim priority services.

Telstra's obligations under the IAP licence condition

Under the IAP licence condition, Telstra is required to meet specified timeframes for completing consultations with IAP users and conducting field activities (physical activities that may need to be made to the copper network, customer equipment, exchange equipment and pair gain systems).

The ACA will monitor Telstra's compliance with this licence condition. In addition, the ACA is required to determine that the steps Telstra takes to publish and distribute information about the IAP and its activities to fulfil its obligations of the IAP are reasonable.

Reporting

Up to March 2004, 126,112 users have accessed the IAP self-help website, a further 9,121 people accessed the IAP Internet service provider site, and another 29,428 users accessed the 1800 free call number.

The IAP self-help website is at www.iapselfhelp.com.

DATA TABLES

PRIMUS PERFORMANCE INDICATORS—SUMMARY

Table P.1: Per cent of connections provided by Primus within CSG Standard timeframes, quarterly

	In-place services								New services, with and without infrastructure							
	June 03		September 03		December 03		March 04		June 03		September 03		December 03		March 04	
	met	not met	met	not met	met	not met	met	not met	met	not met	met	not met	met	not met	met	not met
Urban areas																
National	99	1	98	2	99	1	99	1	96	4	97	3	92	8	93	7
NSW	98	2	99	1	99	1	99	1	98	2	98	2	93	7	92	8
ACT	99	1	100	0	100	0	99	1	86	14	100	0	100	0	90	10
Vic	98	2	98	2	99	1	99	1	96	4	97	3	91	9	93	7
Qld	98	2	98	2	99	1	99	1	96	4	96	5	92	8	94	6
SA	99	1	99	1	99	1	99	1	97	3	93	7	91	9	92	8
WA	98	2	99	2	99	1	100	0	99	1	95	5	100	0	96	4
Tas	99	1	99	1	100	0	100	0	95	5	100	0	95	5	100	0
NT	100	0	100	0	100	0	100	0	100	0	75	25	67	33	100	0
Major rural areas																
National	98	2	95	5	99	1	99	1	96	4	97	3	93	7	88	12
NSW	96	4	94	6	98	2	100	0	96	4	99	1	93	7	91	9
ACT	100	0	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	100	0	100	0
Vic	95	5	100	0	97	3	100	0	95	5	96	4	93	7	82	18
Qld	98	2	95	5	100	0	97	3	100	0	98	2	92	8	83	17
SA	100	0	100	0	100	0	100	0	80	20	73	27	100	0	100	0
WA	100	0	96	4	100	0	97	3	100	0	100	0	100	0	100	0
Tas	97	3	86	14	100	0	100	0	97	3	100	0	100	0	100	0
NT	100	0	100	0	n/o	n/o	100	0	n/o	n/o	n/o	n/o	100	0	n/o	n/o
Minor rural areas																
National	100	0	100	0	100	0	100	0	100	0	100	0	100	0	100	0
NSW	100	0	100	0	100	0	100	0	n/o	n/o	n/o	n/o	100	0	100	0
ACT	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o
Vic	100	0	100	0	100	0	n/o	n/o	n/o	n/o	n/o	n/o	100	0	n/o	n/o
Qld	100	0	100	0	100	0	100	0	100	0	n/o	n/o	100	0	100	0
SA	100	0	n/o	n/o	100	0	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o
WA	100	0	n/o	n/o	100	0	100	0	n/o	n/o	100	0	n/o	n/o	100	0
Tas	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	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	100	0	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o
Remote areas*																
National	100	0	n/o	n/o	100	0	100	0	100	0	n/o	n/o	n/o	n/o	n/o	n/o
NSW	n/o	n/o	n/o	n/o	100	0	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o
Vic	n/o	n/o	n/o	n/o	n/o	n/o	100	0	100	0	n/o	n/o	n/o	n/o	n/o	n/o
Qld	n/o	n/o	n/o	n/o	100	0	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o
WA	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o
Tas	100	0	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o

n/o No orders (no connections were requested).

* States not listed in the 'remote areas' section did not have any in-place or new service connection activity in the four quarters covered displayed in the table.

Due to rounding, met + not met may not add to 100 per cent in some cases.

AAPT PERFORMANCE INDICATORS—SUMMARY

Table A.1: AAPT's call centre performance, quarterly

		June 03	September 03	December 03	March 04
Percentage of calls entering the network and answered within 20 seconds	National	55.0	59.7	56.4	51.6
	Sydney	52.0	51.0	53.4	50.4
	Bendigo	55.0	60.9	56.8	51.7
Percentage of calls entering the network and leaving without being answered	National	16.4	14.8	13.6	14.6
	Sydney	9.1	15.7	9.2	9.8
	Bendigo	17.3	14.6	14.2	15.1

OPTUS PERFORMANCE INDICATORS—SUMMARY

Table Op.1: Per cent of connections provided by Optus on its own network within CSG Standard timeframes, quarterly

		June 03		September 03		December 03		March 04	
		met	not met	met	not met	met	not met	met	not met
In-place services	National	99.9	0.1	99.9	0.1	99.7	0.3	97.0	3.0
	NSW	99.9	0.1	99.9	0.1	99.7	0.3	97.5	2.5
	Vic	99.9	0.1	99.9	0.1	99.7	0.3	96.2	3.8
	Qld	99.9	0.1	99.9	0.1	99.8	0.2	97.9	2.1
New services	National	89.3	10.7	88.4	11.6	97.3	2.7	98.9	1.1
	NSW	85.2	14.8	81.6	18.4	95.0	5.0	98.2	1.8
	Vic	90.7	9.3	93.6	6.4	98.5	1.5	99.2	0.8
	Qld	96.4	3.6	96.5	3.5	99.5	0.5	99.5	0.5

Due to rounding, met + not met may not add to 100 per cent in some cases.

The figures cover activity on the Optus network in urban areas only and do not cover local access resale operations.

Optus made improvements to its connection reporting systems during the December 2003 quarter.

Table Op.2: Per cent of faults repaired by Optus within CSG Standard timeframes, quarterly

		June 03		September 03		December 03		March 04	
		met	not met	met	not met	met	not met	met	not met
National		86.6	13.4	93.5	6.5	92.7	7.3	98.2	1.8
NSW/ACT		83.6	16.4	94.1	5.9	92.8	7.2	97.6	2.4
Vic		91.6	8.4	95.0	5.1	94.0	6.0	98.8	1.2
Qld		90.7	9.3	94.1	6.0	91.8	8.2	98.1	1.9
SA		87.8	12.2	85.7	14.3	91.7	8.3	98.7	1.3
WA		69.3	30.7	84.5	15.6	89.2	10.8	99.7	0.3
Tas		76.3	23.7	86.9	13.1	83.1	16.9	98.9	1.1
NT		93.1	6.9	93.7	6.4	95.0	5.0	99.5	0.5

Due to rounding, met + not met may not add to 100 per cent in some cases.

Figures for SA, WA, Tas and NT cover Optus resale of services on the Telstra network. Figures for other states cover both the Optus and Telstra networks.

Table Op.3: Per cent of services for which Optus claimed exemption from CSG Standard timeframes

		June 03	September 03	December 03	March 04
In-place connections	National	0.0	0.0	0.0	0.8
New service connections	National	0.0	2.7	5.1	4.6
	NSW	0.0	3.9	7.0	5.7
	Vic	0.0	1.7	4.0	4.0
	Qld	0.0	1.3	3.4	3.8
Fault repairs	National	6.1	2.5	2.3	10.4
	NSW/ACT	8.9	3.0	1.3	6.6
	Vic	3.4	3.2	5.3	1.1
	Qld	1.4	1.3	0.7	28.7
	SA	0.3	0.0	0.0	0.2
	WA	17.1	0.1	0.1	0.1
	Tas	5.0	0.0	8.5	0.0
	NT	0.0	0.0	0.0	0.0

Table Op.4: Optus' call centre performance, quarterly

		June 03	September 03	December 03	March 04
Operator services	Per cent of calls answered within 20 seconds	86.8	83.3	86.1	88.6
	Per cent of calls leaving without being answered	9.2	11.5	9.9	7.8
Fault reporting	Per cent of calls answered within 20 seconds	64.7	70.7	70.4	62.3
	Per cent of calls leaving without being answered	9.6	6.9	7.5	9.9

TELSTRA PERFORMANCE INDICATORS—SUMMARY

Table T.1: Per cent of in-place connections provided by Telstra within CSG Standard timeframes, quarterly

	June 03		September 03		December 03		March 04	
	met	not met	met	not met	met	not met	met	not met
National	97	3	96	4	97	3	97	3
NSW/ACT	96	4	96	4	97	3	97	3
Vic	96	4	96	4	97	3	97	3
Qld	97	3	96	4	97	3	97	3
SA	97	3	96	4	98	2	98	2
WA	96	4	96	4	97	3	97	3
Tas	97	3	97	3	98	2	98	2
NT	96	4	96	4	98	2	97	3

Table T.2: Per cent of new service connections provided by Telstra within CSG Standard timeframes, quarterly

		June 03		September 03		December 03		March 04	
		met	not met	met	not met	met	not met	met	not met
All areas, with infrastructure	National	91	9	93	7	91	9	92	8
	NSW/ACT	93	7	94	6	91	9	91	9
	Vic	92	8	93	7	90	10	92	8
	Qld	86	14	91	9	91	9	94	6
	SA	91	9	92	8	91	9	93	7
	WA	92	8	91	9	91	9	91	9
	Tas	90	10	95	5	94	6	93	7
	NT	94	6	93	7	92	8	93	7
All areas, without infrastructure	National	93	7	94	6	93	7	91	9
	NSW/ACT	93	7	95	5	93	7	91	9
	Vic	92	8	94	6	93	7	91	9
	Qld	92	8	92	8	94	6	92	8
	SA	93	7	94	6	94	6	90	10
	WA	96	4	94	6	95	5	94	6
	Tas	89	11	92	8	91	9	90	10
	NT	93	7	94	6	93	7	89	11
All areas, with and without infrastructure	National	91	9	93	7	91	9	92	8
	NSW/ACT	93	7	94	6	91	9	91	9
	Vic	92	8	93	7	90	10	92	8
	Qld	87	13	91	9	92	8	93	7
	SA	91	9	92	8	92	8	93	7
	WA	92	8	92	8	91	9	91	9
	Tas	90	10	94	6	94	6	93	7
	NT	94	6	93	7	92	8	93	7
Urban areas, with infrastructure	National	90	10	92	8	90	10	92	8
	NSW/ACT	93	7	94	6	91	9	91	9
	Vic	92	8	93	7	89	11	92	8
	Qld	85	15	90	10	91	9	93	7
	SA	90	10	92	8	91	9	93	7
	WA	91	9	91	9	91	9	91	9
	Tas	88	12	94	6	94	6	93	7
	NT	95	5	92	8	91	9	93	7
Urban areas, without infrastructure	National	94	6	94	6	94	6	91	9
	NSW/ACT	93	7	95	5	94	6	91	9
	Vic	94	6	94	6	94	6	92	8
	Qld	92	8	92	8	95	5	91	9
	SA	94	6	93	7	95	5	90	10
	WA	97	3	94	6	96	4	93	7
	Tas	89	11	96	4	97	3	91	9
	NT	91	9	100	0	100	0	100	0

TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

Table T.2 continued: Per cent of new service connections provided by Telstra within CSG Standard timeframes, quarterly

		June 03		September 03		December 03		March 04	
		met	not met	met	not met	met	not met	met	not met
Urban areas, with and without infrastructure	National	90	10	93	7	91	9	92	8
	NSW/ACT	93	7	94	6	91	9	91	9
	Vic	92	8	93	7	89	11	92	8
	Qld	85	15	90	10	91	9	93	7
	SA	90	10	92	8	91	9	92	8
	WA	91	9	91	9	91	9	91	9
	Tas	88	12	95	5	94	6	93	7
	NT	95	5	92	8	92	8	94	6
Major rural areas, with infrastructure	National	94	6	95	5	94	6	95	5
	NSW/ACT	93	7	95	5	94	6	95	5
	Vic	93	7	94	6	93	7	95	5
	Qld	93	7	95	5	94	6	96	4
	SA	96	4	94	6	94	6	96	4
	WA	97	3	96	4	93	7	92	8
	Tas	93	7	96	4	97	3	95	5
	NT	93	7	92	8	97	3	94	6
Major rural areas, without infrastructure	National	92	8	95	5	93	7	91	9
	NSW/ACT	93	7	94	6	93	7	89	11
	Vic	90	10	95	5	93	7	92	8
	Qld	93	7	93	7	95	5	91	9
	SA	97	3	95	5	93	7	90	10
	WA	97	3	97	3	95	5	94	6
	Tas	80	20	93	7	93	7	92	8
	NT	100	0	94	6	94	6	94	6
Major rural areas, with and without infrastructure	National	93	7	95	5	94	6	95	5
	NSW/ACT	93	7	95	5	94	6	94	6
	Vic	92	8	94	6	93	7	94	6
	Qld	93	7	95	5	94	6	96	4
	SA	96	4	94	6	94	6	95	5
	WA	97	3	96	4	93	7	93	7
	Tas	91	9	95	5	96	4	94	6
	NT	93	7	92	8	97	3	94	6
Minor rural areas, with infrastructure	National	93	7	94	6	93	7	93	7
	NSW/ACT	91	9	93	7	93	7	92	8
	Vic	92	8	93	7	93	7	92	8
	Qld	93	7	96	4	93	7	94	6
	SA	96	4	95	5	92	8	95	5
	WA	95	5	95	5	92	8	93	7
	Tas	91	9	94	6	95	5	94	6
	NT	91	9	96	4	81	19	88	12
Minor rural areas, without infrastructure	National	91	9	92	8	92	8	91	9
	NSW/ACT	92	8	93	7	91	9	91	9
	Vic	89	11	90	10	91	9	88	12
	Qld	93	7	93	7	93	7	93	7
	SA	90	10	95	5	93	7	92	8
	WA	94	6	94	6	93	7	94	6
	Tas	94	6	88	12	87	13	89	11
	NT	83	17	78	22	91	9	90	10
Minor rural areas, with and without infrastructure	National	92	8	94	6	92	8	93	7
	NSW/ACT	91	9	93	7	92	8	92	8
	Vic	91	9	92	8	93	7	91	9
	Qld	93	7	95	5	93	7	94	6
	SA	94	6	95	5	92	8	95	5
	WA	95	5	95	5	92	8	93	7
	Tas	92	8	92	8	92	8	92	8
	NT	90	10	93	7	83	17	88	12

TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

Table T.2 continued: Per cent of new service connections provided by Telstra within CSG Standard timeframes, quarterly

		June 03		September 03		December 03		March 04	
		met	not met	met	not met	met	not met	met	not met
Remote areas, * with infrastructure	National	97	3	96	4	95	5	91	9
	NSW/ACT	100	0	92	8	93	7	100	0
	Vic	n/o	n/o	100	0	100	0	100	0
	Qld	99	1	95	5	97	3	88	12
	SA	89	11	100	0	94	6	100	0
	WA	98	2	97	3	95	5	94	6
	NT	96	4	96	4	93	7	88	12
Remote areas, * without infrastructure	National	92	8	96	4	92	8	90	10
	NSW/ACT	89	11	100	0	94	6	100	0
	Vic	50	50	100	0	100	0	100	0
	Qld	92	8	95	5	92	8	90	10
	SA	80	20	100	0	100	0	87	13
	WA	96	4	96	4	90	10	98	2
	NT	93	7	93	7	90	10	86	14
Remote areas, * with and without infrastructure	National	95	5	96	4	94	6	91	9
	NSW/ACT	93	7	97	3	94	6	100	0
	Vic	50	50	100	0	100	0	100	0
	Qld	96	4	95	5	95	5	89	11
	SA	87	13	100	0	96	4	95	5
	WA	97	3	97	3	94	6	95	5
	NT	95	5	95	5	92	8	87	13

*- 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.3: Per cent of connections provided by Telstra within CSG Standard timeframes, annual basis

			June 03		September 03		December 03		March 04	
Infrastructure			met	not met	met	not met	met	not met	met	not met
In-place services	All areas		96	4	96	4	97	3	97	3
New services	All areas	with	93	7	92	8	92	8	92	8
		without	94	6	94	6	94	6	93	7
		with and without	93	7	92	8	92	8	92	8
	Urban	with	92	8	92	8	91	9	91	9
		without	94	6	94	6	94	6	93	7
		with and without	92	8	92	8	92	8	91	9
	Major rural	with	95	5	94	6	94	6	94	6
		without	93	7	93	7	93	7	93	7
		with and without	94	6	94	6	94	6	94	6
	Minor rural	with	94	6	94	6	93	7	93	7
		without	96	4	94	6	93	7	92	8
		with and without	95	5	94	6	93	7	93	7
	Remote	with	96	4	96	4	96	4	95	5
		without	95	5	94	6	92	8	93	7
		with and without	96	4	95	5	95	5	94	6

TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

Table T.4: Per cent of fault repairs provided by Telstra within CSG Standard timeframes, quarterly

		June 03		September 03		December 03		March 04	
		met	not met	met	not met	met	not met	met	not met
All areas	National	86	14	93	7	91	9	88	12
	NSW/ACT	84	16	95	5	91	9	86	14
	Vic	83	17	92	8	89	11	89	11
	Qld	86	14	93	7	91	9	90	10
	SA	91	9	88	12	93	7	89	11
	WA	90	10	87	13	91	9	88	12
	Tas	89	11	95	5	94	6	94	6
	NT	96	4	96	4	93	7	90	10
Urban areas	National	82	18	91	9	90	10	88	12
	NSW/ACT	80	20	94	6	91	9	85	15
	Vic	80	20	91	9	87	13	88	12
	Qld	82	18	92	8	89	11	91	9
	SA	90	10	86	14	92	8	88	12
	WA	87	13	84	16	90	10	87	13
	Tas	87	13	95	5	92	8	93	7
	NT	95	5	95	5	93	7	92	8
Rural areas	National	92	8	95	5	93	7	90	10
	NSW/ACT	93	7	96	4	91	9	88	12
	Vic	88	12	94	6	93	7	92	8
	Qld	94	6	96	4	94	6	89	11
	SA	94	6	94	6	95	5	93	7
	WA	94	6	92	8	92	8	92	8
	Tas	91	9	96	4	96	4	94	6
	NT	96	4	97	3	91	9	89	11
Remote areas*	National	94	6	94	6	94	6	88	12
	NSW/ACT	95	5	96	4	92	8	90	10
	Vic	100	0	100	0	100	0	100	0
	Qld	94	6	94	6	95	5	87	13
	SA	90	10	91	9	96	4	97	3
	WA	96	4	93	7	91	9	87	13
	Tas	95	5	94	6	94	6	88	12
	NT	95	5	94	6	94	6	88	12

*- 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.5: Per cent of fault repairs provided by Telstra within CSG Standard timeframes, annual basis

	June 03		September 03		December 03		March 04	
	met	not met	met	not met	met	not met	met	not met
All areas	88	12	88	12	88	12	89	11
Urban areas	86	14	86	14	86	14	88	12
Rural areas	93	7	93	7	92	8	92	8
Remote areas	94	6	93	7	93	7	92	8

Table T.6: Per cent of services for which Telstra claimed exemption from CSG Standard timeframes

		June 03	September 03	December 03	March 04
Connections and fault repairs	National	3	3	8	9

TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

Table T.7: Telstra's call centre performance, quarterly

		June 03	September 03	December 03	March 04
Directory assistance	Per cent of calls entering the network* that were answered within 10 seconds	92	95	94	95
	Per cent of calls entering the network* that left without being answered	1	1	2	1
Operator connected international and long distance calls	Per cent of calls offered** that were answered within 10 seconds	96	95	93	95
	Per cent of calls entering the network* that left without being answered	1	1	2	1
Service difficulties queue	Per cent of calls offered** that were answered within 15 seconds	61	77	73	39
	Per cent of calls entering the network* that left without being answered	8	4	6	20

* Calls entering the network includes calls offered plus calls refused.

** Calls offered excludes calls which are refused due to system congestion. In such cases, callers are directed by a recorded message to call back later.

Table T.8: Quarterly performance of Telstra's operated payphones

		June 03	September 03	December 03	March 04
Per cent downtime	National	6	6	7	7
	NSW/ACT	5	5	7	7
	Vic	5	6	6	6
	Qld	7	6	6	8
	SA/NT	7	7	7	7
	WA	7	7	8	9
	Tas	6	5	5	7
Average business hours* to clear a fault	National	9	10	12	14
	NSW/ACT	8	8	10	12
	Vic	8	9	11	11
	Qld	10	9	11	13
	SA/NT	11	13	16	22
	WA	11	14	16	17
	Tas	10	10	13	14
Per cent of faults cleared within:					
1 working day** in urban areas	National	84	86	91	91
2 working days** in rural areas	National	79	82	87	87
3 working days** in remote areas	National	61	59	73	65
Average trouble reports per payphone per month	National	0.4	0.4	0.4	0.3
Per cent of payphones available to make calls	National	100	99	99	99

* Business hours for the purposes of this reporting are 7.00 am to 6.00 pm, Monday to Friday. All other hours (weekends and Monday to Friday between 6.00 pm and 7.00 am are excluded from the calculation).

** A working day for the purposes of this reporting measure is 7.00 am to 6.00 pm, Monday to Friday. Weekends and public holidays are excluded from the calculation.

- Not available because Telstra only began reporting such data in the December 2002 quarter.

TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

Table T.9: Telstra's monthly performance in each Field Service Area against measures of the Network Reliability Framework for Level 1, February 2004 – April 2004

Field Service Area	Percentage of services without a fault				Percentage service availability			
	Feb	Mar	Apr	2004 Monthly Average	Feb	Mar	Apr	2004 Monthly Average
Adelaide City & Technology	99.22	99.32	99.26	99.27	99.95	99.96	99.96	99.96
Adelaide Greater Metro	99.28	99.23	99.32	99.28	99.96	99.95	99.96	99.96
Brisbane City	98.52	99.03	99.01	98.85	99.80	99.87	99.92	99.89
Brisbane City & Technology	99.42	99.72	99.83	99.66	99.92	99.97	99.98	99.97
Brisbane Northern	98.49	98.79	99.12	98.80	99.80	99.86	99.93	99.90
Brisbane Southern	98.55	98.81	99.07	98.81	99.83	99.84	99.93	99.90
Central Australia	99.13	99.22	99.34	99.23	99.92	99.94	99.95	99.94
Melbourne Bayside	99.24	99.35	99.34	99.31	99.96	99.96	99.96	99.96
Melbourne Central	99.13	99.30	99.32	99.25	99.94	99.95	99.96	99.96
Melbourne City & Ded. Services	99.75	99.65	99.74	99.71	99.98	99.98	99.99	99.99
Melbourne North	99.33	99.38	99.37	99.36	99.96	99.96	99.96	99.96
Melbourne South	99.12	99.27	99.27	99.22	99.95	99.95	99.95	99.95
Melbourne West	99.30	99.39	99.32	99.34	99.96	99.96	99.95	99.96
NSW Central Coast	98.38	98.60	98.94	98.64	99.83	99.88	99.91	99.89
NSW Greater Western	98.66	98.95	99.18	98.93	99.89	99.89	99.92	99.90
NSW Mid Coast	97.98	98.23	98.53	98.25	99.76	99.81	99.86	99.84
NSW New England	97.79	98.40	98.75	98.31	99.64	99.84	99.87	99.79
NSW Newcastle	98.76	98.77	99.06	98.86	99.91	99.91	99.94	99.93
NSW North Coast	98.59	98.00	98.88	98.49	99.86	99.79	99.88	99.87
NSW Riverina Murray	98.99	99.07	99.16	99.07	99.92	99.92	99.93	99.92
NSW South East	98.28	98.63	98.69	98.53	99.81	99.86	99.87	99.86
NT Top End	97.69	97.62	98.31	97.87	99.82	99.81	99.87	99.84
Perth North	99.41	99.39	99.40	99.40	99.97	99.96	99.96	99.96
Perth South	99.24	99.25	99.20	99.23	99.96	99.96	99.96	99.96
QLD Central	98.40	98.83	99.07	98.77	99.83	99.89	99.92	99.89
QLD Far North	97.59	97.93	98.62	98.05	99.72	99.80	99.87	99.82
QLD North	98.61	98.65	99.18	98.81	99.84	99.89	99.94	99.90
QLD South West	98.34	98.72	99.16	98.74	99.81	99.84	99.93	99.87
QLD Wide Bay	97.81	98.60	99.09	98.50	99.74	99.83	99.92	99.86
SA Country South	99.35	99.30	99.32	99.32	99.94	99.94	99.95	99.95
Sydney Canberra	99.18	99.43	99.40	99.33	99.96	99.97	99.96	99.96
Sydney Central	98.90	98.79	98.94	98.87	99.92	99.92	99.93	99.93
Sydney City & Technology	99.41	99.40	99.56	99.46	99.96	99.96	99.98	99.97
Sydney Eastern	99.11	98.97	99.13	99.07	99.93	99.93	99.95	99.94
Sydney North	99.00	99.11	99.33	99.15	99.92	99.94	99.95	99.94
Sydney Southern	99.06	99.07	99.01	99.05	99.94	99.94	99.92	99.94
Sydney West	98.63	98.78	99.04	98.82	99.90	99.92	99.93	99.92
Tasmania	99.04	99.32	99.30	99.22	99.91	99.95	99.95	99.94
VIC Central	98.91	99.12	99.17	99.06	99.92	99.93	99.94	99.93
VIC South East	98.61	99.19	99.05	98.95	99.89	99.93	99.92	99.92
VIC Western	99.11	99.27	99.29	99.22	99.93	99.94	99.94	99.94
WA Midlands	98.78	98.84	98.94	98.85	99.89	99.90	99.91	99.90
WA Northern	98.74	97.80	98.68	98.41	99.89	99.78	99.88	99.88
WA Southern	98.96	99.00	99.04	99.00	99.92	99.91	99.93	99.92
NATIONAL	98.88	99.01	99.15	99.02	99.90	99.92	99.94	99.93

TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

Table T.10: Exchange Service Areas in all Level 2 Network Reliability Framework reports, January/February 2004 – March/April 2004

Level 2 Exchange Service Area	Field Service Area
Bega	NSW South East
Browns Plains	Brisbane Southern
Buff Point	NSW Central Coast
Cape Kimberley	QLD Far North
Casuarina	NT Top End
Cessnock	NSW Mid Coast
Dapto	Sydney Southern
Emerald	Melbourne Southern
Gorokan	NSW Central Coast
Grafton	NSW North Coast
Gulliver	QLD North
Howard Springs	NT Top End
Karara	QLD South West
Kempsey	NSW Mid Coast
Midland	Perth North
Mole River	NSW New England
Morisset	NSW Central Coast
Mount McKenzie	SA Country South
New Lambton	NSW Newcastle
Noonamah	NT Top End
Noosaville	Brisbane Northern
Paxton	NSW Mid Coast
Rosedale	QLD Wide Bay
Rutherford	NSW Mid Coast
Shalvey	Sydney West
Tamborine Mountain	Brisbane Southern
Tenterfield	NSW New England
The Oaks	NSW South East
Wallsend	NSW Newcastle
Yandaran	QLD Wide Bay

NOTES

This is the fifteenth report of performance by AAPT, Optus, Telstra and Primus against the CSG Standard 2000 and other key performance indicators.

Comparisons between the performance of the carriers should be made in the context of the different networks, the business operations of the carriers as well as the different geographic spread of operations between carriers. Carriers may provide local, long distance or international services individually or as a bundled product and may provide services over their own networks, or resell services over other carriers' networks. The variety of supply arrangements has made it difficult for some carriers to provide comprehensive data.

Performance data provided by carriers and service providers are checked but not routinely audited by the ACA. The ACA is currently examining ways of to verify the accuracy of this performance data.

Complaint categories

The complaints ratios are based on the five major areas of complaint identified from data from the Telecommunication Industry Ombudsman (TIO):

- billing—accuracy of accounts, bill presentation, billing delays;
- provision of service—delays in service provision, connection issues;
- fault repair—delays in restoring service, fault repair work;
- customer transfer—issues about unauthorised (slamming) and authorised churn processes which may, for example, involve delays; and
- credit control—for example, collection of debts, credit control policies of provider or bonds.

GLOSSARY

AAPT	AAPT Limited
ACA	Australian Communications Authority
ACT	Australian Capital Territory
Call congestion	Occurs when a mobile phone call cannot be set up because all mobile radio channels serving the area are in use. This becomes apparent to a mobile originating caller by the tone which is heard after the number has been called. It is known as a 'fast busy' tone. Callers to a mobile phone can encounter congestion for the same reasons but they normally receive a recorded message.
Call drop-out	An unintended disconnection of a call by the network during conversation because of, for example, signal fading or radio interference. The likelihood of a call drop-out can be influenced by reflections and shadowing by physical features such as high rise buildings, by the size of the customer base at any particular time in a mobile service area when handover between cells may be required, and by some aspects of customer usage of mobile equipment.
CDMA	Code Division Multiple Access
CSG	Customer Service Guarantee
GSM	Global System for Mobile communications
In-place connection	A connection whereby a telephone access service is already available and reconnection is either purely an administrative matter (changing the name on the account) or, if disconnection has happened without displacing the cable, reconnection of service simply requires some work at the exchange to connect and restore dial tone.
New service connection	A new connection which requires some external plant work somewhere between the customer's premises and the local telephone exchange.
No.	Number
NSW	New South Wales
NT	Northern Territory
Primus	Primus Telecommunications
Qld	Queensland
SA	South Australia
Tas	Tasmania
TIO	Telecommunications Industry Ombudsman
Vic	Victoria
WA	Western Australia