



Australian Government

Australian Communications Authority

Telecommunications Performance Monitoring Bulletin

Issue 29 – June 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 29 – June 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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EXECUTIVE SUMMARY

The *Telecommunications Performance Monitoring Bulletin* is published quarterly by the Australian Communications Authority (ACA) to report 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.

June quarter performance

Overall industry performance in meeting specified service levels improved during the June 2004 quarter, with the exception of priority assistance connections and fault repairs and some payphone repair measures.

Service connection performance

Service connection performance, for the most part, improved or remained stable against the CSG Standard. New service connections by Telstra and Optus at a national level remained at or above 92 per cent met within CSG Standard timeframes, which is an improvement on the performance levels for the same period in 2003. Primus reported a decline in new service connection performance at the national level.

In-place connections improved to at or above 98 per cent for Telstra, Optus and Primus for the June 2004 quarter.

Priority assistance customer connections by Telstra against the tighter priority assistance timeframes of 24 hours in urban and rural areas and 48 hours in remote areas declined to 96.2 per cent compared with 96.4 per cent in the March quarter. However, this figure is consistent with the performance levels for the same period in 2003.

Fault repair performance

Telstra performance

Under the CSG Standard, Telstra's urban fault repair performance at 90 per cent of fault repairs completed within CSG timeframes during the June 2004 quarter reflects an improvement on its performance in the March 2004 quarter (88 per cent) and the same period in 2003 (82 per cent).

Rural area fault performance at 92 per cent of fault repairs completed within CSG timeframes reflects an improvement on its performance for the March 2004 quarter (90 per cent) and is consistent with the June 2003 quarter (92 per cent).

Remote areas recorded an improvement in fault repair performance at a national level, up from 88 per cent of fault repairs completed within CSG timeframes in the March 2004 quarter to 90 per cent in the June 2004 quarter. However, this figure represents a decline in performance against the June 2003 quarter which was 94 per cent.

Telstra's performance under the measures of the Network Reliability Framework showed across-the-board improvement in the June 2004 quarter. Since March 2004, the national monthly percentage of services without a fault has remained at or above the levels achieved in 2003, and in July 2004 reached the highest monthly figure recorded since January 2003 (99.22 per cent).

For Telstra priority assistance customers, the percentage of fault repairs that met the respective 24 and 48 hour timeframes has declined in the June 2004 quarter to its lowest level since reporting commenced in 2002–03. While there was a decline in faults recorded and an improvement in tails of performance, the ACA has sought an explanation from Telstra for its declining performance in meeting its licence requirements. Telstra advised that it has implemented strategies to improve performance and there are early indications that these are having some effect. The ACA will continue to monitor Telstra's performance in this area.

Optus performance

Optus national urban fault repair performance under the CSG Standard remained stable at above 98 per cent of faults repaired within CSG timeframes in the June 2004 quarter, which is an improvement on its performance for the same period last year (86.6 per cent).

Use of exemptions from the CSG Standard

There was a decline in both the use of exemption notices resulting from poor weather conditions and in the number of customers affected by the extended service timeframes. Telstra claimed 11 exemptions from the CSG Standard during the June 2004 quarter. These affected two per cent of connections and fault repair requests, which reflects a decrease from 3.3 per cent for the same period in 2003. Optus did not claim any exemptions from the CSG Standard during this period.

Telstra mobile performance remained stable

Call drop-out and congestion performance on the Telstra CDMA network in the June 2004 quarter was largely unchanged from the March 2004 quarter, with only minor variations of state-level performance (less than one per cent).

Regional variations in payphone performance

Telstra reported regional variations in its payphone repair performance for the June 2004 quarter. Urban repair performance declined from 91 per cent in the March 2004 quarter to 85 per cent of payphones repaired within specified timeframes in June 2004. Rural repair times declined from 87 per cent to 82 per cent of payphones repaired within timeframe, while remote performance improved from 65 per cent to 71 per cent repaired within timeframe over the same period. However, these figures reflect an improvement on Telstra's payphone repair performance for the same period last year.

The average time to repair payphone faults was consistent with performance recorded for the March 2004 quarter (13.9 business hours).

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), service 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 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 repairs have been exceeded by more than five working days.

In general the ACA considers service provider performance against CSG requirements and measures to be at a satisfactorily high level where performance of 90 per cent or more is achieved. This is consistent with the views taken by the Regional Telecommunications Inquiry in regard to CSG performance. The ACA monitors service provider performance against the CSG on a quarterly basis. When performance in two or more consecutive quarters shows a significant decline or is persistently below 90 per cent, the ACA will enquire and seek explanations from the service provider about possible causes and proposed actions to improve performance.

CSG connections

Telstra's quarterly performance data reflects the performance of its own retail operations.

Optus' quarterly performance data includes only services directly connected to its own network in Melbourne, Sydney and Brisbane. As noted in the March 2004 quarter bulletin, changes to Optus' reporting systems during the December 2003 quarter make comparisons between 2004 and 2003 performances misleading. The 2003 Optus quarterly data overstated in-place performance and understated new service connection performance.

For other major providers, the data includes resale services that are connected to the Telstra network.

AAPT also reports to the ACA on its CSG connection performance, but the data provided does not differentiate between in-place and new connections and is not included in the analysis below.

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 administrative matter. The CSG Standard requires service providers to connect in-place services within two working days after the day of request.

This quarter, 68 per cent of Telstra's service connections were in-place connections and 32 per cent were new service connections. These levels of connections accord with previous quarters' reports. Telstra reported that nationally, 98 per cent of in-place connections were completed within CSG timeframes. This figure is consistent with the previous four quarters where performance was at or above 96 per cent.

Optus' performance in relation to in-place connections improved from 97 per cent being completed within the specified timeframes in the March 2004 quarter to 98.5 per cent this quarter. While this figure represents a decline compared with the corresponding period in 2003, Optus attributed this to having refined its reporting system for in-place connection activity in December 2003 (as noted in the March 2004 quarter bulletin).

Primus reported that 98.9 per cent of national urban in-place connections were completed within CSG timeframes, which is similar to its performance during the same period last year. In-place connection performance for major rural areas was 100 per cent, with the same figure being recorded for minor rural areas, an improvement of two percentage points for major rural areas compared with the same period last year.

New service connections

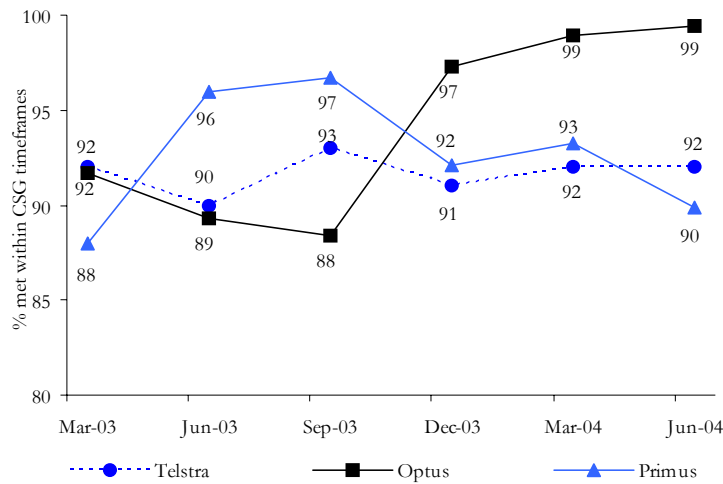
Under the CSG Standard, service providers are required to connect new services according to timeframes that depend on the location of the service and its proximity to cabling or other infrastructure.

Figure 1 indicates Telstra’s, Optus’ and Primus’ national new service connection performance for urban areas with and without infrastructure. Telstra’s performance has remained stable with 92 per cent meeting the CSG timeframe, which is an improvement from 90 per cent for the June 2003 quarter.

Optus also reported a marginal improvement in its June 2004 quarter performance with 99.1 per cent of new service connections meeting the CSG timeframes. While Figure 1 appears to show a continual improvement in Optus’ performance for new urban connections since September 2003, Optus advised that comparison with its quarterly performance in 2003 would be misleading due to the refinements made to its CSG reporting system in December 2003.

Primus’ performance in urban areas at the national level declined to 89.9 per cent of new service connections completed within the CSG timeframes, down from 93.2 per cent in the last quarter and 96 per cent in the June 2003 quarter.

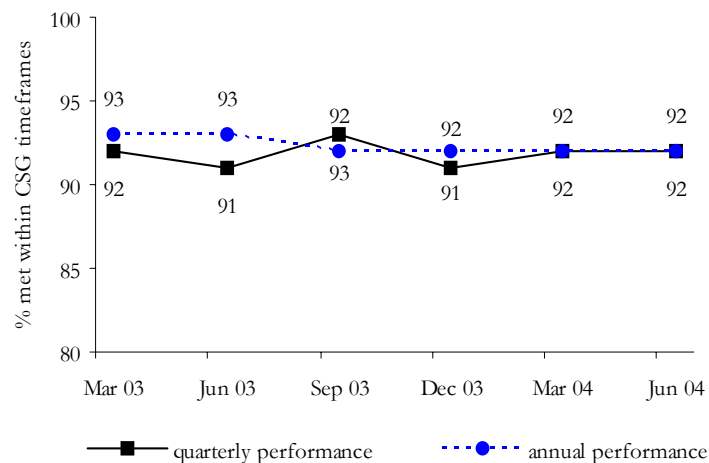
Figure 1: National quarterly new service performance by Telstra, Optus and Primus for urban areas, with and without cabling or other infrastructure combined



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

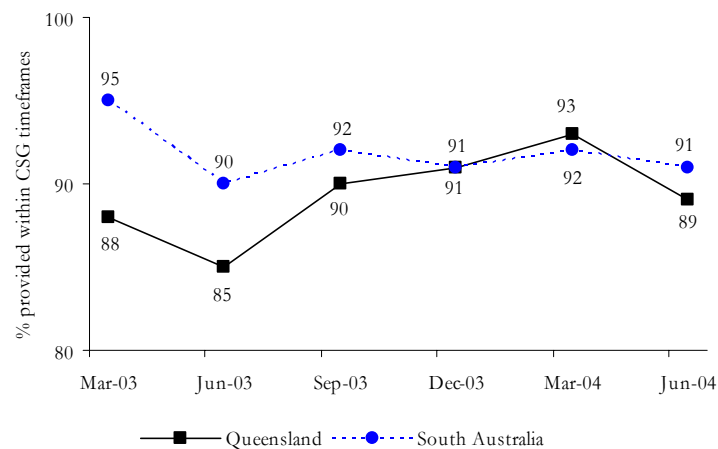
Figure 2 shows Telstra’s national performance for new service connections (with and without infrastructure) in all areas, which remained stable in the June 2004 quarter at 92 per cent. Telstra reported a 12-month rolling average for its CSG performance and this is identified in Figure 2 as annual data. This confirms the ongoing stability of Telstra’s national performance in connecting new services.

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



Telstra’s new service connection performance in urban areas of Queensland and South Australia declined. Telstra attributed the decline in these states to a high workload in Adelaide (including high fault levels) and similar issues stemming from the high workload associated with the bad weather that affected Brisbane during the March 2004 quarter (see Figure 3). In the June 2004 quarter, 89 per cent of new service connections in urban areas of Queensland and South Australia (with and without infrastructure) met the CSG timeframes, down from 93 per cent in the previous quarter, but an improvement from the 85 per cent reported by Telstra for the June 2003 quarter. Telstra advised that work levels stabilised only towards the end of April.

Figure 3: New service performance by Telstra for urban areas – Queensland and South Australia

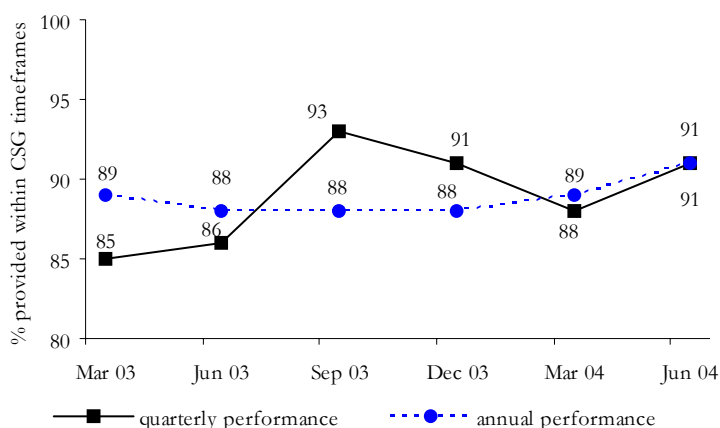


Telstra’s new service connections performance in other states and for all other geographic areas (major rural, minor rural and remote) remained steady, with only marginal changes from the previous quarter or the June 2003 quarter (see Table T.2).

CSG fault repair

Telstra’s national fault repair performance in all areas for the June 2004 quarter was 91 per cent, a seasonal improvement from the previous quarter and from the June quarter of the past two years when its performance was below 90 per cent—88 per cent in the June 2002 quarter and 86 per cent in the June 2003 quarter (see Figure 4).

Figure 4: Telstra's national fault repair performance



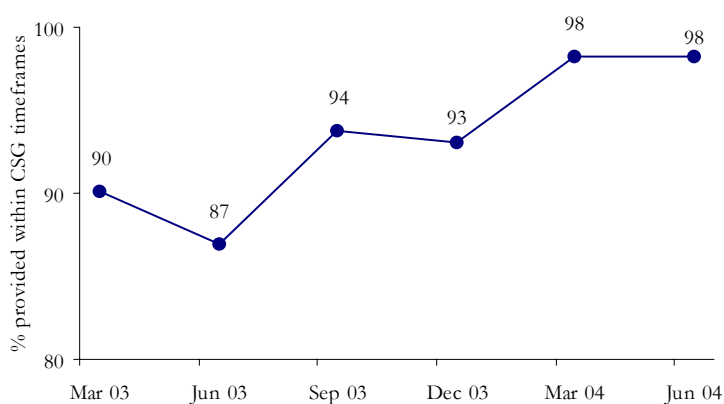
Telstra's urban fault repair performance also improved compared with the last quarter and the same period last year. For the June 2004 quarter, Telstra reported that urban fault repair performance at the national level improved to 90 per cent, up from 88 per cent in the March 2004 quarter and 82 per cent in the June 2003 quarter. At the state level, Telstra's June 2004 quarter urban fault repair performance improved in most states compared with the same period last year. The exception was in South Australia where 86 per cent of faults were repaired by Telstra within the CSG timeframes, which was down from 92 per cent in the December 2003 quarter, 88 per cent in the March 2004 quarter, and 90 per cent in the June 2003 quarter. Telstra advised that severe weather conditions had affected its urban performance, causing a relatively high volume of faults in Adelaide.

Telstra's national fault repair performance in rural areas improved from 90 per cent for the March 2004 quarter to 92 per cent for this quarter and was consistent with its performance for the same period last year. While Telstra's rural fault repair performance in some states has also remained stable when compared to the same period last year, the biggest improvements were in Victoria (from 88 per cent to 93 per cent) and Tasmania (from 91 per cent to 94 per cent).

In remote areas, Telstra's fault repair performance at the national level improved from 88 per cent in the March 2004 quarter to 90 per cent for the June 2004 quarter, but was down from 94 per cent for the June 2003 quarter. There was a large decline from the June 2003 quarter in fault repair performance for some states and the Northern Territory, but this volatility reflects the small volumes of customers and faults in remote areas.

The majority of Optus' customers are located in urban areas. Optus' national urban fault repair performance remained stable for the June 2004 quarter at 98 per cent of faults repaired within the CSG timeframes, but improved significantly from the 87 per cent reported for the June 2003 quarter (see Figure 5).

Figure 5: Optus' national urban area fault repair performance



Optus' urban fault repair performance for the June 2004 quarter saw an improvement from that recorded for the June 2003 quarter in New South Wales/Australian Capital Territory (from 84 per cent to 98 per cent),

Queensland (from 91 per cent to 99 per cent) and Victoria (from 92 per cent to 99 per cent). Optus has directly connected customers in these states only.

Exemptions from the CSG Standard

During the June 2004 quarter, Telstra and Optus extended the allowable period for service delivery in some areas due to circumstances beyond their control as provided for by the CSG Standard. Such an extension 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.

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

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

Service providers declaring MSDs are required to follow procedures including notifying the ACA and the Telecommunications Industry Ombudsman that they are relying on an exemption. There are no such requirements if a service provider issues a notice of exemption to individual customers.

Telstra reported that the percentage of Telstra services affected by exemptions associated with MSD declarations this quarter was two per cent, down from 9.1 per cent in the previous quarter and 3.3 per cent in the same quarter in 2003.

A total of 11 MSDs were declared by Telstra during the quarter, down from 14 declared in the same period in 2003. Telstra advised the ACA that severe weather conditions across Australia during the June 2004 quarter included lightning, wind squalls, heavy rain and localised flooding. Five of the disruptions were in Victoria, mostly caused by lightning and heavy rain. Telstra also declared two MSDs in each of New South Wales/Australian Capital Territory and Tasmania, and one MSD in each of Queensland and Western Australia.

Optus did not declare any MSDs for this quarter, but individual exemptions covered 4.2 per cent of new connection activity and 0.8 per cent of fault repair activity.

The ACA and Telstra continue to examine the effects of MSDs and their causes, and whether there is potential to reduce their incidence.

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 in relation to the timeliness of decisions and compensation payments.

Service providers report percentage compliance with 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 14 weeks of the decision to accept liability.

Telstra and Optus both reported 100 per cent compliance with each of the CSG payment requirements, consistent with their performance for the previous four quarters.

Primus reported 62.15 per cent compliance with the 14-day requirement and 100 per cent compliance with both the 14-week and the payment requirements. This represents a continued decline in performance against the 14-day requirement from the previous three quarters (93.6 per cent, 88 per cent and 69.2 per cent, respectively). Primus advised that because it relies largely on third party information to determine whether CSG damages are payable, it has difficulty in making these decisions within 14 days of becoming aware of a potential liability.

AAPT reported 79 per cent compliance with the 14-day requirement, 89 per cent compliance with the 14-week requirement and 91 per cent compliance with the payment requirement. While AAPT's performance has been fairly stable from the March 2004 quarter against the 14-week and payment requirements, its performance in complying with the 14-day requirement has improved from 76 per cent for the March 2004 quarter and 75 per cent for the June 2003 quarter.

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 repairs. 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. In the case of Telstra, the operational business levels reported are the same as the field service areas reported under the Network Reliability Framework.

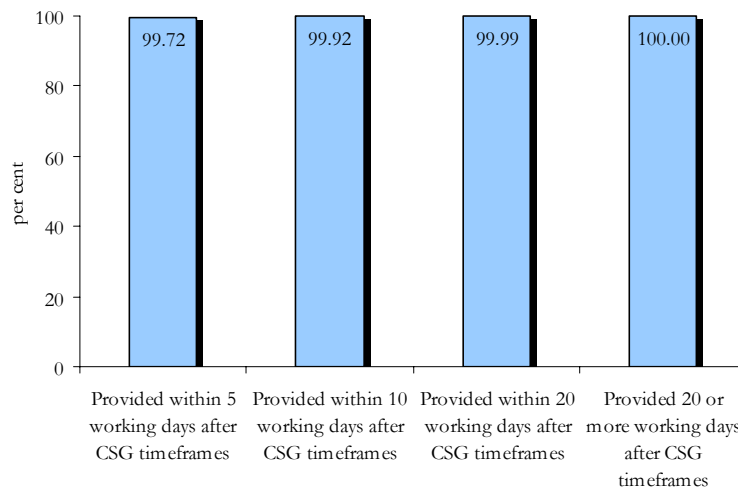
Measure of extreme cases of failure – connections

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

For the June 2004 quarter, Telstra reported that 99.72 per cent of total connections were either provided within the CSG maximum timeframes or within five working days after the CSG timeframes (see Figure 6). The remaining connections (0.28 per cent) were cases of extreme failure, which was a marginal increase on Telstra’s performance of 0.21 per cent for the same quarter in 2003.

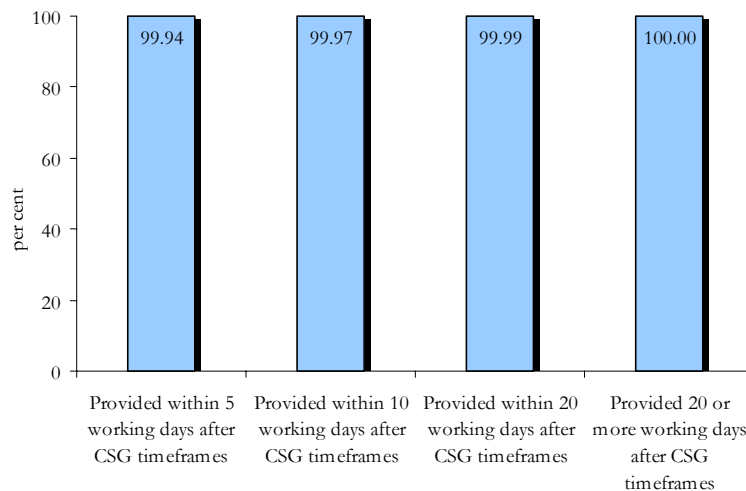
Telstra did not have to submit an exception report to the ACA for this quarter as all its operational business units did not breach the one per cent threshold of total connection activity exceeding the CSG timeframes by more than five working days as required under this monitoring and reporting framework.

Figure 6: Cumulative percentage of total CSG connections provided by Telstra, June 2004 quarter



Optus’ performance in reducing cases of extreme failure improved this quarter. Optus reported that 99.94 per cent of connections were provided within the CSG maximum timeframes or within five working days after the CSG timeframes (see Figure 7). The remaining connections (0.06 per cent) were cases of extreme failure, which was an improvement on its performance of 0.12 per cent for the March 2004 quarter.

Figure 7: Cumulative percentage of total CSG connections provided by Optus, June 2004 quarter

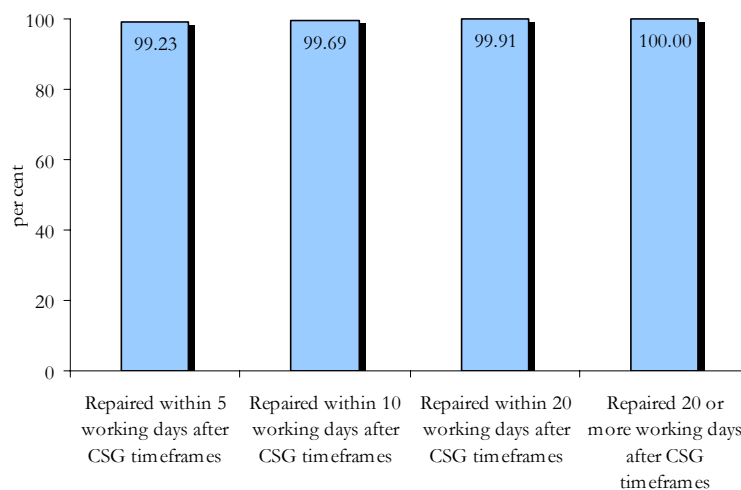


Measure of extreme cases of failure – fault repair

For the June 2004 quarter, Telstra reported that 99.23 per cent of total faults were repaired within the CSG maximum timeframes or within five working days after the CSG timeframes (see Figure 8). Cases of extreme failure for the June 2004 quarter comprised 0.77 per cent of total faults, which was an increase from the 0.61 per cent reported by Telstra for the same quarter in 2003.

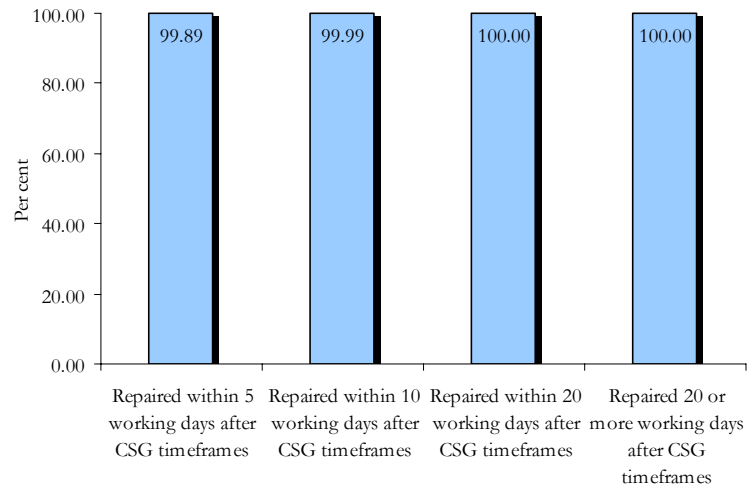
Telstra advised that nine of its operational business units exceeded the one percent threshold this quarter and submitted exception reports as required.

Figure 8: Cumulative percentage of total CSG faults repaired by Telstra, June 2004 quarter



Optus’ performance in reducing cases of extreme failure also improved in respect of fault repairs this quarter. Optus reported that 99.89 per cent of total faults were repaired within the CSG maximum timeframes or within five working days after the CSG timeframes, compared with 99.86 per cent for the previous quarter (see Figure 9). The remaining fault repairs (0.11 per cent) were cases of extreme failure, which was an improvement on its performance of 0.14 per cent for the March 2004 quarter.

Figure 9: Cumulative percentage of total CSG faults repaired by Optus, June 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 performance

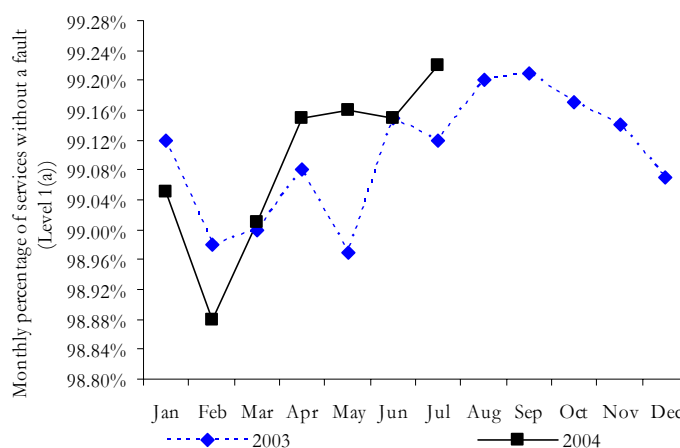
Level 1 records performance nationally and in 44 FSAs across Australia. Telstra must provide and publish the monthly percentage of:

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

Level 1(a)

Figure 10 compares Telstra’s monthly performance for Level 1(a) between 2003 and 2004 (inclusive of July).

Figure 10: National monthly percentage of services without a fault – 2003 and 2004 comparison



Since February, performance in each month of 2004 has remained at or above the levels achieved in 2003. The monthly percentage of services without a fault in July 2004 (99.22 per cent) was the highest monthly figure recorded since January 2003.

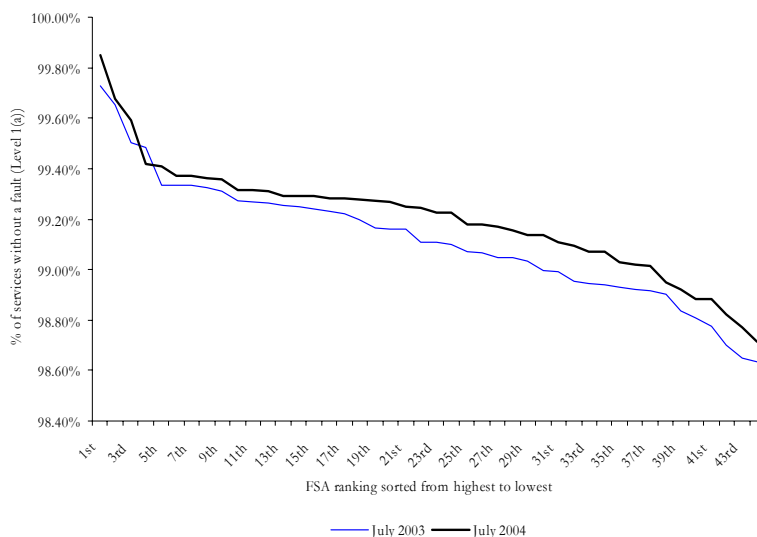
To put the performance figures in perspective, with approximately 7.3 million services covered by the NRF, a 0.1 per cent increase in the Level 1(a) figure equates to around 7,000 fewer services experiencing a fault for the month.

The highest and lowest performing FSAs for the period May to July 2004, on a monthly average basis, were Brisbane City & Technology (99.84 per cent) and Northern Territory Top End and NSW New England (both 98.61 per cent) respectively. While performance for the majority of FSAs was close to the national average, capital city areas generally recorded a higher percentage of services without faults compared with other areas.

Figure 11 plots in a ranking order Telstra’s Level 1(a) performance for all FSAs in July 2003 and July 2004. It shows higher performance in July 2004 for almost all FSAs, including those appearing at the ‘tail end’ where the lower ranked FSAs recorded improved performances.

Further Level 1(a) data is available at http://www.aca.gov.au/consumer_info/nrf/Level1.htm

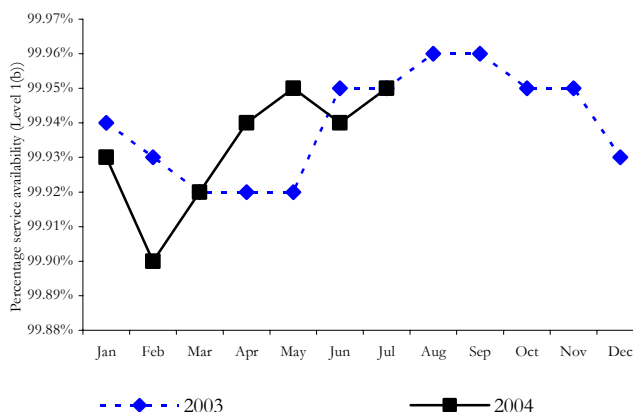
Figure 11: FSA monthly trend comparison – July 2003 and July 2004 comparison



Level 1(b)

Figure 12 shows Telstra’s national percentage service availability performance for 2004 to date compared with the corresponding period 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.

Figure 12: National percentage service availability – 2003 and 2004 comparison



The chart shows some fluctuation in performance between corresponding months in 2003 and 2004. However, the average monthly service availability for the January–July period in both years was 99.93 per cent.

The highest and lowest performing FSAs over the period were Melbourne City & Dedicated Services (99.98 per cent) and NSW New England (99.82 per cent) respectively. Capital city FSAs generally recorded a higher level of monthly service availability compared with other FSAs.

Further Level 1(b) data is available at http://www.aca.gov.au/consumer_info/nrf/Level1.htm

ACA calculations: Time unavailable for affected services

On average, for each month in the period May to July 2004, fault-affected services were unavailable for an average of 47 hours (in the month that they had a fault). This ranged from an average of 31 hours in Sydney City & Technology up to 63 hours in Victoria South East, and compares with an average monthly down-time of 49 hours per fault-affected service for the corresponding 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 monthly 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 working hours (noting that CSG fault repair times are based on working hours and measured in working days).

Level 2—Exchange service area 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 April-May, May-June and June-July reporting periods of 2004, 439 exchanges exceeded the Level 2 reporting thresholds. By comparison, 536 exchanges were reported as exceeding the thresholds 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 recorded in an ESA, however this reporting in itself may not indicate the presence of a reliability issue for an ESA.

The ACA requested further information from Telstra on underlying causes of service difficulties in selected ESAs (see Table T.10). 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 reported that need to be addressed. Where appropriate, the ACA uses its powers to request remediation plans from Telstra to ensure that performance in 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. More information and Level 2 data is on the ACA website at www.aca.gov.au/consumer_info/nrf/Level2.htm.

Level 3—Performance at the individual service level

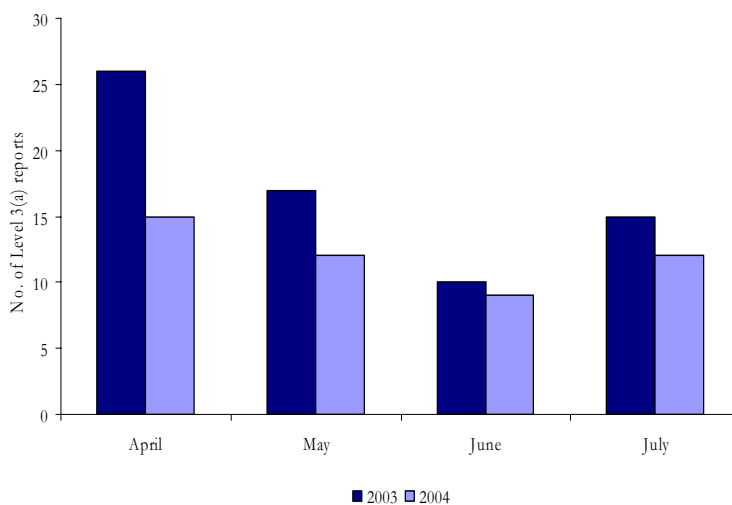
The NRF requires Telstra to take action to prevent a particular service from experiencing four or more faults in a rolling 60-day period—(Level 3 (a))—or five or more faults in a rolling 365-day period—Level 3 (b). Telstra is required to report services that reach these thresholds to the ACA.

In the period April-July 2004, 476 services were reported under Level 3—a very small proportion of the 7.3 million services subject to the NRF. The rate of Level 3 breaches per service in operation was highest in New South Wales and the Northern Territory.

This bulletin is the first opportunity to report a year-on-year comparison of Telstra's Level 3(a) performance. The NRF began on 1 January 2003 and, with the 60-day period for Level 3(a) reports, the March 2003 and March 2004 quarters do not give an accurate basis for comparison. A similar analysis of Level 3(b) performance is not yet possible because of its longer 365-day period.

Figure 13 depicts Level 3(a) performance in 2004 against 2003. It shows that in each month of the period April to July, fewer services breached Level 3(a) thresholds than in the corresponding months of 2003. This represents an improvement in performance against this measure.

Figure 13: No. of Level 3(a) reports – 2003 and 2004 comparison



Telstra's reports for services that breach Level 3(a) and 3(b) thresholds include the details of affected services, a fault history for each service and a description of both repair and, if appropriate, remediation strategies.

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 more information about individual service difficulties, the ACA has not yet had cause to formally reject any of Telstra's remediation plans.

Regional Telecommunications ('Estens') Inquiry (Recommendation 2.9) – Remediation of the 54 Worst Performing Exchanges

Recommendation 2.9 of the Regional Telecommunications (Estens) Inquiry required the ACA to identify the worst performing ESAs in regional, rural and remote Australia. It required Telstra to implement a strategy to raise the performance of these ESAs.

In August 2003, the ACA identified 54 ESAs as the worst performing in regional, rural and remote parts of Australia. Telstra then submitted remediation plans covering those sections of the ESAs that were in need of remediation. Telstra advised the ACA that remediation work for all 54 ESAs was completed by June 2004, at a cost of more than \$10 million.

As agreed with Telstra, the ACA is monitoring these 54 ESAs to ensure that performance improves in those areas that were remediated. The ACA monitors the change in the service tail index (STI) for each of these areas. This measure takes into account repeat faults and is considered to give a reasonable reflection of customer experience. The STI was also one of the measures used to select the worst performing ESAs and is therefore the most valid indicator with which to assess improvements in performance.

Telstra provided the ACA with STI data to June 2004, as required by the Deed of Undertaking signed by Telstra and the Australian Government. This indicated that performance has improved in the majority of areas. While performance improvement was not yet evident in a small number of remediated areas, it is important to note that the STI is calculated as a twelve-months rolling average, meaning that further reports will be necessary in order for this data to reflect the full benefits of remediation work.

STI performance data for each of the 54 remediated ESAs is on the ACA website at www.aca.gov.au/consumer_info/nrf/RTIprogress.htm

More information

More information about the NRF is available on the ACA 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).

Annual performance

Annual figures provided by the mobile carriers for 2003–04 show that state/territory call drop-out rates ranged from 0.4 to 2.6 per cent of measured calls across the GSM and CDMA networks. Annual call drop-out rates for all three GSM networks ranged from 0.4 to 1.7 per cent during 2003–04, compared with 0.5 to 1.8 per cent for 2002–03. Drop-out rates for the two CDMA networks in 2003–04 were within the range of 0.8 to 2.6 per cent, compared with 0.8 to 2.7 per cent for 2002–03.

The annual congestion levels reported by the mobile carriers for all states and territories did not exceed 0.7 per cent across the GSM and CDMA networks in 2003–04, which is consistent with the previous year's performance.

The ACA has commenced discussions with Hutchison on future monitoring arrangements for its '3' network. Hutchison is expected to commence reporting to the ACA in early 2005 on the network's drop-out and congestion performance for voice calls.

Quarterly performance

The ACA monitors the performance of Telstra's CDMA network quarterly. Call drop-out and congestion performance for the Telstra CDMA network in the June 2004 quarter was largely unchanged from the March 2004 quarter with only variations of state level performance (less than one per cent).

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 June 2004, Telstra had 106,124 priority customers of which 55,545 had completed the application process. The total number of customers has decreased by 15 per cent compared with the previous quarter, which is partly due to Telstra's efforts in increasing validation of priority customers.

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.

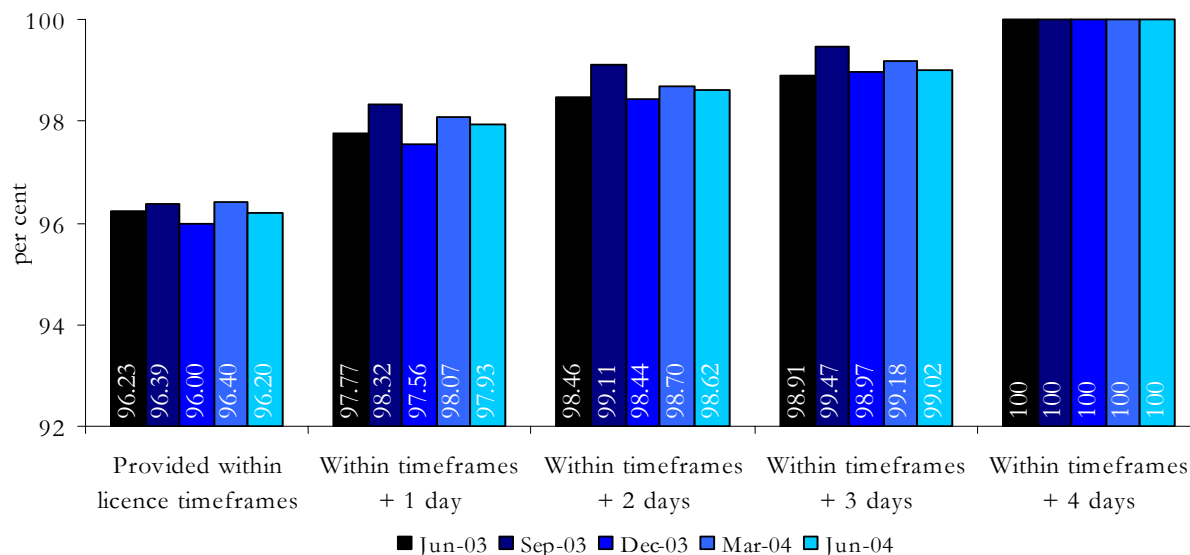
Figures 14 and 15 show Telstra's performance against the timeframes for connections and fault repair for the last five quarters.

The June 2004 quarter saw mixed results but an overall decline in performance. Connections provided within timeframes declined marginally while the fault repairs achieved within specified timeframes declined to its lowest level (92.6 per cent) since reporting began.

As depicted in Figure 14, the number of connection requests that were met within the required timeframes this quarter declined marginally by 0.2 percentage points compared with the March 2004 quarter, despite a 7.3 per cent decrease in the number of connection requests. However, the performance is the same as that observed for the June 2003 quarter.

Tails of performance remained relatively stable during the quarter. Of the connections that did not meet the timeframes, 55 per cent were connected two or more days outside the required timeframes in the June quarter compared with 54 per cent for the previous quarter.

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



As Figure 15 indicates, the percentage of fault repairs that met the timeframe has steadily declined over the past five quarters. In June 2004, the number of faults repaired within specified timeframes declined by 2.8 percentage points compared with the previous quarter, despite a 24 per cent decrease in total fault repairs. Moreover, performance in this quarter compared with the same time last year (June 2003) declined by 3.7 percentage points, although fault repair numbers have declined by 37 per cent.

Tails of performance improved significantly in the June 2004 quarter compared with the last quarter (March 2004), and the same time last year (June 2003). Fault repairs that missed timeframes by two or more days decreased from 19.3 per cent in the March 2004 quarter, to 11 per cent in the current quarter. In the June quarter

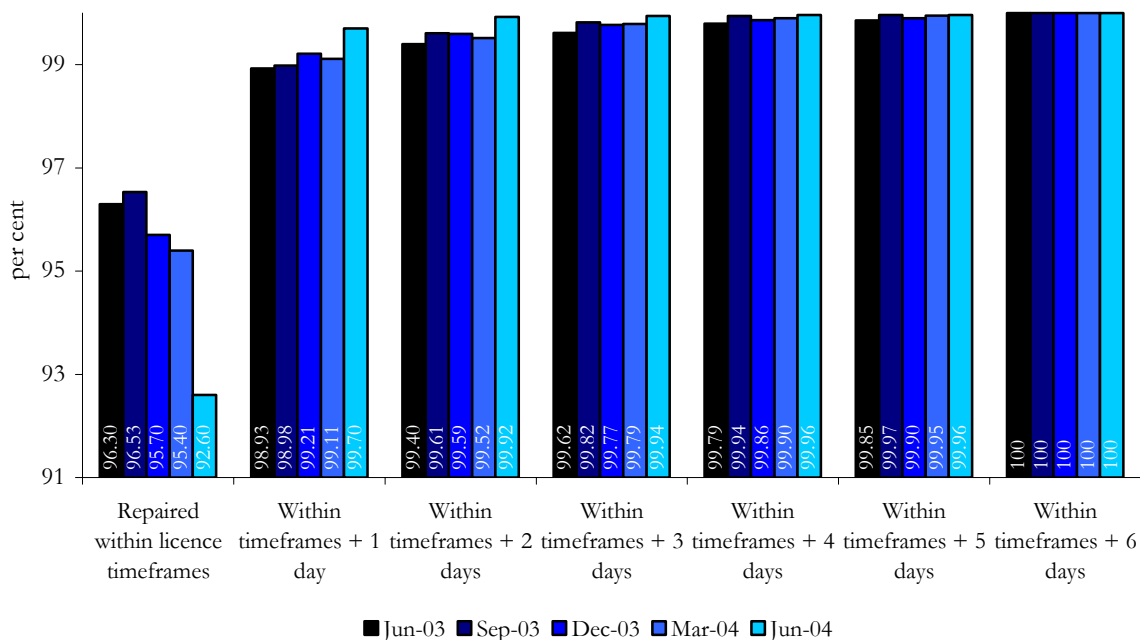
of 2003, fault repairs that missed the timeframes by two or more days were significantly higher at 29 per cent. The number of fault repairs missed by one day increased significantly in the June 2004 quarter compared with the last quarter. Telstra has advised that 39.6 per cent of these faults were repaired within two hours. However, 7.4 per cent were repaired between one and two days outside the timeframes.

While the decline in fault numbers and the improvement in tails of performance are positive developments, the ACA was concerned about the declining trend in meeting the 24/48 timeframes for fault repairs. Any sustained decline in performance could compromise the government’s policy intention of ensuring a higher level of service for people with a life-threatening medical condition.

The ACA sought an explanation from Telstra regarding its June quarter performance. Telstra advised that a number of factors had affected its performance, including computer systems errors, fault repairs not fast-tracked, incorrect information entered into the system and late job dispatching. In addition, Telstra has advised the ACA that it has implemented a number of initiatives that will improve performance. In addition, Telstra advised the ACA that it implemented initiatives that will improve performance.

Telstra subsequently advised that an average of 95.2 per cent of fault repairs met the timeframes for the period 1 July to 25 August 2004. This data is an early indication that Telstra’s strategies for improving performance are having an effect.

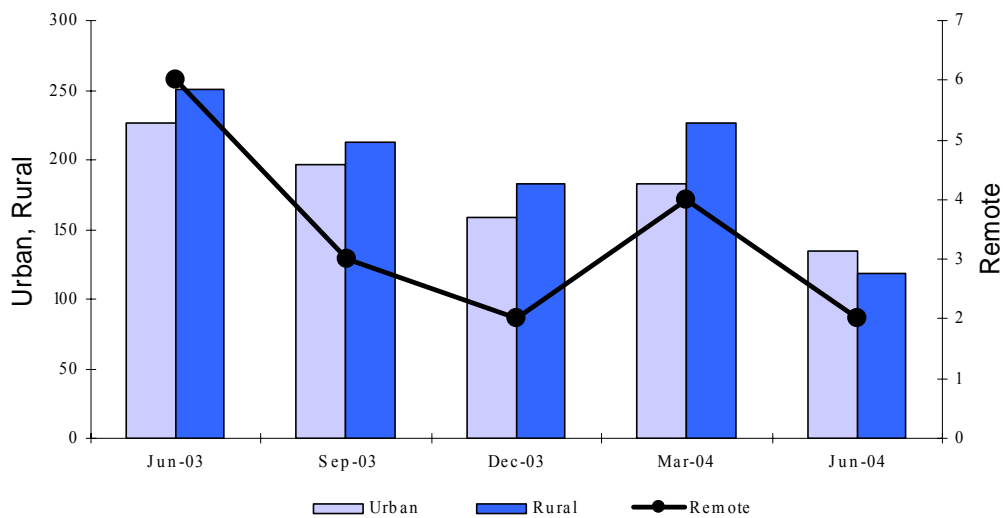
Figure 15: Percentage of priority assistance customer fault repairs in the last five quarters



Telstra’s performance regarding repeat faults has improved significantly for the quarter. The number of customers (nationally) experiencing two or more faults in a three-month period has declined by 38 per cent in the June quarter compared with the previous quarter and declined by 47 per cent compared with the corresponding quarter last year. However, the quarterly comparison fluctuates significantly because of the relatively small number of repeat faults.

Figure 16 shows that while the number of repeat faults has fluctuated over the last five quarters, it is generally trending downwards.

Figure 16: Number of priority assistance customers that experienced two or more faults over a three month period in the last five quarters



The ACA expects Telstra to seek continuous improvement in processes for both connections and fault repair against the specified timeframes to ensure that priority assistance customers are provided with the highest level of service available at all times.

In light of poor fault repair performance in Telstra meeting the licence timeframes, the ACA will be working with Telstra to ensure that it achieves greater compliance with its licence requirements. However, the ACA acknowledges that significant improvements have been made in reducing lengthy delays in fault repairs and repeat faults experienced by priority customers.

Primus and AAPT are the only carriers other than Telstra that offer priority assistance services and will begin reporting on their priority assistance performance later in 2004.

Review of priority assistance arrangements

On 29 June 2004, the Minister for Communications, Information Technology and the Arts requested that the ACA undertake a review of Telstra’s priority assistance arrangements.

The scope of the review is limited to an examination of the efficiency and effectiveness of the administrative arrangements surrounding Telstra’s priority assistance service. The terms of reference cover areas including performance reporting; operational issues; consumer experience and consultation with key stakeholders and the public. The ACA commenced work on the review in July 2004 and intends to complete it during the December 2004 quarter.

CALL CENTRE PERFORMANCE

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

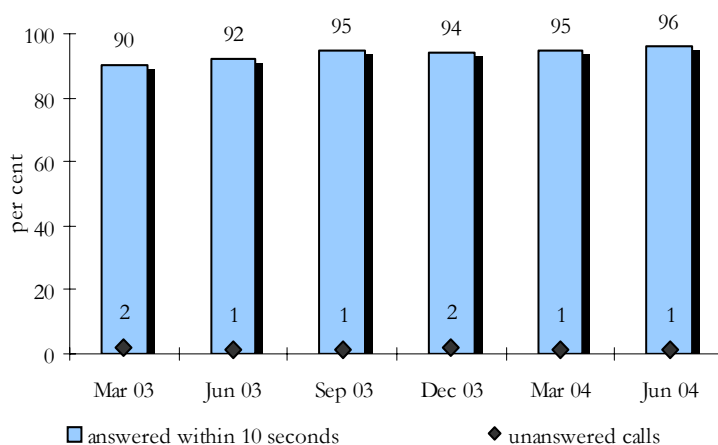
- the percentage of calls answered within a timeframe established by the service provider; and
- the percentage of calls that leave the call centre unanswered.

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). Telstra charges business and mobile users for calls to all of these numbers.

In the June 2004 quarter, 96 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 results for the March 2004 quarter (95 per cent) and the June 2003 quarter (92 per cent). 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 17).

Figure 17: Telstra directory assistance performance

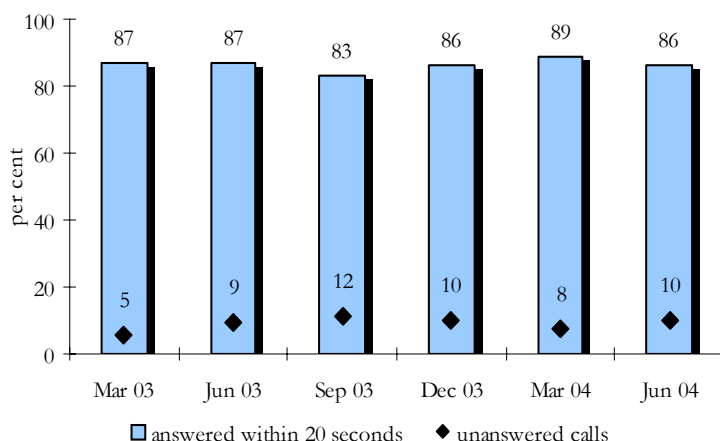


Information and connection services for international and long distance calls

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.

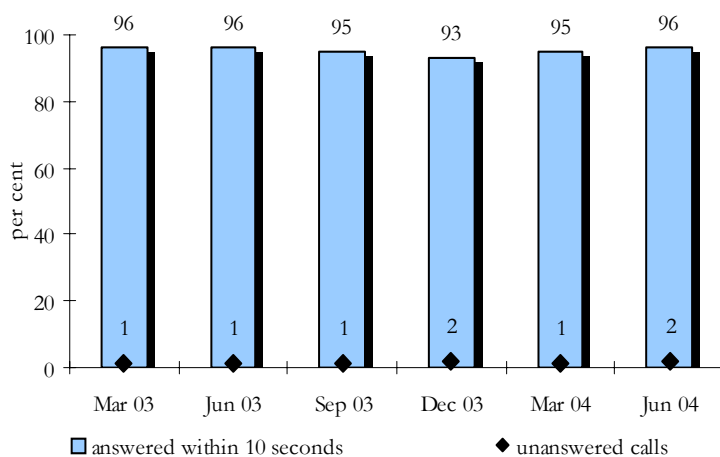
In the June 2004 quarter, Optus reported that the percentage of calls answered within 20 seconds declined from 89 per cent answered in the March 2004 quarter to 86 per cent in the June 2004, down from 87 per cent answered in the June 2003 quarter. Optus reported that performance fell against a decrease in the volume of calls to its Operator Services call centre (see Figure 18).

Figure 18: Optus' information and connection service performance for international and long distance calls



In the June 2004 quarter, Telstra reported that the percentage of calls answered within 10 seconds increased to 96 per cent, up from 95 per cent recorded in the March 2004 quarter. However, the percentage of unanswered calls also increased to two per cent, up from one per cent recorded in the March 2004 quarter. Telstra's performance against both of these measures has been relatively stable, within a one–three per cent range of variation since the June 2003 quarter (see Figure 19).

Figure 19: 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 77 per cent of calls were answered within 20 seconds and five per cent of calls left the network unanswered (see Figure 20). These figures represent an improvement on the March 2004 quarter (62 per cent answered within 20 seconds and 10 per cent of calls unanswered) and on the same period last year (65 per cent of calls answered within 20 seconds and 10 per cent unanswered). Optus reported reduced call volumes received by the faults call centre as a contributing factor in the performance improvement in the June 2004 quarter.

Figure 20: Optus 24 hour faults and service difficulties call centre performance

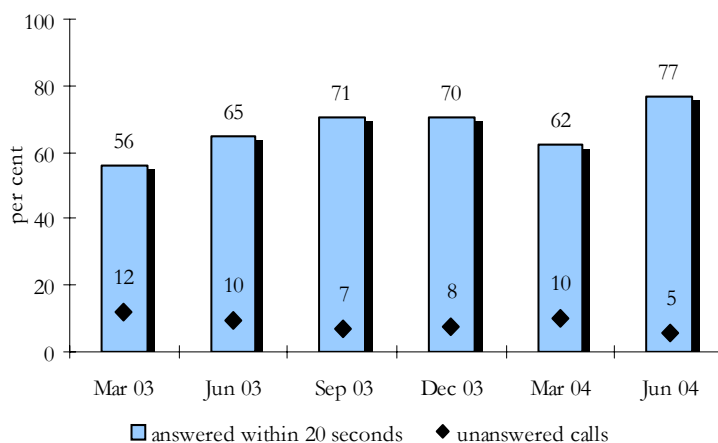
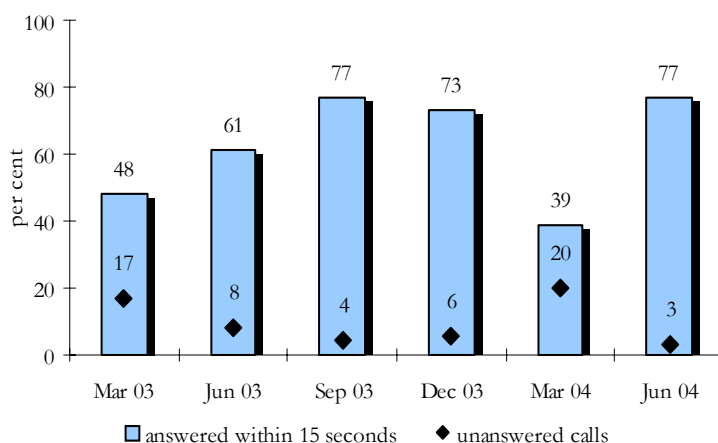


Figure 21 shows that in the June 2004 quarter, Telstra reported a significant quarterly improvement in the performance of its fault and service difficulties call centre. The percentage of calls answered within 15 seconds improved from 39 per cent in the March 2004 quarter to 77 per cent in the June 2004 quarter. This was followed by a corresponding reduction in the percentage of calls leaving the network unanswered—down from 20 per cent in the March 2004 quarter to three per cent in the June 2004 quarter. Telstra attributed the quarterly performance improvement to fewer external events affecting the network during the June 2004 quarter, although the volume of calls received by the call centre increased over the same period last year.

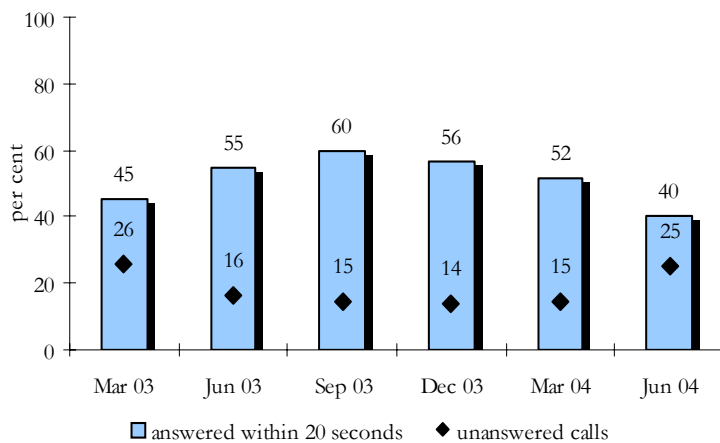
Figure 21: Telstra’s 132 203 and 132 999 faults and service difficulties service performance



Call centre performance – AAPT and Primus

AAPT and Primus report aggregated call centre performance figures against a 20-second call-answering timeframe. AAPT’s performance in answering calls within its 20-second timeframe declined from 52 per cent in the March 2003 quarter to 40 per cent in the June 2004 quarter. The percentage of unanswered calls increased from 15 per cent to 25 per cent of calls. These results represent a decline in performance on the same period last year, when 55 percent of calls were answered within the 20-second timeframe and 16 per cent were unanswered (see Figure 22).

Figure 22: AAPT call centre performance



Primus did not provide call centre performance data to the ACA for the June 2004 quarter in time for inclusion in this edition of the bulletin because of difficulties in its reporting system during this quarter. The ACA expects that Primus call centre performance for the June and September 2004 quarters will be reported in the September 2004 quarter bulletin.

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. It should be noted that the calculation of complaints ratios differs between service providers for certain categories, thereby limiting the direct comparisons that can be made between the ratios.

The differences are as follows:

- The definition of 'complaint' used by Telstra and Optus for all complaint categories differs to the ACA definition. Both Telstra and Optus define a complaint as 'any expression of dissatisfaction with customer service, product or policy, or with any aspect of ... oral or written communication with [the service provider] that requires some action by [the service provider] beyond the initial contact.' As a result, the complaints information provided by Telstra and Optus is likely to be an understatement of their complaints in comparison with the ACA complaints indicator definition.
- Primus calculates its provision of service complaints against new services provided, rather than total services in operation.
- Telstra calculates its fault repair complaints against faults cleared within target, instead of faults reported. Telstra also includes a customer reporting a fault for the first time in its fault repair complaints if the customer specifically seeks to make a complaint.
- Optus includes general complaints about staff behaviour in its complaint handling complaints, rather than only measuring complaints about how a complaint is handled.

Table 1 summarises complaints ratios for Telstra, Optus, AAPT and Primus.

Provision of service

Telstra and AAPT recorded increases in the ratio of complaints about the provision of service during the June 2004 quarter. Telstra reported an increase in the ratio of complaints from 1.9 to 2.6, which Telstra attributed to increased requests for Internet access and pay TV connections. AAPT reported a marginal increase from 2.1 to 2.2 from the March 2004 to June 2004 quarters, but this reflected a small volume of complaints. Optus reported a marginal decrease in the ratio of complaints about the provision of service during the quarter, down from 1.0 in the March 2004 quarter to a ratio of 0.8 in the June 2004 quarter. Primus recorded an increase in the ratio of complaints from 58.2 to 91 from the March 2004 to June 2004 quarters, although the increase was on a small volume of complaints.

Fault repairs

Telstra and Optus reported a decrease in the ratio of complaints about faults in the June 2004 quarter, consistent with reduced fault activity this quarter. Telstra's fault repair complaint ratio declined from 204 to 188, while Optus reported complaint ratio declined from 83 to 76 from the March to June 2004 quarters. AAPT recorded a marginal increase in the ratio of fault repair complaints, up from 56.1 in the March 2004 quarter to 57.1 in the June 2004 quarter, although again the increase was on a small volume of complaints. Primus reported a decrease in the ratio of complaints about faults, down from 39.6 in the March 2004 quarter to 19.1 in the June 2004 quarter.

Customer transfer

The ratio of complaints relating to Telstra, Optus, AAPT and Primus customer transfer activities fell from the March to June 2004 quarters from 3.5 to 2.4 for Telstra, 14 to 2 for Optus, 5.9 to 5.7 for AAPT and 27.1 to 23.9 for Primus.

Credit control

Telstra, Optus and Primus all reported ratios of 1.0 or less for credit control complaints. AAPT recorded a further decline in the ratio of credit control complaints, down from 7.5 in the March 2004 quarter to 2.5 in the June 2004 quarter.

Billing

The Telstra and Primus ratios of billing complaints remained stable from the March to June 2004 quarters at 2.9 and 39.6 respectively. Optus reported a decline in the ratio of billing complaints, down from 2.9 in the March 2004 quarter to 2.4 in the June 2004 quarter, while AAPT recorded an increase from 0.9 to 1.5 complaints per 10,000 bills.

Table 1: Complaints ratios

	Telstra			Optus			AAPT			Primus		
	Dec-03	Mar-04	Jun-04	Dec-03	Mar-04	Jun-04	Dec-03	Mar-04	Jun-04	Dec-03	Mar-04	Jun-04
PROVISION OF SERVICE												
Ratio of complaints per 10,000 services in operation	2	1.9	2.6	0.7	1	0.8	2	2.1	2.2	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	80.7	81.4	91
FAULT REPAIR												
Ratio of complaints per 10,000 faults reported	n/a	n/a	n/a	67	83	76	33.2	56.1	57.1	32.7	39.6	19.1
Ratio of complaints per 10,000 faults cleared within target	170	204	188	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	2.8	3.5	2.4	14	14	2	5.4	5.9	5.7	40.7	27.1	23.9
CREDIT CONTROL												
Ratio of complaints per 10,000 services in operation	1.2	1.1	1	0.3	0.4	0.4	8.4	7.5	2.5	0.5	0.2	0.2
BILLING												
Ratio of complaints per 10,000 bills issued	3.5	2.9	2.9	2.9	2.9	2.4	1.7	0.9	1.5	19.6	39.6	39.6

PAYPHONE SERVICES

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

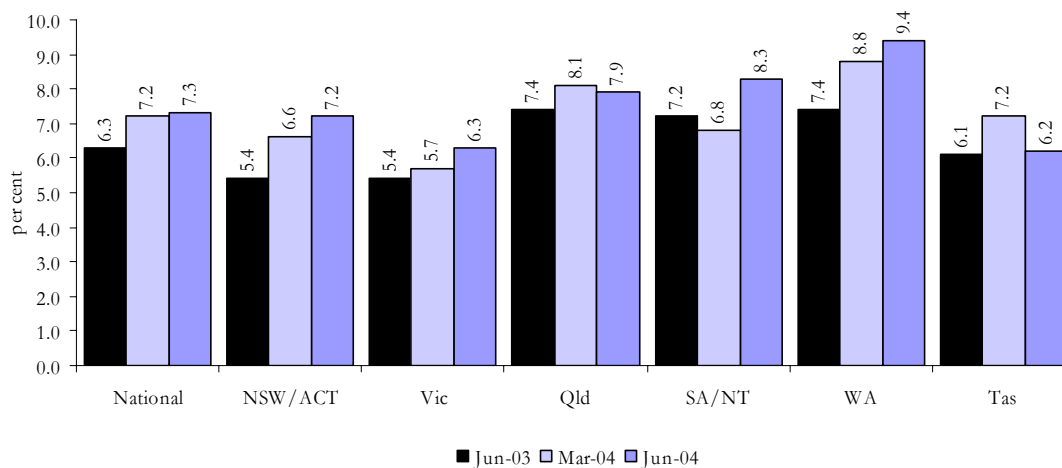
Payphone downtime

Payphone downtime refers to the percentage of time during 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.

For the June 2004 quarter, national payphone downtime is 7.3 per cent, which is equivalent to an average of 6.6 days downtime (based on a 90-day period) per payphone for the quarter. This is a decline in performance from the same quarter in 2003, when payphone downtime was 6.3 per cent, or an average of 5.4 days downtime per payphone.

At the state or territory level, the results have been mixed (see Figure 23). When compared with the March 2004 quarter, the payphone downtime for this quarter declined in Queensland (from 8.1 to 7.9 per cent) and Tasmania (from 7.2 to 6.2 per cent), but increased in other states or territories. Payphone downtime increased significantly in the South Australia/Northern Territory region from 6.8 per cent (or 6.1 days downtime per payphone) in the March 2004 quarter to 8.3 per cent (or 7.5 days downtime per payphone) in the June 2004 quarter.

Figure 23: Telstra payphone downtime



Telstra attributed the mixed results across the states and territories to a shortage of handsets in some areas and the introduction of its new fault management system, SIIAM, which caused some delays to the process of testing and identifying faults in faulty payphones reported by customers.

Fault repair

Telstra specifies its performance service standard for payphones in its universal service obligation Standard Marketing Plan. For fault repair, 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:

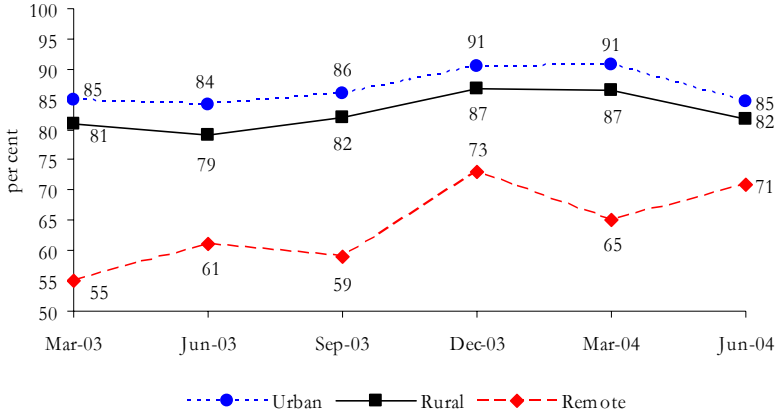
- Urban Area: end of one [1] full working day after being notified of the fault;
- Major Rural Area and Minor Rural Area: end of two [2] full working days after being notified of the fault; and
- Remote Area: end of three [3] working days after being notified of the fault.

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 June 2004 quarter, Telstra reported repairing 84.6 per cent of faults in urban areas, 81.8 per cent of faults in rural areas and 70.8 per cent of faults in remote areas within the above mentioned timeframes. While Telstra’s payphone repair performance in urban and rural areas declined from the previous quarter (from 90.7 and 86.6 per cent respectively), performance improved in remote areas where 65.2 per cent of faults were repaired within the specified timeframe in March 2004 (see Figure 24).

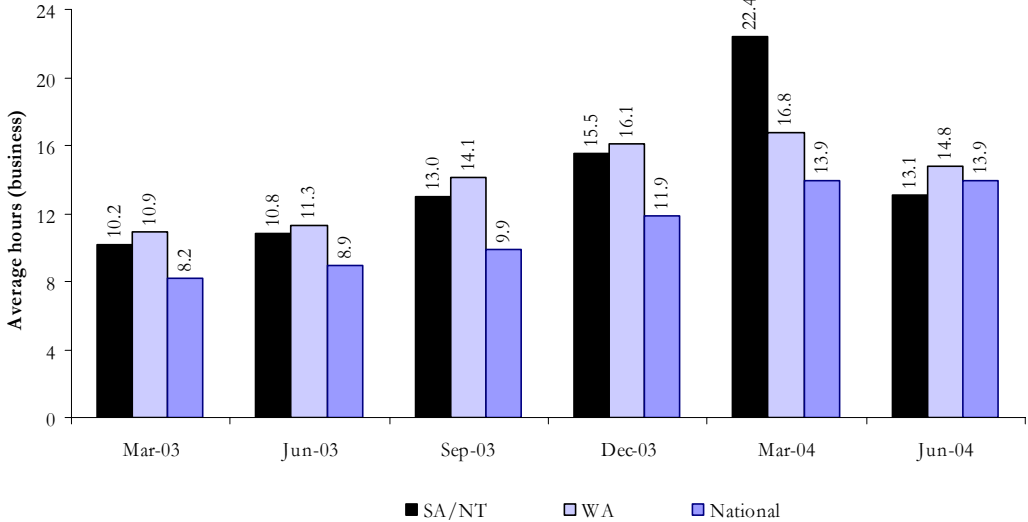
Repair performance in all areas improved when compared with the corresponding quarter last year—up 10 percentage points in remote areas, three percentage points in rural areas and one percentage point in urban areas.

Figure 24: 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 faults at the national level in the June 2004 quarter remained unchanged from that measured in the previous quarter at 13.9 business hours (see Figure 25). The areas showing an improvement (that is, a drop in average hours to repair) compared with the previous quarter were South Australia and the Northern Territory (both down from 22.4 to 13.1 business hours) and Western Australia (down from 16.8 to 14.8 business hours). These improvements took place in areas with large numbers of remote payphones and are subject to distance, travel times and climatic factors (such as seasonal monsoons) that can affect the time taken to repair payphones.

Figure 25: Telstra’s average (business) hours to repair a payphone fault



As reported in the March 2004 quarter bulletin, the ACA received Telstra’s draft strategy for improving payphone repair times in response to Recommendation 2.13 of the Regional Telecommunications Inquiry. The ACA has commented on this draft strategy and is still working with Telstra to ensure this issue is addressed as a matter of priority.

Payphone availability

Telstra has a further measure of payphone performance that 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.’

Payphone availability at a national level continued to decline in the June 2004 quarter (98.5 per cent), down from 98.8 per cent in the March 2003 quarter and 99.5 per cent in the June 2003 quarter.

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 has remained stable (compared with the March 2004 quarter) at 0.3 reports per payphone, up from 0.4 reports per payphone in the June 2003 quarter.

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							
	September 03		December 03		March 04		June 04		September 03		December 03		March 04		June 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	98	2	99	1	99	1	99	1	97	3	92	8	93	7	90	10
NSW	99	1	99	1	99	1	99	1	98	2	93	7	92	8	91	9
ACT	100	0	100	0	99	1	100	0	100	0	100	0	90	10	90	10
Vic	98	2	99	1	99	1	99	1	97	3	91	9	93	7	94	6
Qld	98	2	99	1	99	1	99	1	96	5	92	8	94	6	83	17
SA	99	1	99	1	99	1	99	1	93	7	91	9	92	8	83	17
WA	99	2	99	1	100	1	99	1	95	5	100	0	96	4	95	5
Tas	99	1	100	0	100	0	100	0	100	0	95	5	100	0	86	14
NT	100	0	100	0	100	0	100	0	75	25	67	33	100	0	100	0
Major rural areas																
National	95	5	99	1	99	1	100	0	97	3	93	7	88	12	96	4
NSW	94	6	98	2	100	0	100	0	99	1	93	7	91	9	100	0
ACT	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	100	0	100	0	n/o	n/o
Vic	100	0	97	3	100	0	100	0	96	4	93	7	82	18	89	11
Qld	95	5	100	0	97	3	100	0	98	2	92	8	83	17	100	0
SA	100	0	100	0	100	0	100	0	73	27	100	0	100	0	100	0
WA	96	4	100	0	97	3	100	0	100	0	100	0	100	0	100	0
Tas	86	14	100	0	100	0	100	0	100	0	100	0	100	0	100	0
NT	100	0	n/o	n/o	100	0	100	0	n/o	n/o	100	0	n/o	n/o	100	0
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	100	0	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	n/o	n/o	100	0	n/o	n/o	100	0	n/o	n/o	n/o	n/o
Qld	100	0	100	0	100	0	n/o	n/o	n/o	n/o	100	0	100	0	100	0
SA	n/o	n/o	100	0	n/o	n/o	100	0	n/o	n/o	n/o	n/o	n/o	n/o	100	0
WA	n/o	n/o	100	0	100	0	100	0	100	0	n/o	n/o	100	0	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	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
Remote areas*																
National	n/o	n/o	100	0	100	0	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	100	0
NSW	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	n/o	n/o
VIC	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
Qld	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	100	0
SA	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
NT	n/o	n/o	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 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

		September 03	December 03	March 04	June 04
Percentage of calls entering the network and answered within 20 seconds	National	59.7	56.4	51.6	40.0
	Sydney	51.0	53.4	50.4	56.0
	Bendigo	60.9	56.8	51.7	38.0
Percentage of calls entering the network and leaving without being answered	National	14.8	13.6	14.6	25.0
	Sydney	15.7	9.2	9.8	25.0
	Bendigo	14.6	14.2	15.1	7.0

OPTUS PERFORMANCE INDICATORS—SUMMARY

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

		September 03		December 03		March 04		June 04	
		met	not met	met	not met	met	not met	met	not met
In-place services	National	99.9	0.1	99.7	0.3	97.0	3.0	98.5	1.5
	NSW	99.9	0.1	99.7	0.3	97.5	2.5	98.7	1.3
	Vic	99.9	0.1	99.7	0.3	96.2	3.8	97.9	2.1
	Qld	99.9	0.1	99.8	0.2	97.9	2.1	99.4	0.6
New services	National	88.4	11.6	97.3	2.7	98.9	1.1	99.4	0.6
	NSW	81.6	18.4	95.0	5.0	98.2	1.8	99.1	0.9
	Vic	93.6	6.4	98.5	1.5	99.2	0.8	99.6	0.4
	Qld	96.5	3.5	99.5	0.5	99.5	0.5	99.7	0.3

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

		September 03		December 03		March 04		June 04	
		met	not met	met	not met	met	not met	met	not met
National		93.5	6.5	92.7	7.3	98.2	1.8	98.1	1.9
NSW/ACT		94.1	5.9	92.8	7.2	97.6	2.4	98.0	2.0
Vic		95.0	5.1	94.0	6.0	98.8	1.2	98.7	1.3
Qld		94.1	6.0	91.8	8.2	98.1	1.9	98.6	1.4
SA		85.7	14.3	91.7	8.3	98.7	1.3	95.5	4.5
WA		84.5	15.6	89.2	10.8	99.7	0.3	96.6	3.4
Tas		86.9	13.1	83.1	16.9	98.9	1.1	97.9	2.1
NT		93.7	6.4	95.0	5.0	99.5	0.5	98.6	1.4

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

		September 03	December 03	March 04	June 04
In-place connections	National	0.0	0.0	0.8	0.0
New service connections	National	2.7	5.1	4.6	4.2
	NSW	3.9	7.0	5.7	4.5
	Vic	1.7	4.0	4.0	4.4
	Qld	1.3	3.4	3.8	3.5
Fault repairs	National	2.5	2.3	10.4	0.8
	NSW/ACT	3.0	1.3	6.6	1.0
	Vic	3.2	5.3	1.1	0.9
	Qld	1.3	0.7	28.7	0.4
	SA	0.0	0.0	0.2	0.0
	WA	0.1	0.1	0.1	0.0
	Tas	0.0	8.5	0.0	0.0
	NT	0.0	0.0	0.0	0.0

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

		September 03	December 03	March 04	June 04
Operator services	Per cent of calls answered within 20 seconds	83.3	86.1	88.6	86.1
	Per cent of calls leaving without being answered	11.5	9.9	7.8	9.8
Fault reporting	Per cent of calls answered within 20 seconds	70.7	70.4	62.3	76.5
	Per cent of calls leaving without being answered	6.9	7.5	9.9	5.4

TELSTRA PERFORMANCE INDICATORS—SUMMARY

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

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

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

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

TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

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

		September 03		December 03		March 04		June 04	
		met	not met	met	not met	met	not met	met	not met
Urban areas, with and without infrastructure	National	93	7	91	9	92	8	92	8
	NSW/ACT	94	6	91	9	91	9	92	8
	Vic	93	7	89	11	92	8	94	6
	Qld	90	10	91	9	93	7	89	11
	SA	92	8	91	9	92	8	91	9
	WA	91	9	91	9	91	9	93	7
	Tas	95	5	94	6	93	7	90	10
	NT	92	8	92	8	94	6	95	5
Major rural areas, with infrastructure	National	95	5	94	6	95	5	93	7
	NSW/ACT	95	5	94	6	95	5	94	6
	Vic	94	6	93	7	95	5	93	7
	Qld	95	5	94	6	96	4	92	8
	SA	94	6	94	6	96	4	94	6
	WA	96	4	93	7	92	8	94	6
	Tas	96	4	97	3	95	5	95	5
	NT	92	8	97	3	94	6	96	4
Major rural areas, without infrastructure	National	95	5	93	7	91	9	90	10
	NSW/ACT	94	6	93	7	89	11	88	12
	Vic	95	5	93	7	92	8	92	8
	Qld	93	7	95	5	91	9	89	11
	SA	95	5	93	7	90	10	92	8
	WA	97	3	95	5	94	6	93	7
	Tas	93	7	93	7	92	8	89	11
	NT	94	6	94	6	94	6	87	13
Major rural areas, with and without infrastructure	National	95	5	94	6	95	5	93	7
	NSW/ACT	95	5	94	6	94	6	93	7
	Vic	94	6	93	7	94	6	93	7
	Qld	95	5	94	6	96	4	91	9
	SA	94	6	94	6	95	5	94	6
	WA	96	4	93	7	93	7	94	6
	Tas	95	5	96	4	94	6	94	6
	NT	92	8	97	3	94	6	96	4
Minor rural areas, with infrastructure	National	94	6	93	7	93	7	91	9
	NSW/ACT	93	7	93	7	92	8	91	9
	Vic	93	7	93	7	92	8	93	7
	Qld	96	4	93	7	94	6	89	11
	SA	95	5	92	8	95	5	92	8
	WA	95	5	92	8	93	7	94	6
	Tas	94	6	95	5	94	6	92	8
	NT	96	4	81	19	88	12	92	8
Minor rural areas, without infrastructure	National	92	8	92	8	91	9	89	11
	NSW/ACT	93	7	91	9	91	9	89	11
	Vic	90	10	91	9	88	12	88	12
	Qld	93	7	93	7	93	7	87	13
	SA	95	5	93	7	92	8	91	9
	WA	94	6	93	7	94	6	91	9
	Tas	88	12	87	13	89	11	87	13
	NT	78	22	91	9	90	10	67	33 **
Minor rural areas, with and without infrastructure	National	94	6	92	8	93	7	91	9
	NSW/ACT	93	7	92	8	92	8	90	10
	Vic	92	8	93	7	91	9	92	8
	Qld	95	5	93	7	94	6	89	11
	SA	95	5	92	8	95	5	92	8
	WA	95	5	92	8	93	7	94	6
	Tas	92	8	92	8	92	8	91	9
	NT	93	7	83	17	88	12	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

		September 03		December 03		March 04		June 04	
		met	not met	met	not met	met	not met	met	not met
Remote areas, * with infrastructure	National	96	4	95	5	91	9	92	8
	NSW/ACT	92	8	93	7	100	0	94	6
	Vic	100	0	100	0	100	0	100	0
	Qld	95	5	97	3	88	12	89	11
	SA	100	0	94	6	100	0	96	4
	WA	97	3	95	5	94	6	95	5
	NT	96	4	93	7	88	12	90	10
Remote areas, * without infrastructure	National	96	4	92	8	90	10	91	9
	NSW/ACT	100	0	94	6	100	0	78	22
	Vic	100	0	100	0	100	0	n/o	0
	Qld	95	5	92	8	90	10	93	7
	SA	100	0	100	0	87	13	75	25
	WA	96	4	90	10	98	2	98	2
	NT	93	7	90	10	86	14	91	9
Remote areas, * with and without infrastructure	National	96	4	94	6	91	9	91	9
	NSW/ACT	97	3	94	6	100	0	85	15
	Vic	100	0	100	0	100	0	100	0
	Qld	95	5	95	5	89	11	90	10
	SA	100	0	96	4	95	5	91	9
	WA	97	3	94	6	95	5	96	4
	NT	95	5	92	8	87	13	90	10

Volatility may reflect small numbers in these categories.

*- Tasmania is omitted from the 'remote areas' sections because Telstra's current methodology only allows reporting for urban and rural areas in Tasmania.

** - Six connections were reported for the June 2004 quarter.

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

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

TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

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

		September 03		December 03		March 04		June 04	
		met	not met	met	not met	met	not met	met	not met
All areas	National	93	7	91	9	88	12	91	9
	NSW/ACT	95	5	91	9	86	14	91	9
	Vic	92	8	89	11	89	11	93	7
	Qld	93	7	91	9	90	10	89	11
	SA	88	12	93	7	89	11	88	12
	WA	87	13	91	9	88	12	90	10
	Tas	95	5	94	6	94	6	94	6
	NT	96	4	93	7	90	10	97	3
Urban areas	National	91	9	90	10	88	12	90	10
	NSW/ACT	94	6	91	9	85	15	91	9
	Vic	91	9	87	13	88	12	93	7
	Qld	92	8	89	11	91	9	88	12
	SA	86	14	92	8	88	12	86	14
	WA	84	16	90	10	87	13	89	11
	Tas	95	5	92	8	93	7	94	6
	NT	95	5	93	7	92	8	97	3
Rural areas	National	95	5	93	7	90	10	92	8
	NSW/ACT	96	4	91	9	88	12	90	10
	Vic	94	6	93	7	92	8	93	7
	Qld	96	4	94	6	89	11	90	10
	SA	94	6	95	5	93	7	94	6
	WA	92	8	92	8	92	8	94	6
	Tas	96	4	96	4	94	6	94	6
	NT	97	3	91	9	89	11	97	3
Remote areas*	National	94	6	94	6	88	12	90	10
	NSW/ACT	96	4	92	8	90	10	88	12
	Vic	100	0	100	0	100	0	60	40 **
	Qld	94	6	95	5	87	13	89	11
	SA	91	9	96	4	97	3	94	6
	WA	93	7	91	9	87	13	92	8
	Tas	96	4	96	4	94	6	94	6
	NT	94	6	94	6	88	12	93	7

*- Tasmania is omitted from the 'remote areas' sections because Telstra's current methodology only allows reporting for urban and rural areas in Tasmania.

**-. Five faults were reported for the June 2004 quarter.

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

		September 03		December 03		March 04		June 04	
		met	not met	met	not met	met	not met	met	not met
All areas		88	12	88	12	89	11	91	9
Urban areas		86	14	86	14	88	12	90	10
Rural areas		93	7	92	8	92	8	92	8
Remote areas		93	7	93	7	92	8	91	9

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

		September 03	December 03	March 04	June 04
Connections and fault repairs	National	3	8	9	2

TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

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

		September 03	December 03	March 04	June 04
Directory assistance	Per cent of calls entering the network* that were answered within 10 seconds	95	94	95	96
	Per cent of calls entering the network* that left without being answered	1	2	1	1
Operator connected international and long distance calls	Per cent of calls offered** that were answered within 10 seconds	95	93	95	96
	Per cent of calls entering the network* that left without being answered	1	2	1	2
Service difficulties queue	Per cent of calls offered** that were answered within 15 seconds	77	73	39	77
	Per cent of calls entering the network* that left without being answered	4	6	20	3

* 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

		September 03	December 03	March 04	June 04
Per cent downtime	National	6	7	7	7
	NSW/ACT	5	7	7	7
	Vic	6	6	6	6
	Qld	6	6	8	8
	SA/NT	7	7	7	8
	WA	7	8	9	9
	Tas	5	5	7	6
Average business hours* to clear a fault	National	10	12	14	14
	NSW/ACT	8	10	12	13
	Vic	9	11	11	15
	Qld	9	11	13	14
	SA/NT	13	16	22	13
	WA	14	16	17	15
	Tas	10	13	14	15
Per cent of faults cleared within:					
1 working day** in urban areas	National	86	91	91	85
2 working days** in rural areas	National	82	87	87	82
3 working days** in remote areas	National	59	73	65	71
Average trouble reports per payphone per month	National	0.4	0.4	0.3	0.3
Per cent of payphones available to make calls	National	99	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.

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, May 2004 – July 2004

Geographical area	Monthly percentage of services without a fault			Monthly Percentage service availability		
	May	June	July	May	June	July
Adelaide City & Technology	99.25	99.25	99.25	99.95	99.95	99.96
Adelaide Greater Metro	99.18	99.04	99.18	99.95	99.93	99.95
Brisbane City	99.22	99.23	99.31	99.95	99.96	99.97
Brisbane City & Technology	99.81	99.87	99.85	99.99	99.99	100.00
Brisbane Northern	99.29	99.25	99.28	99.96	99.96	99.97
Brisbane Southern	99.24	99.28	99.29	99.95	99.96	99.97
Central Australia	99.32	99.20	99.42	99.95	99.93	99.96
Melbourne Bayside	99.28	99.24	99.31	99.96	99.95	99.96
Melbourne Central	99.32	99.30	99.37	99.96	99.96	99.97
Melbourne City & Ded. Services	99.69	99.67	99.68	99.99	99.98	99.98
Melbourne North	99.34	99.32	99.36	99.96	99.96	99.97
Melbourne South	99.03	99.02	99.14	99.93	99.94	99.95
Melbourne West	99.34	99.35	99.37	99.96	99.96	99.96
NSW Central Coast	98.97	99.09	99.10	99.93	99.94	99.95
NSW Greater Western	99.13	98.95	99.22	99.93	99.91	99.93
NSW Mid Coast	98.90	98.94	98.92	99.91	99.92	99.91
NSW New England	98.42	98.70	98.71	99.87	99.89	99.91
NSW Newcastle	99.30	99.34	99.29	99.96	99.96	99.97
NSW North Coast	99.00	98.91	99.15	99.92	99.92	99.93
NSW Riverina Murray	99.10	98.90	99.11	99.93	99.91	99.94
NSW South East	98.63	98.99	98.95	99.91	99.92	99.92
NT Top End	98.45	98.49	98.88	99.90	99.89	99.93
Perth North	99.31	99.37	99.41	99.95	99.96	99.97
Perth South	99.09	99.18	99.27	99.95	99.95	99.96
QLD Central	99.07	99.16	99.03	99.94	99.93	99.94
QLD Far North	98.73	98.85	98.82	99.88	99.92	99.93
QLD North	99.03	99.28	99.23	99.94	99.95	99.95
QLD South West	99.12	99.23	99.27	99.93	99.94	99.95
QLD Wide Bay	99.15	99.19	99.28	99.94	99.95	99.96
SA Country South	99.15	99.11	99.24	99.94	99.92	99.94
Sydney Canberra	99.38	99.42	99.31	99.96	99.97	99.96
Sydney Central	99.09	99.25	99.18	99.95	99.96	99.96
Sydney City & Technology	99.52	99.35	99.59	99.98	99.98	99.98
Sydney Eastern	99.22	99.21	99.28	99.95	99.95	99.97
Sydney North	99.31	99.35	99.36	99.96	99.97	99.97
Sydney Southern	99.24	99.24	99.29	99.96	99.96	99.96
Sydney West	99.04	98.78	99.07	99.94	99.95	99.94
Tasmania	99.18	99.15	99.07	99.95	99.94	99.94
VIC Central	99.09	98.77	99.01	99.94	99.92	99.93
VIC South East	99.05	98.94	98.88	99.92	99.90	99.91
VIC Western	99.24	98.86	99.17	99.95	99.91	99.94
WA Midlands	98.73	98.93	98.77	99.89	99.91	99.91
WA Northern	98.97	98.95	99.02	99.93	99.91	99.92
WA Southern	98.92	98.79	99.13	99.93	99.91	99.93
National	99.16	99.15	99.22	99.95	99.94	99.95

TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

Table T.10: Exchange Service Areas in all Level 2 Network Reliability Framework reports, April/May 2004 – June/July 2004

Level 2 Exchange Service Area	Field Service Area
ALSTONVILLE	NSW North Coast
BENDIGO	VIC Central
BROOKFIELD	Brisbane Northern
CASUARINA	NT Top End
CESSNOCK	NSW Mid Coast
CHARLESTOWN	NSW Newcastle
CLYBUCCA	NSW Mid Coast
COBRICO	VIC Western
EAST GUYONG	NSW Greater Western
FITZROY FALLS	NSW South East
GALIWINKU	NT Top End
GERRINGONG	NSW South East
GRANVILLE	Sydney Central
HERNE HILL	Perth North
HERNE HILL	Perth North
KANGIARA	NSW South East
KELLYVILLE	Sydney West
LAUNCESTON SOUTH	Tasmania
LONG JETTY	NSW Central Coast
MEROO MEADOW	NSW South East
NARRABRI	NSW New England
NHULUNBUY	NT Top End
PAYNE DALE	WA Southern
RINGAROOMA	Tasmania
STRATHFIELDSAYE	VIC Central
TAHMOOR	NSW South East
TARLEE	SA Country South
THURSDAY ISLAND	QLD Far North
TOWRANG	NSW South East
WINCHELSEA SOUTH	VIC Western
YANCO	NSW Riverina Murray
YUNGABURRA	QLD Far North

NOTES

This is the sixteenth 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