



Australian Government

Australian Communications Authority

# Telecommunications Performance Monitoring Bulletin

Issue 32 – March 2005 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 32 – March 2005 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.

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## **EXECUTIVE SUMMARY**

The *Telecommunications Performance Monitoring Bulletin* is published quarterly by the Australian Communications Authority (ACA) to report on carriage service provider performance in meeting telephone service levels. The ACA receives reports from Telstra, Optus, AAPT and Primus (who collectively supply the majority of standard telephone services to residential and small business customers) about service performance against regulatory obligations such as the Customer Service Guarantee (CSG) and Network Reliability Framework (Telstra only), as well as against other general performance measures.

### **Service connections performance**

Overall, all four major service providers (AAPT, Optus, Primus and Telstra) connected more than 98 per cent of in-place services within CSG timeframes during the March 2005 quarter.

While new service connections performance for Telstra (93 per cent) marginally improved compared with the previous quarter, both AAPT (93 per cent) and Primus (89 per cent) reported declines in performance. Optus (99.5 per cent) reported stable performance.

Telstra's performance in connecting new services in major rural areas without infrastructure was 91 per cent in the March 2005 quarter, up from 88 per cent recorded in the previous quarter. Telstra's performance against this indicator had been declining since the September 2003 quarter and this is the first quarter that performance has improved.

Optus continued to maintain its stable performance throughout 2004 and into the first quarter of 2005, with 99.5 per cent of new services connected within CSG timeframes.

AAPT reported that 93 per cent of its new service connections were carried out within CSG timeframes in the March quarter, while Primus' new connection performance was at 89 per cent.

The number of Telstra priority assistance customers continued to increase during this quarter, and the national performance in meeting licence condition timeframes for these connections remained steady at 96 per cent.

### **Fault repair performance**

Telstra's fault repair performance this quarter remained at 91 per cent of faults repaired on time. This exceeds its March 2004 quarter performance of 88 per cent of faults repaired within the CSG timeframes.

Optus repaired approximately 98 per cent of faults on time, maintaining performance it achieved consistently throughout 2004.

Telstra declared a total of 37 mass service disruptions during the March 2005 quarter, down from the 48 it declared in the March 2004 quarter.

Extreme cases of failure—services connected more than five working days after CSG timeframes—continue to be a small percentage of connections for both Telstra (0.24 per cent) and Optus (0.05 per cent) in this quarter.

For priority assistance customers, Telstra's national performance with fault repairs against the licence condition timeframes increased by one per cent to 95 per cent for the March 2005 quarter.

### **Network reliability performance**

The Network Reliability Framework (NRF) figures, which Telstra is required to provide monthly, show a mixed performance for the quarter against the various measures. During April 2005, services were available (not waiting for repair) on average for 99.94 per cent of the time and 99.07 per cent of services did not experience a fault.

The performance in 2005 to date has been similar to that achieved in 2004 against level 1(a) and level 1(b) measures. The performance measures at level 3(a) for 2005 to date indicate a decline from that achieved for 2004, while for level 3(b) the indicators have shown an improvement.

## **Payphone performance**

Payphone average downtimes (the percentage of time that payphones were not fully serviceable) increased marginally in all states except Queensland and Western Australia, where payphone downtime remained stable. This drove the national average payphone downtime up from 6.8 per cent in the previous quarter to seven per cent in the March 2005 quarter.

Payphone fault repair performance against specified repair timeframes was 89 per cent for urban payphones and 82 per cent for payphones in rural areas, representing a slight decline in performance compared with the same period last year.

While remote area payphone fault repair performance declined again in the March 2005 quarter to 72 per cent repaired within the specified timeframes, it was an improvement on the same period last year, when 65 per cent of payphone faults in remote areas were repaired within the specified timeframes.

## CUSTOMER SERVICE GUARANTEE

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

When a carriage service provider (service provider) does not meet relevant CSG timeframes, the service provider may be liable to pay compensation to the affected customers.

Information about the CSG timeframes and compensation entitlements are in a fact sheet, titled *Customer Service Guarantee 2000 (No.2)*, on the ACA website at [www.aca.gov.au](http://www.aca.gov.au).

Service providers report to the ACA on key performance indicators concerning:

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

This part of the bulletin reports on each of these indicators.

The ACA monitors service provider performance against the CSG on a quarterly basis. 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. However, 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.

### Acumen Alliance Report - Verification of the CSG data reported to the ACA

In June 2004, the ACA appointed Acumen Alliance to verify CSG performance data provided to the ACA by AAPT, Optus, Primus and Telstra in relation to items 1 to 4 mentioned above. In verifying the data, Acumen Alliance examined the service providers' reporting systems and processes, reconciled a sample of data from their information systems, tracked the data gathering process and examined internal quality control systems.

During the June 2005 quarter, the ACA received a final report from Acumen Alliance. In summary, the main findings from Acumen Alliance were:

- the sample of CSG performance data from all four service providers were tested and found to be consistent with data contained in their information systems and data provided to the ACA; and
- all four service providers have adequate systems and processes to ensure they are complying with the CSG requirements.

### **1. Connections**

Nationally, CSG connection performance of each of the four major service providers (AAPT, Optus, Primus and Telstra) for the March 2005 quarter was 89 per cent or better:

- AAPT connected 97 per cent of overall connections (new and in-place services combined) activity within the CSG timeframes. AAPT's connections are predominantly for in-place rather than new services.
- Optus connected 99 per cent of overall connections activity within the CSG timeframes, matching the quarterly performance Optus maintained throughout 2004. Optus' connections are predominantly for new services rather than in-place services.
- Primus connected 99.7 per cent of in-place services and 89 per cent of new services in urban areas across Australia within the CSG timeframes.
- Telstra connected 96 per cent of overall connections activity within the CSG timeframes. Of Telstra's total connections, 69 per cent were in-place connections.

Telstra's quarterly performance data for connections covers its own retail services.

Optus' quarterly performance data for connections includes only those telephone lines installed by Optus and directly connected to its own network in Melbourne, Sydney and Brisbane (as distinct from those services installed and maintained by Telstra, which Optus resells).

For the other major providers—AAPT and Primus—the data specifically relates to retail services that use Telstra’s network. Primus does not provide combined in-place and new service connection performance data.

### *In-place connections*

An in-place connection refers to the connection of a telephone service at a site where a previous working CSG service has been cancelled and is available for automatic reconnection or reactivation by a service provider. The CSG Standard requires service providers to connect in-place services within two working days after the day of request, regardless of location. Unlike new service connections, in-place connection performance is less likely to be affected by changes in weather conditions, since the work is either remotely managed or carried out within exchange buildings. Furthermore, in-place service activations have less variation in the type of work to be performed, and are therefore generally less prone to delay compared with new service connections. However, the need to visit unstaffed remote telephone exchanges to complete in-place activations could be a cause of delay.

Telstra’s quarterly performance nationally in the March 2005 quarter remained stable at 98 per cent of in-place connections completed within the CSG timeframe. This is an improvement of one percentage point compared with the same quarter last year.

During the March 2005 quarter, Optus completed 99 per cent of in-place connections nationally within the CSG timeframe, an improvement of two percentage points from the same quarter last year.

For the March 2005 quarter, AAPT reported that 98 per cent of in-place connections nationally were provided within CSG timeframes, down one percentage point from the same quarter last year.

In urban areas, Primus continued its stable performance from the previous three quarters, with 99.7 per cent of in-place connections completed within CSG timeframes, an improvement of 0.4 percentage points in its performance for the same quarter in 2004.

### *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. As noted above, new service connections are more susceptible than in-place connections to delays such as those caused by bad weather. ‘New services with infrastructure’ refers to new service connections for which cabling or other network infrastructure is *in situ* and can be used to provide the services, although technical work may be required to make use of the infrastructure. ‘New services without infrastructure’ refers to connections where new infrastructure needs to be installed to give effect to the services, for example, the laying of new cable in a customer’s street or in a new estate.

#### *Urban areas*

Figure 1 shows national new service connection performance for urban areas (with and without infrastructure combined) for AAPT, Optus, Primus and Telstra.

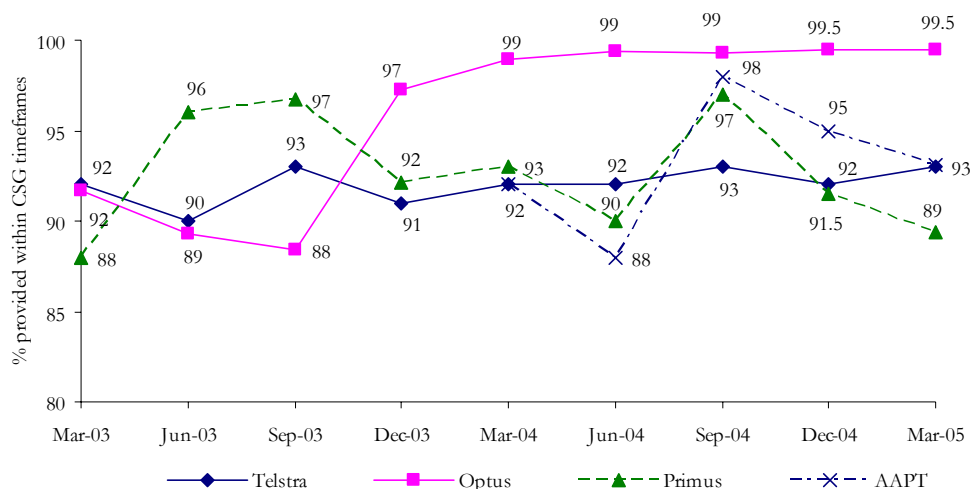
AAPT’s performance continued to decline from 95 per cent completed within the CSG timeframes in the December 2004 quarter to 93 per cent during the March 2005 quarter. However, this is an improvement in performance of one percentage point from the same quarter last year.

Optus maintained its performance from the previous four quarters, with 99.5 per cent of new connections in the March 2005 quarter completed within the CSG timeframe. These connections refer only to Optus services directly connected to the Optus network infrastructure and cover Optus’ own processes. These new service connections are categorised as ‘close to/with infrastructure’ because Optus offers directly-connected services only where its network is deployed. Requests for Optus new service connections in areas without Optus infrastructure are met through a resale arrangement with Telstra.

Primus provided 89 per cent of new connections within the CSG timeframes during the March 2005 quarter. Primus’ performance declined further this quarter from levels achieved in the two previous quarters.

Telstra provided 93 per cent of new connections within the CSG timeframes during the March 2005 quarter, consistent with what was reported for the same quarter last year and a percentage point improvement over its last quarter’s performance.

**Figure 1: New service connection performance – urban areas, March 2003–March 2005**



Note 1: Optus made improvements to its connection reporting systems during the December 2003 quarter.

Note 2: AAPT commenced reporting its connections performance disaggregated into in-place and new connections, from the March 2004 quarter.

### Major rural areas

During the March 2005 quarter, Telstra’s new service connections in major rural areas (with and without infrastructure) comprised 2.6 per cent of its total connections. Therefore, the volatility in Telstra’s performance may reflect the small numbers in these areas.

In the previous two editions of the bulletin, the ACA noted the decline in Telstra’s performance providing new service connections within CSG timeframes where there is no existing infrastructure in major rural areas. Telstra advised the ACA that its performance declined:

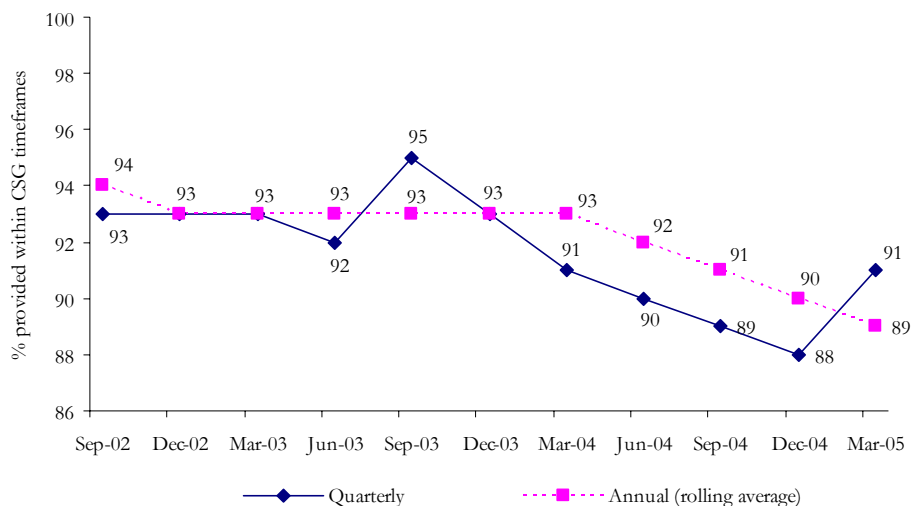
- during the June 2004 and September 2004 quarters because of system outages obstructing the automated workflow from its customer service areas to the field service staff; and
- during the December 2004 quarter because of extreme weather conditions causing damage to its network and equipment as well as preventing staff access to customers’ premises and its network infrastructure resulting in increased workload.

Telstra advised the ACA that it has put in place strategies to address its declining performance and expects these to improve its performance after the March 2005 quarter. The strategies are:

- using contractors during peak seasonal periods;
- internal monitoring and analysis of missed appointments and incomplete tasks; and
- the development of a web-based tool to identify work at risk of not meeting the CSG timeframe, which would then trigger appropriate activities and action plans (Telstra is currently trialling this web-based tool).

The March 2005 result reversed a sequence of five consecutive quarters of declining performance. For the March 2005 quarter, Telstra’s performance improved, with 91 per cent of new services in locations without infrastructure connected within the CSG timeframe, an improvement of three percentage points from the previous quarter and corresponding to its performance in the same quarter last year (see Figure 2). Telstra’s overall performance in major rural areas (with and without infrastructure) remained stable (see Table T.2)

**Figure 2: New service connection performance – major rural areas without infrastructure, Telstra, September 2002–March 2005**



### *Minor rural and remote areas*

New connections in minor rural areas (with and without existing infrastructure) represent approximately three per cent of Telstra’s new and in-place connections. In remote areas, new service connections during the March 2005 quarter comprised only 0.2 per cent of Telstra’s new and in-place connections. Therefore, the volatility in Telstra’s performance may reflect the small numbers in these areas.

At the national level, Telstra’s overall performance in minor rural areas (with and without existing infrastructure) remained stable (see Table T.2). During the March 2005 quarter:

- Telstra provided 91 per cent of new connections in minor rural areas within the CSG timeframes, down one percentage point from the previous quarter and down two percentage points from its performance for the same quarter last year; and
- in remote areas, Telstra provided 92 per cent of new connections across Australia within the CSG timeframes, up two percentage points from the previous quarter and up one percentage point from the same quarter last year.

## **2. Fault repair**

During the March 2005 quarter, national fault repair performance for Telstra was 91 per cent repaired within the CSG timeframes and 98 per cent for Optus.

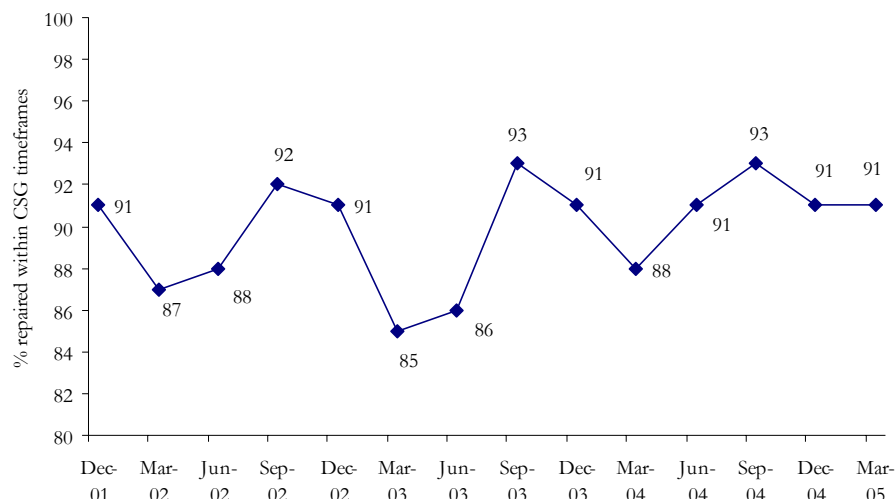
Telstra’s quarterly fault repair performance data reflects the performance of its own retail operations. Optus’ quarterly fault repair performance data (unlike its connection performance data) includes both its resale services and services directly connected to its network, which is located in parts of Melbourne, Sydney and Brisbane.

Primus advised that it cannot report on its fault performance data because it does not currently receive appropriate data from Telstra.

### **Telstra**

At the national level, Telstra repaired 91 per cent of faults during the March 2005 quarter within the CSG timeframes, which is equivalent to its performance in the previous quarter, but an improvement of three percentage points from the same quarter last year (see Figure 3). At the state level, Telstra’s March 2005 quarter fault repair performance across all areas (urban, rural and remote) represents an improvement in performance when compared with the same quarter last year, except in Tasmania, where Telstra repaired 92 per cent of faults within the CSG timeframes, down two percentage points from its performance for the same quarter last year (see Table T.4).

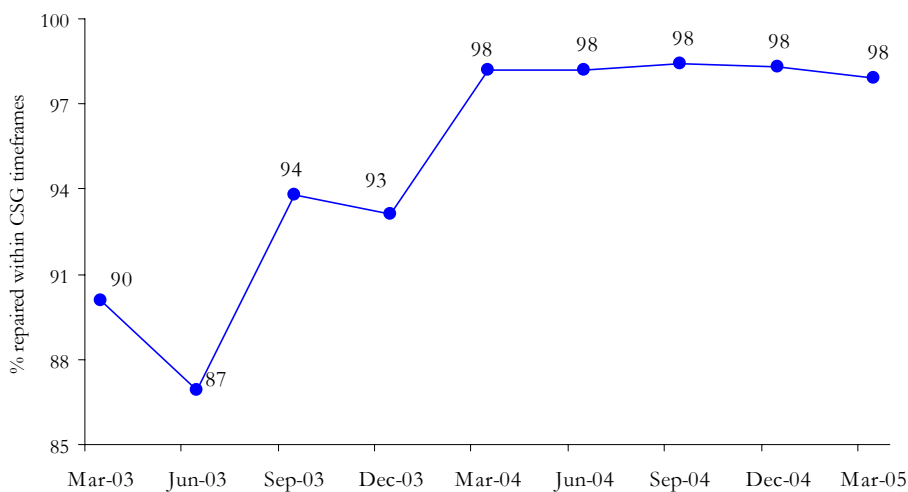
**Figure 3: National fault repair performance, Telstra, December 2001–March 2005**



**Optus**

During the March 2005 quarter, Optus’ national fault repair performance in urban areas remained consistent with its quarterly performance throughout 2004, with around 98 per cent of faults repaired within the CSG timeframes (see Figure 4).

**Figure 4: National urban area fault repair performance, Optus, March 2003–March 2005**



A majority of Optus’ directly-connected customers are located in urban areas of Victoria, New South Wales/Australian Capital Territory and Queensland. During the March 2005 quarter, Optus’ performance repairing faults in these areas are:

- 99 per cent of faults in Victoria were repaired within the CSG timeframes, which is equivalent to its performance for the previous quarter and the same quarter in 2004;
- 97 per cent of faults in New South Wales/Australian Capital Territory were repaired within the CSG timeframes, down one percentage point from the previous quarter and the same quarter in 2004; and
- 98 per cent of faults in Queensland were repaired within the CSG timeframes, which is equivalent to its performance for the previous quarter and the same quarter in 2004.

**AAPT**

During the March 2005 quarter, AAPT repaired 99 per cent of faults in all area categories within the CSG timeframes, down one percentage point from the 100 per cent AAPT reported for the previous quarter, but equivalent to its performance in the September 2004 quarter.

In the previous two editions of the bulletin, the ACA advised that it does not report on AAPT's fault performance data because there is a lack of confidence in the way the data is extracted. AAPT advised the ACA that its fault repair performance data from the September 2004 quarter onwards is accurate.

### **3. Exemptions from the CSG Standard**

During the March 2005 quarter, both 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 or Optus from CSG requirements. Rather, it extends the period over which the CSG requirements must be met. The percentage of connection and fault repair activity meeting the CSG timeframes takes into account the extended period over which the CSG requirements can be met.

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

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

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

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

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

During the March 2005 quarter, Telstra declared 37 MSDs affecting services on the east and west coast of Australia—24 in New South Wales/Australian Capital Territory, five in Western Australia, four in Queensland, three in Victoria and one in the Northern Territory. Telstra advised that severe weather conditions had restricted its connections and fault repair activity.

Telstra reported that 10 per cent of its services were covered by exemptions associated with MSD declarations during the March 2005 quarter, up from nine per cent in the same quarter in 2004, even though the number of MSDs declared is down from 48 for the corresponding quarter in 2004. This may be because the weather conditions were more severe and affected a greater number of services than in the March 2004 quarter.

Optus advised that it declared six MSDs during the March 2005 quarter, up from the five it declared during the same quarter in 2004. Two of the MSDs Optus declared during the March 2005 quarter affected customers on its own network in New South Wales and Victoria, with the remaining four affecting resale customers on Telstra's network in New South Wales.

Optus reported that, during this quarter, four per cent of new connections and 15 per cent of fault repair activities were affected by a combination of individual exemptions and the MSDs it declared. This compares with the five per cent of new connections and 10 per cent of fault repair activities affected by exemptions for the corresponding quarter in 2004. However, six per cent of in-place connection activity were covered by exemptions during the March 2005 quarter, compared with the 0.8 per cent reported for the same quarter last year.

### **4. CSG compensation payments**

Under section 117A of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*, a service provider is required to initiate action to determine its liability and make compensation payments to customers where the service provider has not complied with a CSG performance standard. Furthermore, a service provider is required to meet timeframes in relation to this action.

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

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

- 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.

AAPT and Primus have also reported 100 per cent compliance with each of the CSG payment requirements for the March 2005 quarter. This is the second consecutive quarter that AAPT and Primus have fully complied with these requirements.

## **5. Extreme cases of failure to meet the CSG timeframes**

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

- report on the frequency distribution of the time taken to connect and repair services at the national aggregate level (indicating an overall performance); and
- submit 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.  
(Note: In the case of Telstra, the operational business levels reported are the same as the field service areas reported under the Network Reliability Framework.)

In addition to the above, Optus also reports on the frequency distribution of the time its operational business units take to connect and repair services.

The information collected under the extreme cases of failure monitoring and reporting framework enables the ACA to identify and monitor performance at both an aggregated and disaggregated level.

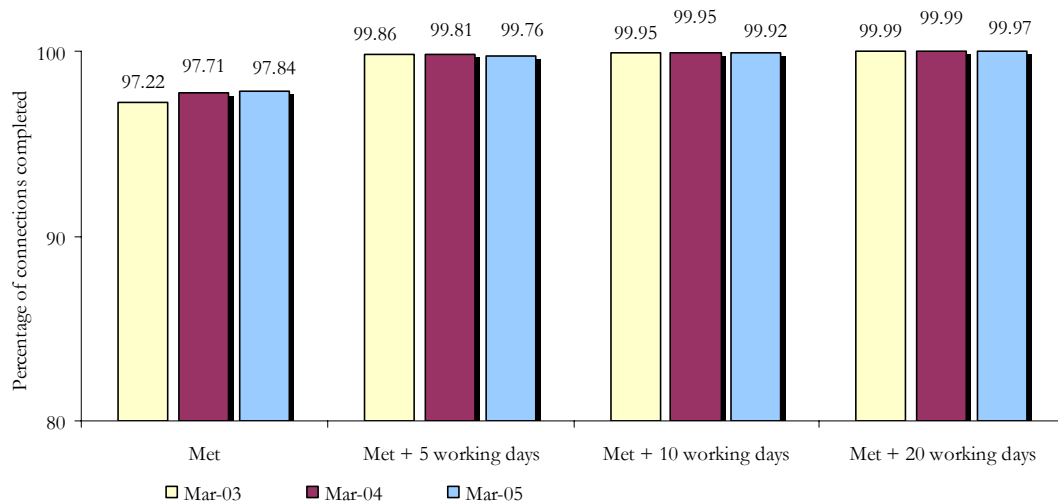
### ***Measure of extreme cases of failure – connections***

For connection activity, there is a single performance measure for extreme cases of failure, combining in-place connections and new connections (with and without infrastructure). This reflects the fact that in-place connections are less likely to suffer extreme case of failure delays than new connections.

#### ***Telstra***

Telstra reported that 99.76 per cent of connections during the March 2005 quarter were either provided within the CSG timeframes or within five working days after the CSG timeframes (see Figure 5). The remaining 0.24 per cent of connections represents extreme cases of failure. This is similar to, but slightly worse compared with the previous quarter's results of 0.2 per cent and the March quarters in 2003 and 2004, when 0.14 per cent and 0.19 per cent of connections were extreme cases of failure, respectively.

**Figure 5: Cumulative percentage of CSG connections, Telstra, March 2003, March 2004 and March 2005 quarters**



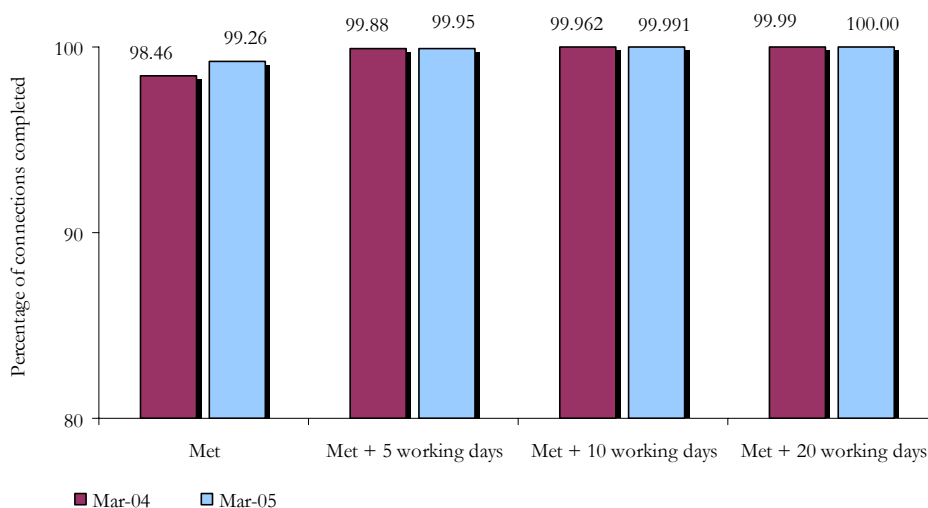
Telstra did not submit any exception reports because its operational business units did not breach the threshold for connection activities during this quarter.

*Optus*

During the March 2005 quarter, Optus reported that it completed 99.95 per cent of requests for connections within the CSG timeframes or within five working days after the CSG timeframes, an improvement from the 99.88 per cent reported for the same quarter last year (see Figure 6). This indicates that extreme cases of failure for the March 2005 quarter represented 0.05 per cent of total connections, a reduction from the 0.12 per cent Optus reported for the same quarter last year.

Optus did not submit any exception reports because its operational business units did not breach the threshold during this quarter.

**Figure 6: Cumulative percentage of CSG connections, Optus, March 2004 and March 2005**



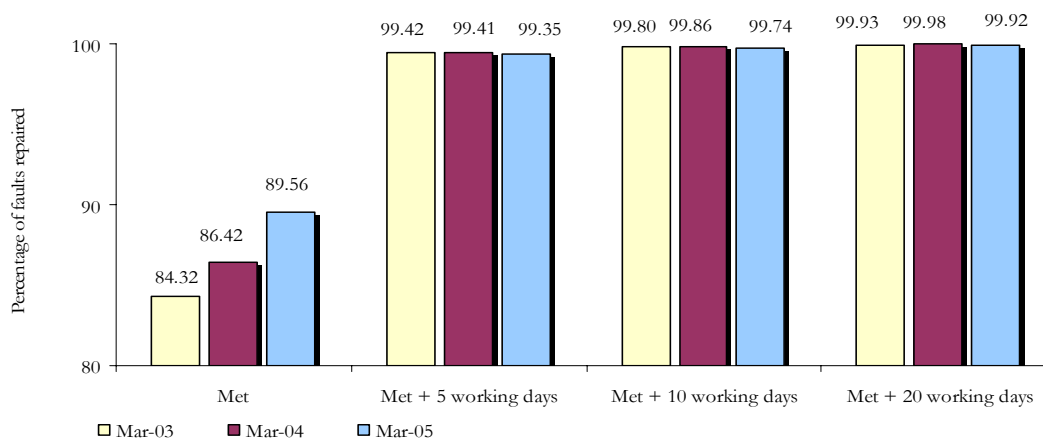
## Measure of extreme cases of failure – fault repair

### Telstra

Telstra reported that 0.65 per cent of total faults in the March 2005 quarter were extreme cases of failure and that the remaining 99.35 per cent were repaired within the CSG maximum timeframes or within five working days after the CSG timeframes (see Figure 7). This is a slight decrease from 0.66 per cent reported in the previous quarter and an increase from:

- 0.58 per cent for the March 2003 quarter; and
- 0.59 per cent for the March 2004 quarter.

Figure 7: Cumulative percentage of CSG faults repaired, Telstra, March 2003, March 2004 and March 2005



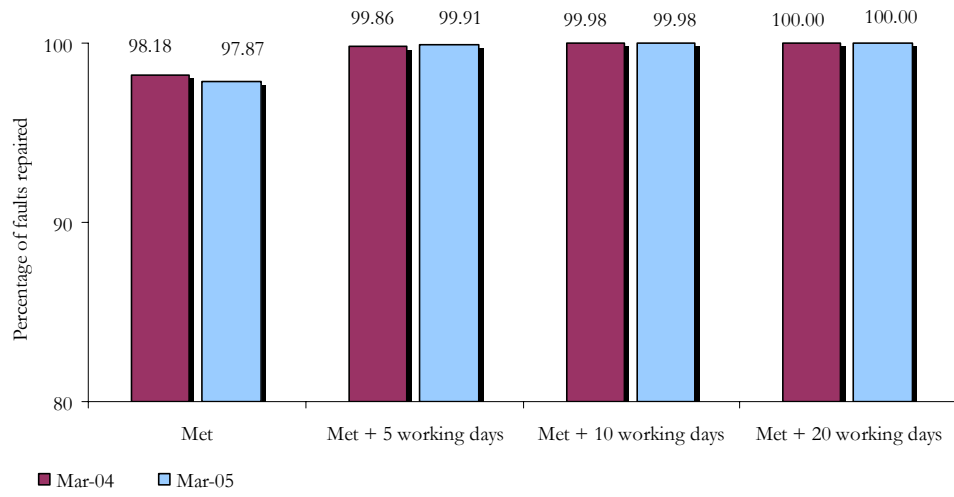
Telstra advised that two of its 44 operational business units (field service areas) during this quarter had more than one per cent of fault repair activities that were extreme cases of failure. As required by this monitoring and reporting framework, Telstra submitted exception reports for both operational business units. According to the exception reports, each had breached the one per cent threshold because of extreme weather conditions, which increased the volume of both connections and fault repair activities above the average expected for this quarter, as well as restricted staff access to Telstra's network.

### Optus

During the March 2005 quarter, 0.09 per cent of faults repaired by Optus were extreme cases of failure. This is a small increase from the 0.06 per cent reported for the previous quarter, but an improvement from the performance reported for the same quarter in 2004 (see Figure 8), when Optus reported that 0.14 per cent of faults were extreme cases of failure.

Optus did not submit any exception reports because its operational business units did not breach the threshold for fault repair activity during this quarter.

**Figure 8: Cumulative percentage of CSG faults repaired, Optus, March 2004 and March 2005**



# 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 NRF monitors performance at three different levels of disaggregation:

- Level 1: Telstra’s field service areas (FSAs);
- Level 2: exchange service areas (ESAs); and
- Level 3: individual services.

Unlike other sections in this report, NRF data is provided to the ACA on a monthly, not quarterly, basis. The ACA therefore reports April 2005 NRF performance figures (in most cases), in the interests of providing the most up-to-date information.

## Level 1 – Field service area performance

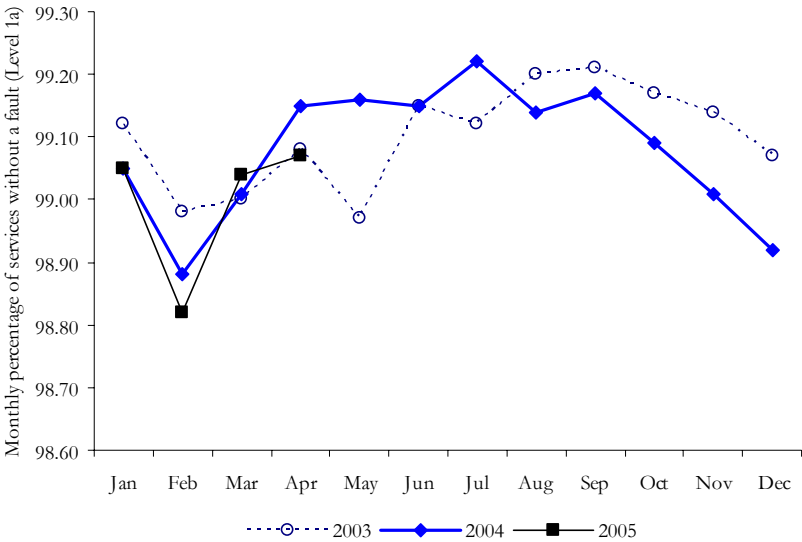
Level 1 requires Telstra to report on performance nationally and for each FSA in Australia. The 44 FSAs in Australia include regions such as Perth South, NT Top End, and NSW Central Coast. Performance is reported monthly in terms of:

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

### Level 1(a): Percentage of services without a fault

Level 1(a) looks at the percentage of services that did not have a fault in the month. Figure 9 shows Telstra’s national performance against this measure between January 2003 and April 2005. The figure shows that very few services experience a fault in any particular month. In April 2005, 99.07 per cent of services did not experience a fault. This performance equaled that of April 2003 and is 0.08 percentage points lower than the April 2004 performance level.

Figure 9: National monthly percentage of services without a fault, 2003–2005

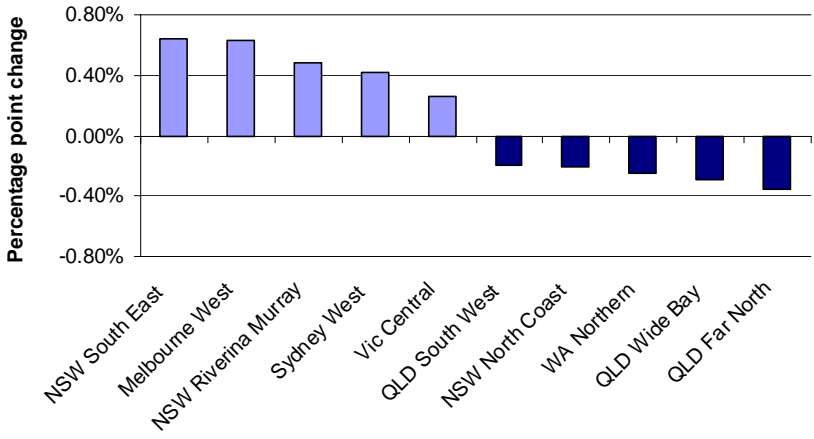


Rainfall is a large determinant of movements in performance and explains why better performance is generally achieved during the more favourable weather conditions during the middle of the year.

Capital city central business districts generally had the best performances over the January 2005 to April 2005 period. Melbourne City & Dedicated Services FSA had the highest performance, with a monthly average of 99.65 per cent of services not having a fault. The lowest performance was recorded by NT Top End FSA, with a monthly average of 97.91 per cent of services not having a fault.

Figure 10 shows the FSAs with the greatest improvement or decline in performance, comparing the average monthly performance in the March 2005 quarter with that in the March 2004 quarter.

**Figure 10: FSAs with the greatest change in Level 1(a) performance between the March 2004 quarter and the March 2005 quarter**



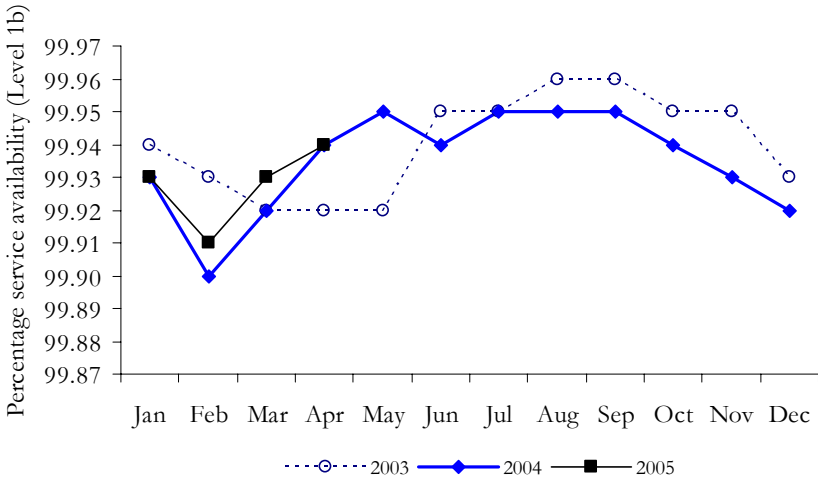
More Level 1(a) data is available on the ACA website at [www.aca.gov.au](http://www.aca.gov.au) (Consumer Information, Information Portals, Network Reliability Framework).

**Level 1(b): Service availability**

Level 1(b) of the NRF looks at the average percentage of time during the month that a service was available (that is, not waiting for repair). This service availability measure is averaged across all services, whether or not they experienced a fault during the month. Telstra’s performance against this measure is affected by both the number of faults occurring as well as the time taken to repair them.

Figure 11 shows Telstra’s national service availability performance between January 2003 and April 2005. The graph shows that, on average, services were available for 99.94 per cent of the time in both April 2004 and April 2005. Telstra’s performance between January and April 2005 is very similar for the same period in 2004.

**Figure 11: National service availability, 2003–2005**



The highest performing FSA over the January to March 2005 period was Brisbane City & Technology, which averaged 99.99 per cent service availability over the period. Capital city FSAs generally recorded a higher level of service availability than other FSAs. FSAs in rural New South Wales remained towards the bottom of the rankings. The lowest performance was recorded by NSW South East, with a monthly average of 99.82 per cent of services not having a fault.

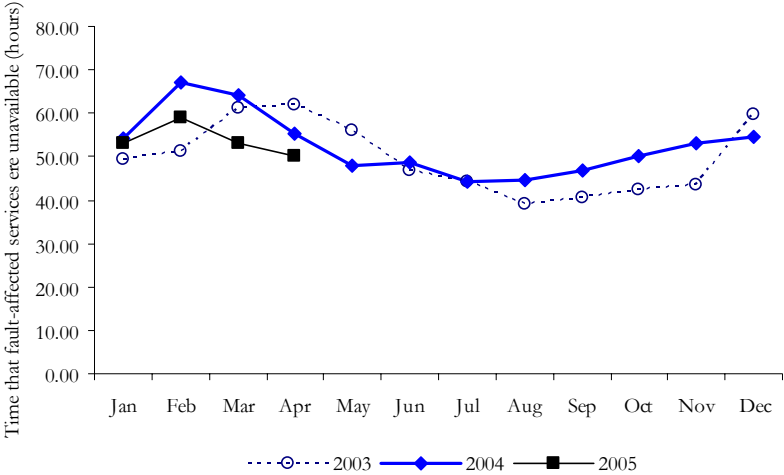
More Level 1(b) data is available at [www.aca.gov.au](http://www.aca.gov.au) (Consumer Information, Information Portals, Network Reliability Framework).

**Level 1(c): Time unavailable for fault-affected services (ACA calculation)**

The ACA uses data provided under the NRF to also calculate the average amount of time services that experience a fault were waiting for repair. This is calculated by dividing the total time taken to repair faults by the number of services that experienced a fault. This is measured in elapsed hours, whereas the CSG fault repair timeframes are based on working hours and measured in working days. Telstra’s performance against this measure is affected by the time taken to repair faults, as well as the number of services that have multiple faults in the one month.

Telstra’s monthly performance against this measure is shown in Figure 12. For each month in the February 2005 to April 2005 period, fault-affected services were unavailable for an average of 54 hours. This is an improvement from the average of 62 hours for the corresponding period in 2004.

**Figure 12: National time unavailable for fault-affected services, 2003–2005**



**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 January–February, February–March, and March–April reporting periods of 2005, 869 ESAs exceeded the Level 2 reporting thresholds at least once. By comparison, 838 exchanges were reported as exceeding the thresholds for the corresponding reporting periods in 2004.

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 concern for an ESA.

Between February 2005 and April 2005, the ACA requested more information from Telstra on underlying causes of service difficulties in 32 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 may 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 available on the ACA website at [www.aca.gov.au](http://www.aca.gov.au) (Consumer Information, Information Portals, Network Reliability Framework).

### 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—a Level 3(a) breach; or
- five or more faults in a rolling 365-day period—a Level 3(b) breach.

Telstra is required to report services that reach these thresholds to the ACA. In the February 2005 to April 2005 period, Telstra submitted 599 Level 3 reports.

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.

Figure 13 shows the number of Level 3(a) reports over time. There were 39 reports in April 2005, compared with the 15 reports for the corresponding month in 2004. The figure demonstrates a significant spike in the number of Level 3(a) reports during the January to March months.

**Figure 13: Level 3(a) performance, January 2003 to April 2005**

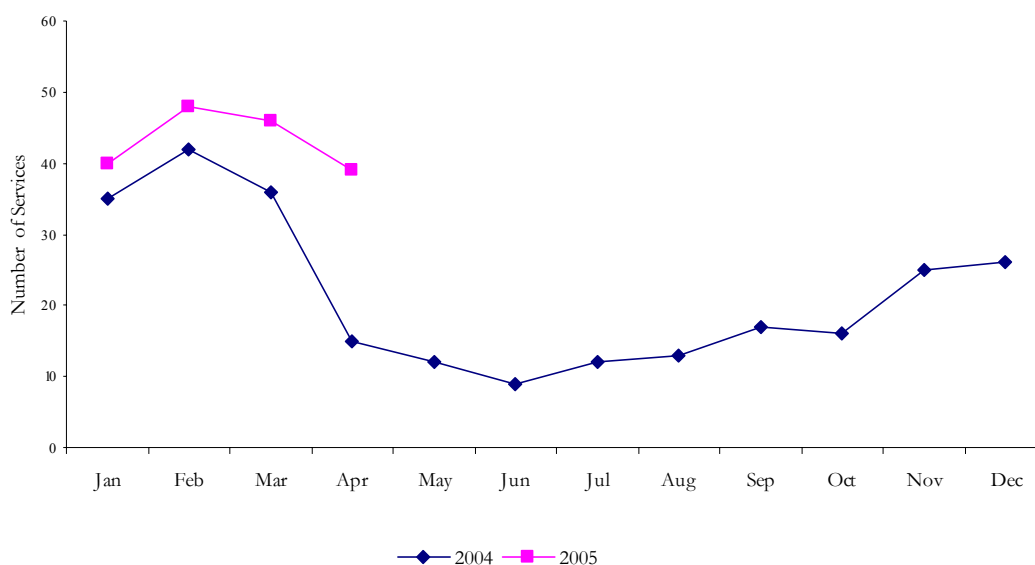
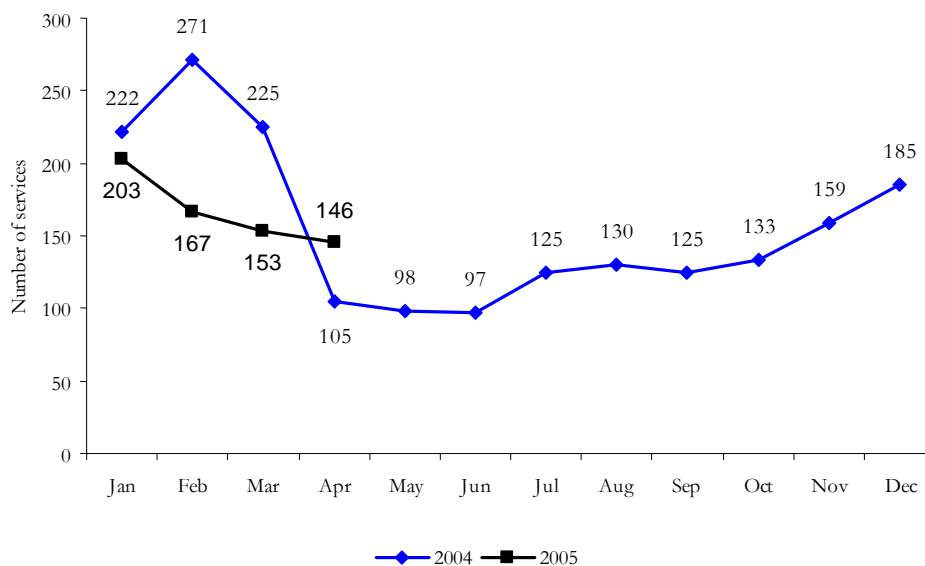


Figure 14 shows that there were significantly less Level 3(b) reports in February and March months of 2005 compared to the corresponding months of 2004.

Figure 14: Level 3(b) performance, January 2004 to April 2005



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.

**More information**

More information about the NRF is on the ACA website at [www.aca.gov.au](http://www.aca.gov.au) (Consumer Information, Information Portals, Network Reliability Framework). 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](http://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**

The GSM carriers and Hutchison (for its CDMA network) provide annual data on call congestion, call drop-out and population coverage. These figures will be reported in the telecommunications performance report for 2004–05.

Hutchison has begun reporting to the ACA on the performance of voice calls on its ‘3’ network (W-CDMA). The ACA will report on this performance in the future.

### **Quarterly performance**

The ACA receives quarterly data about the performance of Telstra’s CDMA network. Call drop-out performance and call congestion on the Telstra CDMA network in the March 2005 quarter remained at similar levels to the December 2004 quarter, with variations in performance between states of less than one per cent.

## PRIORITY ASSISTANCE

Priority assistance is a service offered by various telephone companies to customers with a diagnosed life-threatening medical condition. For these customers, priority assistance is intended to provide a higher level of service when they experience a fault or require a phone connection. Customers receiving such a service are referred to as ‘priority customers’. For more information about priority assistance, see the ACA website at [www.aca.gov.au](http://www.aca.gov.au) (Consumer Information, Information Portals, Priority Assistance).

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

### 1. Telstra’s performance

#### *Priority customer base*

The ACA tracks changes in Telstra’s priority customer base to monitor the level of community take-up of priority assistance and to provide a context in which to assess the fault repair, connection and service reliability indicators. At the end of March 2005, Telstra had 138,156 priority customers, of which 64,958 (47 per cent) had completed the application process to become ‘validated’ customers. The remaining customers were provisional or ‘tagged’ customers, meaning that they were entitled to receive the benefits of priority assistance but were yet to submit a form to Telstra for validation.

The total priority assistance customer base fluctuates from quarter to quarter—although in the last two quarters (December 2004 and March 2005) the customer base increased by 10 per cent and seven per cent respectively. The number of validated priority assistance customers increased by four per cent in the March 2005 quarter.

#### *Service connection performance*

Telstra’s national performance in connecting priority assistance customers within licence timeframes in the March 2005 quarter remained constant at 96 per cent, the same as reported in the December 2004 quarter. During the March 2005 quarter, the number of priority assistance connection requests nationally decreased by 2.3 per cent to 16,687.

As shown in Figure 15, priority connection performance in remote areas improved by two per cent, up from 92 per cent in the December 2004 quarter to 94 per cent in the March 2005 quarter.

**Figure 15: Priority customer connections – volume of connections and percentage meeting licence timeframes, March 2004–March 2005**

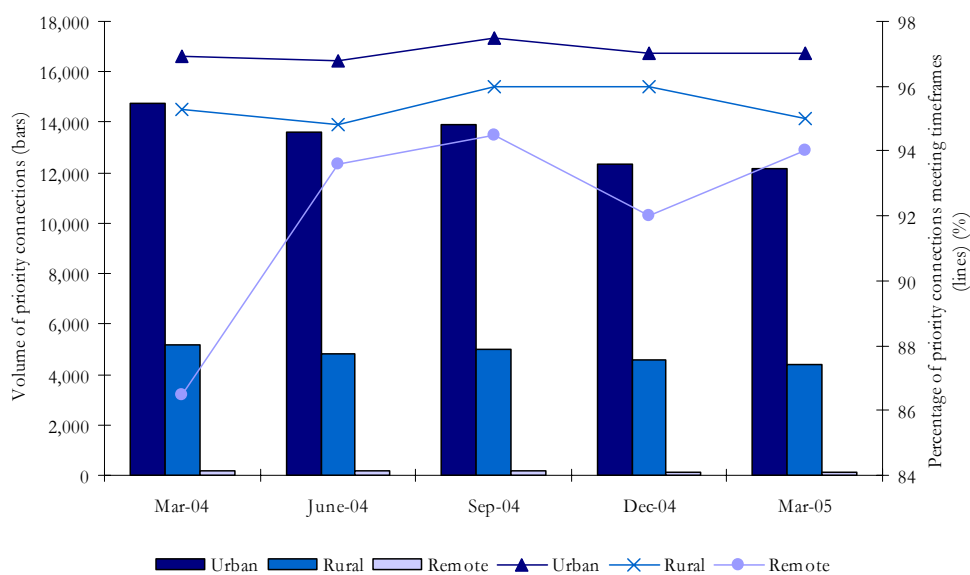
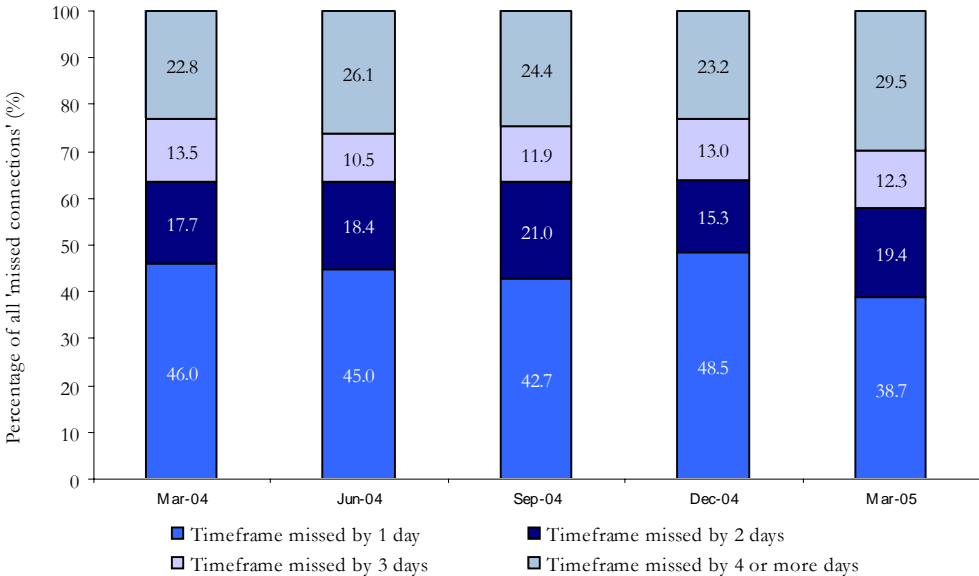


Figure 16 shows the distribution of connections that missed licence timeframes. Connections missing the timeframe by one day have decreased significantly—38.7 per cent of ‘missed connections’ missed the timeframe by one day in March 2005, compared with 48.5 per cent in the previous quarter and 46 per cent in the same quarter last year. The March 2005 performance indicates a significant drop in the number of connections missing the timeframes by less than two days (approximately 58 per cent in March 2005 compared with 64 per cent in the previous four quarters). However, connections that were completed four or more days outside the timeframes have increased from 22.8 per cent in the March 2004 quarter to 29.5 per cent in the March 2005 quarter.

**Figure 16: Distribution of priority customer connections that missed licence timeframes, March 2004–March 2005**



Telstra advised that the main reasons for not meeting licence timeframes were:

- (i) the appointment was revised by the customer or Telstra;
- (ii) exchange work was completed late; and
- (iii) Telstra was awaiting disconnection of the previous customer’s service (‘connect outstanding’).

**Fault repair performance**

More than 27,000 faults were reported by priority assistance customers in the March 2005 quarter. Fault volumes during this period increased marginally in all regions except remote areas, which remained stable. Ninety-five per cent of these faults were repaired within the licence timeframes in the March 2005 quarter, representing a one per cent increase in performance from 94 per cent recorded in the December 2004 quarter. The March 2005 performance of 95 per cent is almost at the same performance level recorded for the same period in March 2004 (95.4 per cent).

Figure 17 shows that, for the first time, the March 2005 quarter priority fault repair performance in remote areas equalled that of performance levels experienced in rural areas (noting that reported faults did not increase for the quarter).

**Figure 17: Priority assistance fault repairs – volume of faults and percentage meeting licence timeframes, March 2004–March 2005**

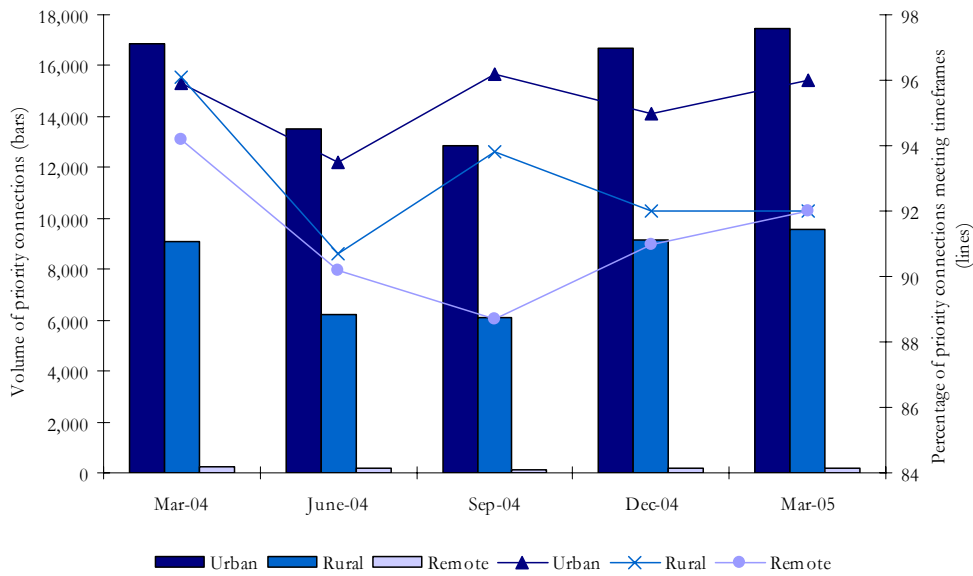
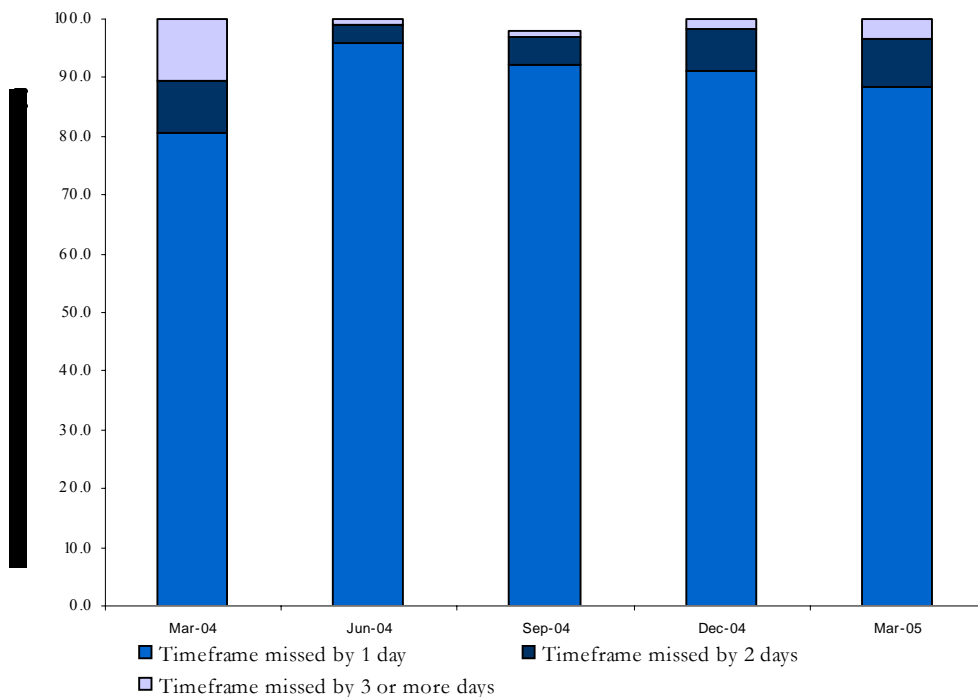


Figure 18 shows the distribution of faults being repaired in times that exceed the licence timeframes. Telstra provided data indicating that repair of 88 per cent of these faults missed the timeframe by less than one day in the March 2005 quarter compared with 91 per cent of faults in the December 2004. Of the faults during the March 2005 quarter, 69 per cent were repaired in less than six hours longer than the timeframe. Telstra reported that 1.7 per cent of customers experienced delays of three days or more.

**Figure 18: Distribution of priority assistance fault repairs that missed licence timeframes, March 2004–March 2005**



As in previous quarters, Telstra advised that the main reasons for not meeting licence timeframes were:

- (i) the technician was despatched too late;
- (ii) restoration of the customer's service took longer than expected; and
- (iii) Telstra failed to fast-track the request.

In addition to meeting connection and repair timeframes, Telstra is also expected to provide priority assistance customers with a better standard of service reliability. In part, this is measured by examining the number of services experiencing repeat faults. There was an increase in the number of priority assistance customers experiencing repeat faults (defined as two or more faults in a three-month period) in the March 2005 quarter.

Telstra reported that 462 validated priority customers experienced repeat faults during the March 2005 quarter, compared with 448 in the December 2004 quarter. The repeat fault measure counts faults on validated services only. In March 2005, 0.7 per cent of Telstra's validated customer base experienced repeat faults during the quarter, which is comparable with the performance reported for the December 2004 quarter. These figures show a significant increase in the number of priority customers experiencing two or more priority assistance faults reported, compared with the figures for the June and September quarters of 2004 (255 and 271 respectively).

Telstra advised that the increase in faults for the March 2005 quarter in particular was the result of severe weather conditions in several areas, including lightning, wind squalls, hail, severe rain storms and flooding, which caused high levels of damage and significantly affected the number of customers experiencing two or more faults.

## **2. Other service providers**

Primus and AAPT are the only other major service providers to offer priority assistance services. While the ACA has received performance data for priority assistance services since the September 2004 quarter from both carriers, implementation issues (including reporting capability problems experienced by both providers) have prevented full reporting of all performance measures.

These carriers report data to the ACA under requirements specified in the Industry Code *ACIFC609:2003 Priority Assistance for Life Threatening Medical Conditions Code*. The code puts in place industry-wide arrangements and minimum standards for the provision of a priority assistance service by a carrier based on carrier licence conditions imposed on Telstra for the provision of priority assistance services.

In the March 2005 quarter, AAPT reported 1,289 priority assistance customers, with 79 connections (51 in urban areas and 28 in rural areas) requested during this period. Of these connections, 79 per cent of urban connections requested were completed within the code performance timeframes. During this quarter, AAPT reported there were 670 faults reported, 398 in urban areas and 272 in rural areas. In urban areas, 84 per cent of faults were repaired within the code performance timeframes, while in rural areas this figure was 78 per cent. AAPT has indicated that data reporting capabilities are still being introduced, including data provisioning streams from Telstra, which is affecting the level of available data.

Primus reported 2,783 priority assistance customers in the March 2005 quarter, with 361 connections (354 in urban and seven in rural areas), of which 60 per cent in urban areas and 57 per cent in rural areas met the code performance timeframes. Primus also indicated there were 611 faults, but was unable to provide details because it was implementing new data systems to automate priority assistance reporting.

The ACA is monitoring the provision of priority assistance data from both AAPT and Primus as their implementation of new reporting systems continues.

## CALL CENTRE PERFORMANCE

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

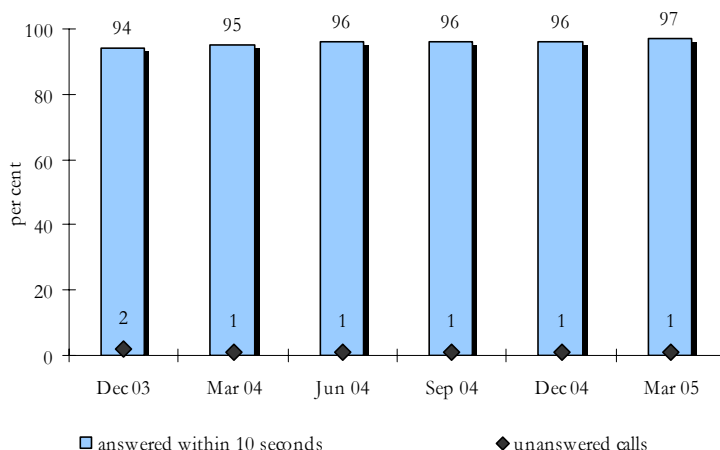
- the percentage of calls answered within a timeframe established by the service provider; and
- the percentage of calls that leave the call centre unanswered.

### Directory assistance services

Telstra provides a national fixed-line 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 residential fixed line services), 12455 (free of charge to residential fixed line services unless the call is connected through to the telephone number sought) and Sensis 1234 (a charge applies). Telstra charges business and mobile users for calls to all of these numbers.

In the March 2005 quarter, 97 per cent of directory assistance calls to all three numbers were answered within 10 seconds of entering the network, while one per cent of calls were unanswered. Performance against both measures has remained relatively stable for the past six quarters, with an increase of three per cent over the period (see Figure 19).

*Figure 19: Telstra directory assistance performance, December 2003–March 2005*

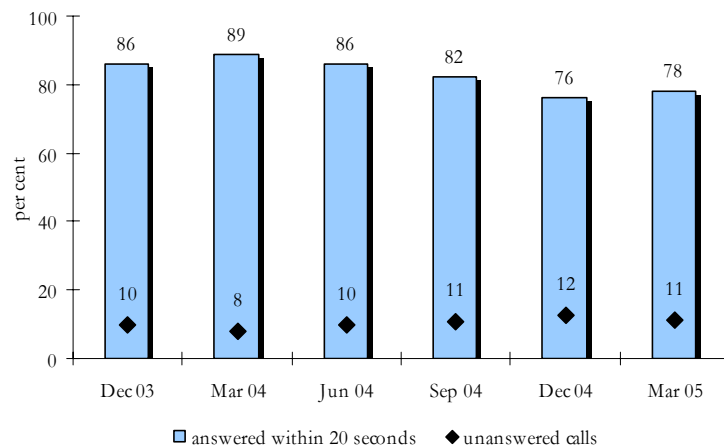


### Information and connection services for international and long distance calls

Both Telstra and Optus provide information about 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.

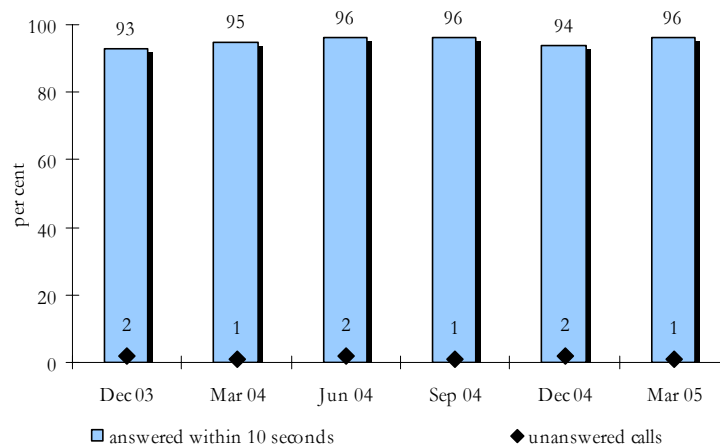
For the March 2005 quarter, Optus reported that the percentage of calls answered within 20 seconds improved from 76 to 78 per cent and the percentage of unanswered calls dropped from 12 to 11 per cent compared with the December 2004 quarter (see Figure 20). While this was an improvement on the previous quarter, these figures represent a decrease in performance compared with the same period last year, where 89 per cent of calls were answered within 20 seconds and eight per cent were unanswered.

**Figure 20: Optus' information and connection service performance for international and long distance calls, December 2003–March 2005**



For the March 2005 quarter, Telstra reported that the percentage of calls answered within 10 seconds was 96 per cent, up from 94 per cent recorded in the December 2004 quarter, and the percentage of unanswered calls was one per cent, down from two per cent. Telstra's performance against both of these measures has been relatively stable, varying by one to three per cent since the December 2003 quarter (see Figure 21).

**Figure 21: Telstra information and connection service performance for international and long distance calls, December 2003–March 2005**



### Repairs and faults service call centre performance

Optus and Telstra report on answering times and unanswered calls for their repair and fault reporting services. Both service providers now report against a 20-second timeframe for answering calls. Telstra commenced reporting against a 20-second timeframe in the September 2004 quarter; previously, it had reported against a 15-second timeframe.

Optus reported that 62 per cent of calls were answered within 20 seconds and 11 per cent of calls left the network unanswered (see Figure 22). These figures represent an appreciable improvement in performance on the December 2004 quarter (57 per cent answered within 20 seconds and 12 per cent of calls unanswered) and are consistent with those for the same period last year (62 per cent of calls answered within 20 seconds and 10 per cent unanswered). Optus attributed its improved performance to decreased call volumes in this quarter.

**Figure 22: Optus 24-hour faults and service difficulties call centre performance, December 2003–March 2005**

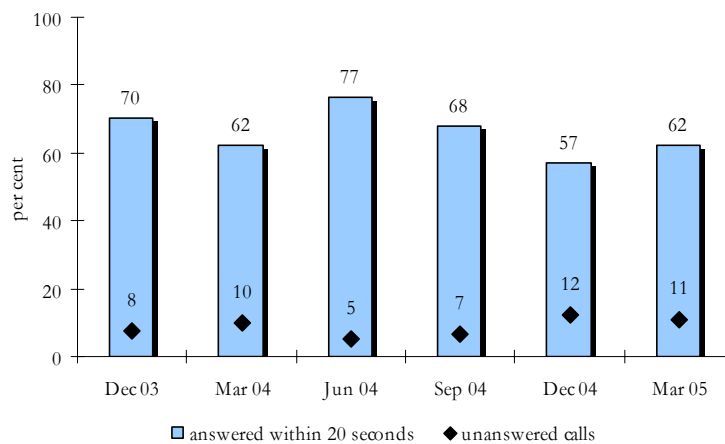
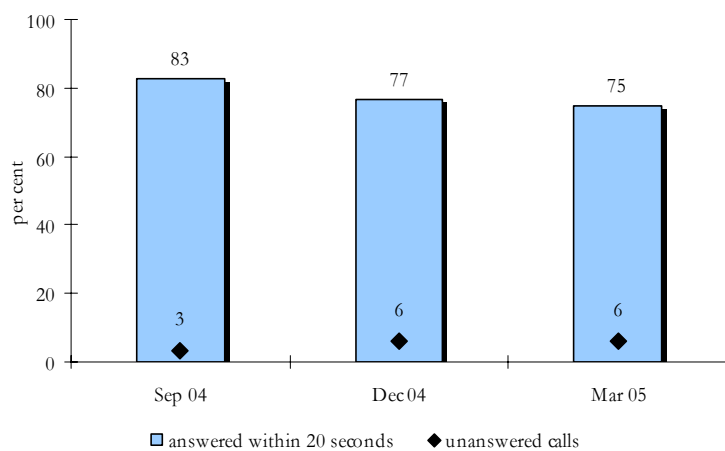


Figure 23 shows that the performance of Telstra’s fault and service difficulties call centre in the March 2005 quarter declined for the second consecutive quarter. Telstra attributed this decline in performance to the impact of external weather factors, such as storms, which resulted in an increased call centre workload during the summer months. The percentage of calls answered within 20 seconds was 75 per cent, down from 77 per cent in the December 2004 quarter, while the percentage of calls leaving the network unanswered remained constant at six per cent.

**Figure 23: Telstra’s 132 203 and 132 999 faults and service difficulties service performance, September 2004–March 2005**

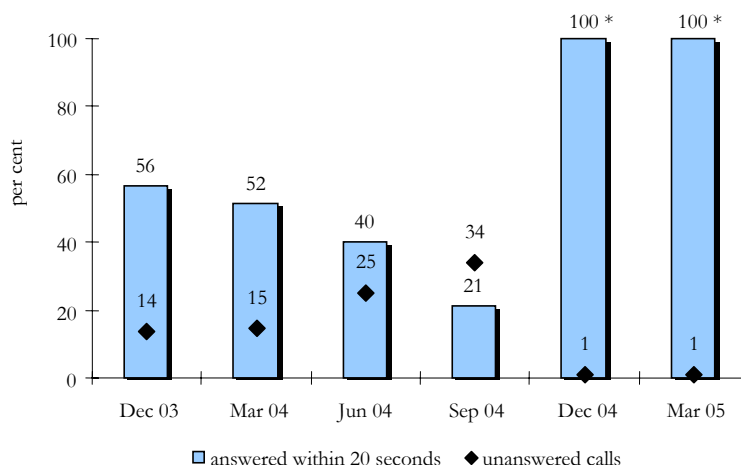


**Call centre performance – AAPT and Primus**

AAPT and Primus report aggregated call centre performance figures against a 20-second call answering timeframe. The practice of including calls answered by an automated service in the total number of calls answered within 20 seconds has been observed by Primus since March 2003 and was commenced by AAPT in the December 2004 quarter.

AAPT reported that, as a result of the introduction of an interactive voice recognition system to its call-handling process, 100 per cent of calls were answered within calls within 20 seconds in the March 2005 and December 2004 quarters (see Figure 24). The percentage of unanswered calls remained at one per cent of calls for March 2005.

**Figure 24: AAPT call centre performance, December 2003–March 2005**



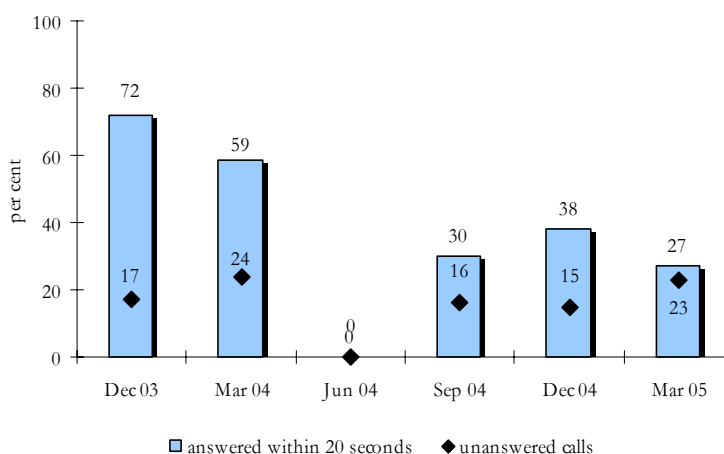
\*Due to rounding total answered and unanswered calls may add up to more than 100 per cent.

Figure 25 shows Primus’ performance during the March 2005 quarter, which declined in terms of calls answered within 20 seconds (27 per cent) and calls leaving unanswered (23 per cent) compared with the December 2004 quarter. In particular, the percentage of calls answered within 20 seconds in the March 2005 quarter was less than half of that achieved in the March 2004 quarter.

Primus attributed the decline to the significant public response to its broadband Internet advertising campaign, which resulted in strong demands on its sales and support desks. Primus advised that, to address this issue, it recently opened an additional contact centre, recruited additional staff and examined its systems and processes.

The percentage of calls leaving unanswered, at 23 per cent, was similar to the March 2004 quarter performance (24 per cent). Primus did not provide data for the June 2004 quarter because of difficulties with its reporting systems.

**Figure 25: Primus call centre performance, December 2003–March 2005**



Note: Data not provided for the June 2004 quarter.

## COMPLAINTS

A 'complaint' is defined by the ACA's key performance indicators 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)

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 that 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 calculation of complaints ratios differs between service providers for certain categories, which limits 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 from 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 uses a broad definition of 'complaint', whereby all contacts that are not general enquiries are classified as complaints. This includes contacts in which the customer's issue is resolved at first instance.
- Primus calculates its provision of service complaints against new services connected, 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.

A summary of the complaints ratios for Telstra, Optus, AAPT and Primus is at Table 1.

### Provision of service

Telstra's ratio of complaints about provision of service remained constant at 1.6 during the March 2005 quarter. Optus reported a marginal decrease from 0.9 in the December 2004 quarter to 0.8 this quarter. AAPT reported a decrease from 1.3 in the December 2004 quarter to 1.0 this quarter. Primus' ratio increased from 77 in the December 2004 quarter to 96.4 this quarter —Primus' ratio is calculated on a different basis to other carriers.

### Fault repairs

Telstra reported an increase in its ratio for complaints about fault repairs in the March 2005, up from 172.4 in the December 2004 quarter to 189.3 in the March 2005 quarter. Telstra attributed its performance to the impact of storm and lightning damage incurred during the summer. Optus' ratio decreased from 153 in the December 2004 quarter to 134 in the March 2005 quarter. AAPT's ratio also decreased, from 44 in the December 2004 quarter to 34 in the March 2005 quarter. Primus' ratio decreased again, down to 1.6 this quarter from 3.1 in the December 2004 quarter. This reflected a very small volume of complaints.

## Customer transfer

The ratio of complaints about Telstra and Optus customer transfer activities remained constant from the December 2004 to March 2005 quarters, at 5.5 for Telstra and 7.0 for Optus. AAPT's ratio decreased from 13.8 in the December 2004 quarter to 11.2 in the March 2005 quarter. The ratio of customer transfer complaints for Primus decreased from 16.6 in the December 2004 quarter to 7.7 in the March 2005 quarter. Primus changed its method of calculating the customer transfer complaints ratio in the December 2005 quarter to count all multi-carrier pre-selection and commercial churn transfers in the base of 'total transfers', whereas it had previously counted only transfers to Primus.

## Credit control

Telstra, Optus and AAPT reported increases in the ratio of complaints for credit control this quarter, up from 0.6 to 1.0 for Telstra, from 0.5 to 0.7 for Optus and from 2.3 to 2.6 for AAPT. Primus' ratio remained steady at 0.8—Primus introduced a new method of calculation in the December 2004 quarter.

## Billing

Telstra's billing complaints ratio remained steady from the December 2004 to March 2005 quarters at 1.7. Optus' ratio rose from 1.8 in December 2004 to 2.0 in the March 2005 quarter. AAPT's ratio increased from 1.5 in December 2004 to 1.7 in March 2005. Primus' ratio of billing complaints decreased considerably, down from 23.2 in the December 2004 quarter to 7.4 in the March 2005 quarter.

**Table 1: Complaints ratios**

	Telstra			Optus			AAPT			Primus		
	Sep-04	Dec-04	Mar-05	Sep-04	Dec-04	Mar-05	Sep-04	Dec-04	Mar-05	Sep-04	Dec-04	Mar-05
<b>PROVISION OF SERVICE</b>												
Ratio of complaints per 10,000 services in operation	2.3	1.6	1.6	0.9	0.9	0.8	0.7	1.3	1.0	N/A	N/A	N/A
Ratio of complaints per 10,000 services provided	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	113.2	77	96.4
<b>FAULT REPAIR</b>												
Ratio of complaints per 10,000 faults reported	N/A	N/A	N/A	86	153	134	36	44	34	7.3	3.1	1.6
Ratio of complaints per 10,000 faults cleared within target	158	172.4	189.3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>CUSTOMER TRANSFER</b>												
Ratio of complaints per 10,000 transfers	4.4	5.5	5.5	7.0	7.0	7.0	11.9*	13.8	11.2	22.3	16.6**	7.7
<b>CREDIT CONTROL</b>												
Ratio of complaints per 10,000 services in operation	1.1	0.6	1.0	0.5	0.5	0.7	1.9	2.3	2.6	0.1	0.8**	0.8
<b>BILLING</b>												
Ratio of complaints per 10,000 bills issued	2.8	1.7	1.7	2.3	1.8	2.0	2.4	1.5	1.7	27.8	23.2	7.4

\* Adjusted figure provided by AAPT

\*\* New method of calculation introduced by Primus this quarter

N/A = not applicable

## PAYPHONE SERVICES

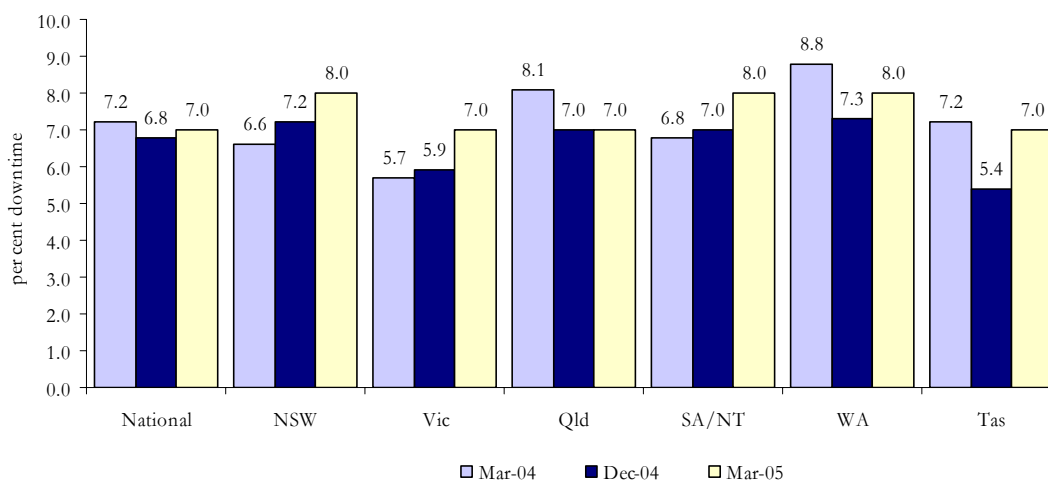
The information in this section refers to Telstra-operated payphones only. It does not include the payphones operated by private entities.

### Payphone downtime

Payphone downtime refers to the percentage of time during the quarter that each payphone on average is 'unserviceable'. Telstra determines a payphone to be unserviceable if a fault, detected through automatic fault-detection equipment or a customer fault report, does not allow all call types to be made using all payment mechanisms offered at that payphone. Downtime is measured against elapsed hours (24 hours a day, seven days a week) and also includes the time that Telstra takes to repair faults.

At the national level, the serviceability of Telstra payphones declined from the previous quarter's performance of 6.8 per cent downtime to 7.0 per cent, but was better than the March 2004 quarter performance (7.2 per cent). Figure 26 shows that Telstra's payphone serviceability varied at a state level. Payphone downtime increased (when compared to the corresponding quarter in 2004) except in Queensland, Tasmania and Western Australia.

**Figure 26: Telstra payphone downtime, March 2004, December 2004 and March 2005**



### Fault repair

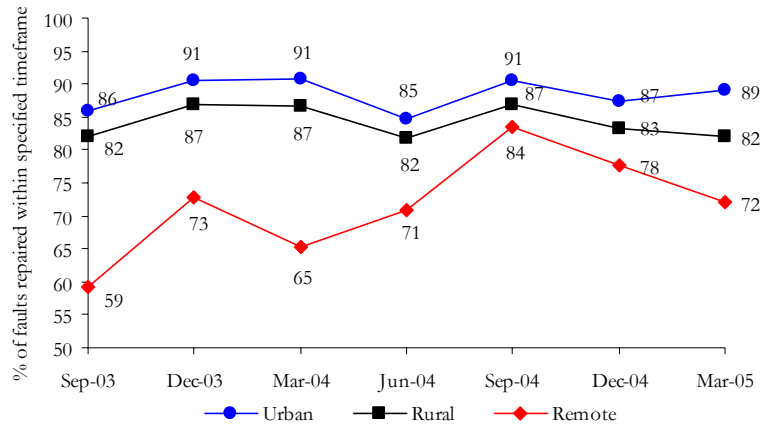
Telstra specifies its performance service standard for payphones in its universal service obligation Standard Marketing Plan. For fault repair, Telstra's plan states that:

- ‘...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.’

Figure 27 shows quarterly payphone fault repair performance since the September 2003 quarter. In rural areas, 82 per cent of payphone faults during the March 2005 quarter were repaired within the specified timeframes, down five percentage points from the same quarter last year and one percentage point from the previous quarter. In remote areas, 72 per cent of payphone faults were repaired within the specified timeframes, down six percentage points from the previous quarter, but an improvement from 65 per cent Telstra reported for the same quarter last year. The ACA intends to raise this decline in performance with Telstra in order to seek proposals to improve performance in remote areas.

**Figure 27: Telstra payphone faults repaired within the specified timeframe, September 2003–March 2005**



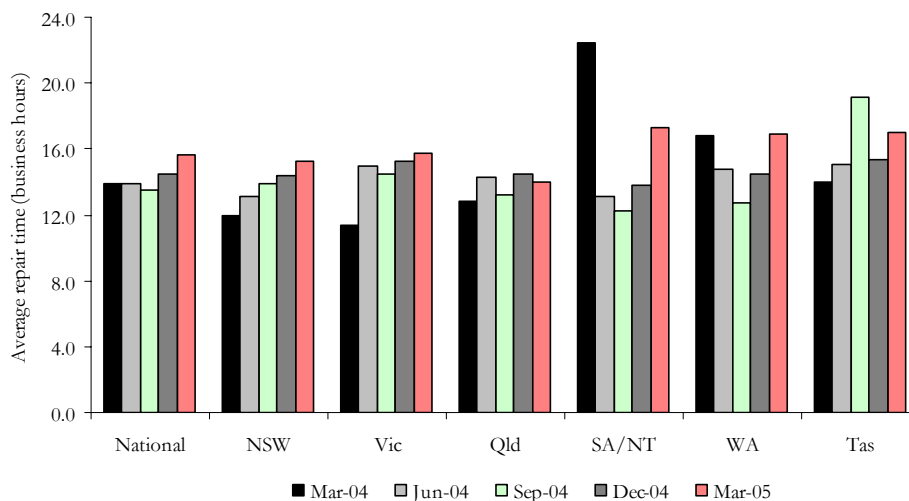
In urban areas, Telstra’s performance has improved to 89 per cent of faults repaired within the specified timeframes, up from 87 per cent reported for the previous quarter, but down from the 91 per cent reported for the same quarter last year.

The average time taken by Telstra to repair payphone faults is measured in business hours, between the hours of 7:00 am and 6:00 pm, Monday to Friday. It includes all payphone faults including faults associated with the payphone booth.

The average business hours taken by Telstra to repair payphone faults at the national level increased to 15.6 business hours in the March 2005 quarter, up from 14.5 in the previous quarter and 13.9 in the March 2004 quarter (see Figure 28). The ACA notes that:

- the hours taken to repair payphone faults in all states/territories, except for Queensland and Tasmania, have increased in consecutive quarters since the September 2004 quarter; and
- compared with the same quarter last year, Telstra is taking longer to repair payphone faults in all states/territories, except for South Australia/Northern Territory (and to some extent Western Australia, where the increase in time taken to repair payphone faults is marginal).

**Figure 28: Telstra’s average (business) hours to repair a payphone fault, quarterly, March 2004–March 2005**



Telstra attributed the increasing average hours to repair payphone faults over the previous three quarters to the introduction of a new fault management system, SIAM, in June 2004. Telstra advised that the manner in which SIAM categorised payphone faults resulted in faults not being repaired at the earliest available opportunity. Telstra has advised that it will implement a system change to resolve this problem by late 2005.

## **Trouble reports**

A trouble report is a fault report that can be made by either a customer or through automatic fault-detection technology inside a payphone. Telstra advised that trouble reports are not limited to faults that make a payphone inoperable. In the March 2005 quarter, the average number of trouble reports per payphone is 0.4 reports per payphone, up from 0.3 trouble reports per payphone in the March 2004 quarter.

# DATA TABLES

## PRIMUS PERFORMANCE INDICATORS—SUMMARY

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

	In-place services								New services, with and without infrastructure							
	June 04		September 04		December 04		March 05		June 04		September 04		December 04		March 05	
	met	not met	met	not met	met	not met	met	not met	met	not met	met	not met	met	not met	met	not met
<b>Urban areas</b>																
National 99	1	99	1	99	1	99	0	0	90	10	97	3	92	8	89	11
NSW 99	1	99	1	98	2	99	1	1	91	9	97	3	92	8	89	11
ACT 100	0	100	0	100	0	100	0	0	90	10	100	0	100	0	100	0
Vic 99	1	99	1	99	1	97	3	3	94	6	96	4	86	14	91	9
Qld 99	1	99	1	99	1	98	2	2	83	17	98	2	94	6	92	8
SA 99	1	99	1	97	3	99	1	1	83	17	93	7	89	11	72	28
WA 99	1	99	1	100	0	99	1	1	95	5	98	2	97	3	93	7
Tas 100	0	99	1	100	0	100	0	0	86	14	100	0	92	8	33	67
NT 100	0	100	0	100	0	100	0	0	100	0	100	0	100	0	n/o	n/o
<b>Major rural areas</b>																
National 100	0	100	0	97	3	94	6	6	96	4	100	0	90	10	95	5
NSW 100	0	100	0	97	3	87	13	13	100	0	100	0	88	12	82	18
ACT 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	n/o
Vic 100	0	98	2	92	8	98	2	2	89	11	100	0	67	33	100	0
Qld 100	0	100	0	100	0	97	3	3	100	0	100	0	100	0	80	20
SA 100	0	100	0	100	0	100	0	0	100	0	100	0	100	0	n/o	n/o
WA 100	0	100	0	100	0	100	0	0	100	0	100	0	100	0	50	50
Tas 100	0	100	0	100	0	100	0	0	100	0	100	0	100	0	100	0
NT 100	0	100	0	100	0	100	0	0	100	0	n/o	n/o	n/o	n/o	n/o	n/o
<b>Minor rural areas</b>																
National 100	0	100	0	100	0	100	0	0	100	0	100	0	100	0	100	0
NSW 100	0	n/o	n/o	100	0	100	0	0	100	0	100	0	n/o	n/o	n/o	n/o
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	n/o
Vic 100	0	100	0	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	n/o	100	0	n/o	n/o
Qld n/o	n/o	100	0	100	0	100	0	0	100	0	100	0	100	0	n/o	n/o
SA 100	0	n/o	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
WA 100	0	100	0	100	0	100	0	0	100	0	n/o	n/o	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	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	n/o
<b>Remote areas*</b>																
National n/o	n/o	100	0	100	0	n/o	n/o	n/o	100	0	100	0	n/o	n/o	n/o	n/o
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	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	n/o
Qld n/o	n/o	100	0	n/o	n/o	n/o	n/o	n/o	100	0	n/o	n/o	n/o	n/o	n/o	n/o
WA n/o	n/o	100	0	n/o	n/o	n/o	n/o	n/o	n/o	n/o	100	0	n/o	n/o	n/o	n/o
NT 100	0	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

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

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

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

## AAPT PERFORMANCE INDICATORS—SUMMARY

Table A.1: Percentage of connections provided by AAPT within CSG Standard timeframes, quarterly

		In-place services								New services, with and without infrastructure							
		June 04		September 04		December 04		March 05		June 04		September 04		December 04		March 05	
		met	not met	met	not met	met	not met	met	not met	met	not met	met	not met	met	not met	met	not met
<b>Urban areas</b>																	
National	98	2	100	0	99	1	98	2	88	12	98	2	95	5	93	7	
NSW/ACT	97	3	100	0	99	1	98	2	86	14	98	2	96	4	92	8	
Vic	98	2	100	0	99	1	98	2	94	6	99	1	94	6	97	3	
Qld	98	2	100	0	99	1	98	2	88	12	97	3	95	5	92	8	
SA	99	1	100	0	99	1	98	2	83	17	100	0	96	4	93	7	
WA	97	3	100	0	99	1	98	2	90	10	100	0	96	4	92	8	
Tas	99	1	100	0	99	1	97	3	86	14	100	0	100	0	83	17	
NT	98	2	99	1	98	2	97	3	67	33	100	0	100	0	82	18	
<b>Major rural areas</b>																	
National	98	2	100	0	99	1	98	2	88	12	99	1	96	4	91	9	
NSW/ACT	99	1	100	0	99	1	97	3	85	15	98	2	97	3	94	6	
Vic	98	2	100	0	99	1	99	1	94	6	98	2	92	8	93	7	
Qld	99	1	100	0	98	2	98	2	87	13	98	2	96	4	90	10	
SA	98	2	100	0	98	2	98	2	86	14	100	0	98	2	82	8	
WA	97	3	100	0	99	1	98	2	85	15	100	0	95	5	97	3	
Tas	100	0	100	0	98	2	97	3	100	0	100	0	95	5	83	17	
NT	100	0	94	6	100	0	100	0	100	0	100	0	100	0	86	14	
<b>Minor rural areas</b>																	
National	98	2	100	0	98	2	98	2	88	12	96	4	94	6	90	10	
NSW/ACT	96	4	100	0	100	0	95	5	88	12	96	4	96	4	96	4	
Vic	99	1	100	0	98	2	98	2	85	15	98	2	97	3	83	17	
Qld	100	0	100	0	98	2	99	1	80	20	94	6	93	7	93	7	
SA	97	3	100	0	98	2	98	2	93	7	92	8	92	8	70	30	
WA	99	1	100	0	96	4	98	2	91	9	97	3	92	8	96	4	
Tas	100	0	100	0	100	0	100	0	100	0	100	0	100	0	n/o	n/o	
NT	100	0	100	0	100	0	100	0	100	0	100	0	100	0	100	0	
<b>Remote areas*</b>																	
National	93	7	100	0	94	6	100	0	80	20	100	0	100	0	100	0	
NSW/ACT	100	0	100	0	100	0	100	0	n/o	n/o	100	0	n/o	n/o	n/o	n/o	
VIC	100	0	100	0	80	20	100	0	100	0	n/o	n/o	100	0	100	0	
Qld	n/o	n/o	100	0	100	0	100	0	100	0	n/o	n/o	n/o	n/o	n/o	n/o	
SA	100	0	100	0	100	0	100	0	n/o	n/o	100	0	100	0	n/o	n/o	
WA	86	14	100	0	100	0	100	0	50	50	100	0	100	0	100	0	
Tas	100	0	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	
NT	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	

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

Table A.2: AAPT's call centre performance, quarterly

		June 04	September 04	December 04	March 05
Percentage of calls entering the network and answered within 20 seconds	National	40.0	21.0	100.0	100.0
	Sydney	56.0	28.0	100.0	100.0
	Bendigo	38.0	17.0	100.0	100.0
Percentage of calls entering the network and leaving without being answered	National	25.0	34.0	1.0	1.0
	Sydney	25.0	31.0	1.0	1.0
	Bendigo	7.0	36.0	1.0	1.0

## OPTUS PERFORMANCE INDICATORS—SUMMARY

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

		June 04		September 04		December 04		March 05	
		met	not met	met	not met	met	not met	met	not met
In-place services	National	98.5	1.5	98.0	2.0	98.3	1.7	98.6	1.4
	NSW	98.7	1.3	97.8	2.2	98.4	1.6	98.8	1.2
	Vic	97.9	2.1	97.5	2.5	97.7	2.3	98.2	1.8
	Qld	99.4	0.6	99.5	0.5	99.1	0.9	99.0	1.0
New services	National	99.4	0.6	99.3	0.7	99.5	0.5	99.5	0.5
	NSW	99.1	0.9	98.7	1.3	99.4	0.6	99.6	0.4
	Vic	99.6	0.4	99.6	0.4	99.5	0.5	99.3	0.7
	Qld	99.7	0.3	99.7	0.3	99.9	0.1	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: Percentage of faults repaired by Optus within CSG Standard timeframes, quarterly

		June 04		September 04		December 04		March 05	
		met	not met	met	not met	met	not met	met	not met
National		98.1	1.9	98.4	1.6	98.3	1.7	97.9	2.1
NSW/ACT		98.0	2.0	98.3	1.7	97.9	2.1	96.9	3.0
Vic		98.7	1.3	98.8	1.2	98.8	1.2	98.8	1.2
Qld		98.6	1.4	98.8	1.2	98.2	1.8	98.4	1.6
SA		95.5	4.5	96.8	3.2	99.0	1.0	98.5	1.5
WA		96.6	3.4	96.9	3.1	99.1	0.9	98.9	1.1
Tas		97.9	2.1	95.0	5.0	99.4	0.6	98.8	1.2
NT		98.6	1.4	98.7	1.3	98.8	1.2	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: Percentage of services for which Optus claimed exemption from CSG Standard timeframes

		June 04	September 04	December 04	March 05
In-place connections	National	0.0	0.0	0.0	6.2
New service connections	National	4.2	3.6	4.3	4.0
	NSW	4.5	4.1	5.2	4.3
	Vic	4.4	3.5	3.7	4.4
	Qld	3.5	2.7	3.5	2.8
Fault repairs	National	0.8	16.3	10.6	15.0
	NSW/ACT	1.0	13.3	13.1	16.8
	Vic	0.9	20.4	9.2	19.8
	Qld	0.4	18.8	11.5	8.9
	SA	0.0	21.4	0.2	1.0
	WA	0.0	4.1	1.2	1.6
	Tas	0.0	9.5	0.0	0.6
	NT	0.0	0.7	0.6	3.2

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

		June 04	September 04	December 04	March 05
Operator services	Per cent of calls answered within 20 seconds	86.1	82.3	76.0	78.2
	Per cent of calls leaving without being answered	9.8	10.7	12.4	11.2
Fault reporting	Per cent of calls answered within 20 seconds	76.5	68.1	56.9	62.1
	Per cent of calls leaving without being answered	5.4	6.7	12.3	11.0

## TELSTRA PERFORMANCE INDICATORS—SUMMARY

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

	June 04		September 04		December 04		March 05	
	met	not met	met	not met	met	not met	met	not met
National	98	2	98	2	98	2	98	2
NSW/ACT	98	2	98	2	98	2	98	2
Vic	98	2	98	2	98	2	98	2
Qld	98	2	98	2	98	2	98	2
SA	98	2	98	2	98	2	98	2
WA	97	3	98	2	98	2	98	2
Tas	98	2	98	2	98	2	98	2
NT	98	2	98	2	98	2	98	2

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

		June 04		September 04		December 04		March 05	
		met	not met	met	not met	met	not met	met	not met
All areas, with infrastructure	National	92	8	93	7	92	8	93	7
	NSW/ACT	93	7	93	7	92	8	93	7
	Vic	94	6	93	7	92	8	92	8
	Qld	89	11	94	6	92	8	92	8
	SA	91	9	94	6	91	9	94	6
	WA	93	7	94	6	93	7	94	6
	Tas	91	9	93	7	94	6	93	7
	NT	95	5	97	3	94	6	93	7
All areas, without infrastructure	National	89	11	90	10	89	11	90	10
	NSW/ACT	87	13	90	10	89	11	90	10
	Vic	90	10	90	10	87	13	90	10
	Qld	89	11	89	11	88	12	90	10
	SA	88	12	92	8	88	12	86	14
	WA	93	7	92	8	91	9	91	9
	Tas	88	12	90	10	93	7	87	13
	NT	89	11	90	10	88	12	92	8
All areas, with and without infrastructure	National	92	8	93	7	92	8	93	7
	NSW/ACT	92	8	93	7	92	8	93	7
	Vic	94	6	92	8	92	8	92	8
	Qld	89	11	93	7	91	9	92	8
	SA	91	9	94	6	91	9	93	7
	WA	93	7	93	7	93	7	94	6
	Tas	91	9	93	7	94	6	93	7
	NT	94	6	96	4	93	7	93	7
Urban areas, with infrastructure	National	92	8	93	7	92	8	93	7
	NSW/ACT	93	7	93	7	92	8	93	7
	Vic	95	5	93	7	92	8	92	8
	Qld	89	11	94	6	92	8	92	8
	SA	91	9	94	6	91	9	94	6
	WA	93	7	93	7	93	7	94	6
	Tas	90	10	93	7	94	6	93	7
	NT	95	5	98	2	94	6	94	6
Urban areas, without infrastructure	National	89	11	91	9	89	11	90	10
	NSW/ACT	87	13	90	10	89	11	91	9
	Vic	90	10	91	9	88	12	91	9
	Qld	89	11	90	10	88	12	92	8
	SA	87	13	93	7	87	13	84	16
	WA	93	7	93	7	91	9	91	9
	Tas	88	12	91	9	96	4	89	11
	NT	89	11	94	6	95	5	89	11

**TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)**

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

		June 04		September 04		December 04		March 05	
		met	not met	met	not met	met	not met	met	not met
Urban areas, with and without infrastructure	National	92	8	93	7	92	8	93	7
	NSW/ACT	92	8	93	7	92	8	93	7
	Vic	94	6	93	7	92	8	92	8
	Qld	89	11	94	6	91	9	92	8
	SA	91	9	94	6	90	10	93	7
	WA	93	7	93	7	93	7	94	6
	Tas	90	10	93	7	94	6	92	8
	NT	95	5	98	2	94	6	94	6
Major rural areas, with infrastructure	National	93	7	95	5	94	6	94	6
	NSW/ACT	94	6	96	4	96	4	93	7
	Vic	93	7	93	7	93	7	94	6
	Qld	92	8	94	6	94	6	93	7
	SA	94	6	95	5	94	6	94	6
	WA	94	6	96	4	96	4	93	7
	Tas	95	5	95	5	96	4	97	3
	NT	96	4	98	2	92	8	92	8
Major rural areas, without infrastructure	National	90	10	89	11	88	12	91	9
	NSW/ACT	88	12	91	9	89	11	92	8
	Vic	92	8	88	12	85	15	89	11
	Qld	89	11	89	11	88	12	92	8
	SA	92	8	90	10	90	10	90	10
	WA	93	7	85	15	92	8	89	11
	Tas	89	11	95	5	91	9	91	9
	NT	87	13	75	25	86	14	90	10
Major rural areas, with and without infrastructure	National	93	7	94	6	94	6	93	7
	NSW/ACT	93	7	95	5	95	5	93	7
	Vic	93	7	93	7	92	8	93	7
	Qld	91	9	93	7	93	7	92	8
	SA	94	6	95	5	94	6	94	6
	WA	94	6	96	4	95	5	93	7
	Tas	94	6	95	5	95	5	96	4
	NT	96	4	96	4	91	9	92	8
Minor rural areas, with infrastructure	National	91	9	93	7	93	7	92	8
	NSW/ACT	91	9	94	6	93	7	92	8
	Vic	93	7	91	9	92	8	93	7
	Qld	89	11	94	6	92	8	92	8
	SA	92	8	94	6	92	8	92	8
	WA	94	6	95	5	94	6	93	7
	Tas	92	8	92	8	95	5	92	8
	NT	92	8	96	4	100	0	97	3
Minor rural areas, without infrastructure	National	89	11	89	11	88	12	87	13
	NSW/ACT	89	11	90	10	88	12	85	15
	Vic	88	12	87	13	86	14	89	11
	Qld	87	13	88	12	89	11	86	14
	SA	91	9	89	11	90	10	88	12
	WA	91	9	91	9	89	11	91	9
	Tas	87	13	87	13	90	10	83	17
	NT	67	33	86	14	60	40	100	0
Minor rural areas, with and without infrastructure	National	91	9	92	8	92	8	91	9
	NSW/ACT	90	10	93	7	92	8	90	10
	Vic	92	8	90	10	91	9	91	9
	Qld	89	11	93	7	91	9	90	10
	SA	92	8	93	7	91	9	91	9
	WA	94	6	94	6	94	6	93	7
	Tas	91	9	91	9	94	6	89	11
	NT	88	12	95	5	94	6	97	3

## TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

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

		June 04		September 04		December 04		March 05	
		met	not met	met	not met	met	not met	met	not met
Remote areas, * with infrastructure	National	92	8	95	5	90	10	91	9
	NSW/ACT	94	6	90	10	87	13	77	23
	Vic	100	0	n/o	100	n/o	n/o	100	n/o
	Qld	89	11	96	4	83	17	87	13
	SA	96	4	87	13	100	0	88	12
	WA	95	5	95	5	96	4	96	4
	NT	90	10	93	7	93	7	91	9
Remote areas, * without infrastructure	National	91	9	90	10	90	10	94	6
	NSW/ACT	78	22	70	30	100	0	100	0
	Vic	n/o	100	n/o	n/o	n/o	n/o	n/o	n/o
	Qld	93	7	88	12	88	12	92	8
	SA	75	25	100	0	100	0	96	4
	WA	98	2	95	5	94	6	100	0
	NT	91	9	91	9	88	12	93	7
Remote areas, * with and without infrastructure	National	91	9	93	7	90	10	92	8
	NSW/ACT	85	15	84	16	93	7	83	17
	Vic	100	0	n/o	100	n/o	n/o	100	n/o
	Qld	90	10	94	6	84	16	88	12
	SA	91	9	95	5	100	0	93	7
	WA	96	4	95	5	95	5	97	3
	NT	90	10	92	8	91	9	92	8

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.

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

		June 04		September 04		December 04		March 05		
Infrastructure		met	not met	met	not met	met	not met	met	not met	
In-place services	All areas	97	3	98	2	98	2	98	2	
New services	All areas	with	92	8	92	8	92	8	93	7
		without	92	8	91	9	90	10	89	11
		with and without	92	8	92	8	92	8	92	8
	Urban	with	92	8	92	8	92	8	93	7
		without	92	8	91	9	90	10	90	10
		with and without	92	8	92	8	92	8	92	8
	Major rural	with	94	6	94	6	94	6	94	6
		without	92	8	91	9	90	10	89	11
		with and without	94	6	94	6	94	6	93	7
	Minor rural	with	93	7	92	8	92	8	92	8
		without	91	9	90	10	89	11	88	12
		with and without	92	8	92	8	92	8	91	9
Remote	with	93	7	93	7	92	8	92	8	
	without	92	8	91	9	91	9	92	8	
	with and without	93	7	92	8	91	9	92	8	

## TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

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

		June 04		September 04		December 04		March 05	
		met	not met	met	not met	met	not met	met	not met
All areas	National	91	9	93	7	91	9	91	9
	NSW/ACT	91	9	94	6	91	9	90	10
	Vic	93	7	93	7	92	8	93	7
	Qld	89	11	93	7	90	10	91	9
	SA	88	12	93	7	92	8	93	7
	WA	90	10	92	8	93	7	92	8
	Tas	94	6	94	6	95	5	92	8
	NT	97	3	97	3	94	6	94	6
Urban areas	National	90	10	93	7	91	9	92	8
	NSW/ACT	91	9	94	6	90	10	90	10
	Vic	93	7	94	6	93	7	93	7
	Qld	88	12	93	7	90	10	91	9
	SA	86	14	93	7	92	8	93	7
	WA	89	11	92	8	93	7	92	8
	Tas	94	6	95	5	95	5	91	9
	NT	97	3	98	2	95	5	93	7
Rural areas	National	92	8	93	7	92	8	91	9
	NSW/ACT	90	10	93	7	93	7	90	10
	Vic	93	7	92	8	90	10	92	8
	Qld	90	10	93	7	90	10	91	9
	SA	94	6	94	6	93	7	95	5
	WA	94	6	92	8	93	7	93	7
	Tas	94	6	93	7	95	5	92	8
	NT	97	3	96	4	91	9	96	4
Remote areas*	National	90	10	93	7	92	8	92	8
	NSW/ACT	88	12	88	12	94	6	90	10
	Vic	60	40	80	20	100	0	100	0
	Qld	89	11	92	8	90	10	91	9
	SA	94	6	88	12	93	7	98	2
	WA	92	8	96	4	97	3	100	0
	NT	93	7	95	5	94	6	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.

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

	June 04		September 04		December 04		March 05	
	met	not met	met	not met	met	not met	met	not met
All areas	91	9	91	9	91	9	92	8
Urban areas	90	10	90	10	91	9	92	8
Rural areas	92	8	92	8	91	9	92	8
Remote areas	91	9	91	9	90	10	92	8

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

		June 04	September 04	December 04	March 05
Connections and fault repairs	National	2	2	9	10

## TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)

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

		June 04	September 04	December 04	March 05
Directory assistance	Percentage of calls entering the network* that were answered within 10 seconds	96	96	96	97
	Percentage of calls entering the network* that left without being answered	1	1	1	1
Operator connected international and long distance calls	Percentage of calls offered** that were answered within 10 seconds	96	96	94	96
	Percentage of calls entering the network* that left without being answered	2	1	2	1
Service difficulties queue	Percentage of calls offered** that were answered within 20 seconds	not provided	83	77	75
	Percentage of calls entering the network* that left without being answered	3	3	6	6

\* '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 04	September 04	December 04	March 05
Downtime (per cent)	National	7	6	7	7
	NSW/ACT	7	6	7	8
	Vic	6	6	6	7
	Qld	8	6	7	7
	SA/NT	8	8	7	8
	WA	9	7	7	8
	Tas	6	6	5	7
Average business hours* to clear a fault	National	14	14	15	16
	NSW/ACT	13	14	14	15
	Vic	15	15	15	16
	Qld	14	13	15	14
	SA/NT	13	12	14	17
	WA	15	13	15	17
	Tas	15	19	15	17
Percentage of faults cleared within:					
1 working day** in urban areas	National	85	91	87	89
2 working days** in rural areas	National	82	87	83	82
3 working days** in remote areas	National	71	84	78	72
Average trouble reports per payphone per month	National	0.3	0.4	0.4	0.4
Percentage 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, February—April 2005

Geographical area	Monthly percentage of services without a fault (1a)			Monthly percentage service availability (1b)		
	Feb	Mar	Apr	Feb	Mar	Apr
Adelaide City & Technology	99.23%	99.28%	99.33%	99.94%	99.96%	99.95%
Adelaide Greater Metro	99.20%	99.29%	99.23%	99.95%	99.96%	99.96%
Brisbane City	98.97%	98.95%	99.13%	99.94%	99.94%	99.96%
Brisbane City & Technology	99.61%	99.59%	99.63%	99.98%	99.99%	99.99%
Brisbane Northern	98.93%	98.94%	99.07%	99.93%	99.95%	99.95%
Brisbane Southern	98.91%	99.01%	99.03%	99.93%	99.95%	99.95%
Central Australia	99.26%	99.16%	99.32%	99.95%	99.95%	99.95%
Melbourne Bayside	98.99%	99.29%	99.29%	99.91%	99.96%	99.96%
Melbourne Central	98.88%	99.25%	99.22%	99.90%	99.95%	99.95%
Melbourne City & Dedicated Services	99.66%	99.60%	99.68%	99.98%	99.98%	99.98%
Melbourne North	98.82%	99.30%	99.26%	99.88%	99.95%	99.95%
Melbourne Southern	98.85%	99.21%	99.15%	99.88%	99.94%	99.94%
Melbourne West	98.68%	99.23%	99.25%	99.86%	99.95%	99.95%
NSW Central Coast	98.33%	98.54%	98.72%	99.88%	99.89%	99.91%
NSW Greater Western	98.34%	98.77%	99.10%	99.86%	99.88%	99.93%
NSW Mid Coast	98.35%	98.29%	98.58%	99.88%	99.86%	99.89%
NSW New England	98.14%	98.39%	98.62%	99.84%	99.85%	99.90%
NSW Newcastle	98.74%	98.68%	98.75%	99.93%	99.91%	99.93%
NSW North Coast	98.74%	98.96%	98.81%	99.90%	99.93%	99.93%
NSW Riverina Murray	98.57%	98.87%	98.94%	99.87%	99.91%	99.91%
NSW South East	97.89%	98.15%	98.59%	99.77%	99.82%	99.88%
NT Top End	97.86%	97.69%	98.17%	99.84%	99.85%	99.88%
Perth North	99.30%	99.32%	99.34%	99.96%	99.96%	99.96%
Perth South	99.18%	99.12%	99.14%	99.95%	99.94%	99.95%
QLD Central	98.49%	98.98%	98.88%	99.85%	99.91%	99.91%
QLD Far North	98.51%	98.75%	98.66%	99.88%	99.89%	99.90%
QLD North	98.56%	99.00%	99.17%	99.87%	99.93%	99.95%
QLD South West	98.72%	98.99%	99.05%	99.90%	99.93%	99.94%
QLD Wide Bay	98.91%	99.05%	98.99%	99.91%	99.92%	99.92%
SA Country South	99.30%	99.33%	99.29%	99.95%	99.95%	99.95%
Sydney Canberra	99.16%	99.28%	99.30%	99.93%	99.95%	99.96%
Sydney Central	98.85%	99.00%	98.98%	99.92%	99.94%	99.93%
Sydney City & Technology	99.51%	99.40%	99.41%	99.96%	99.96%	99.96%
Sydney Eastern	98.90%	99.07%	99.15%	99.93%	99.94%	99.94%
Sydney North	98.84%	99.10%	99.12%	99.91%	99.94%	99.94%
Sydney Southern	98.90%	99.08%	99.12%	99.92%	99.93%	99.94%
Sydney West	98.24%	98.63%	98.89%	99.86%	99.89%	99.91%
Tasmania	98.92%	99.34%	99.26%	99.92%	99.95%	99.95%
VIC Central	98.49%	99.04%	99.02%	99.85%	99.92%	99.93%
VIC South East	98.57%	99.01%	98.94%	99.85%	99.92%	99.90%
VIC Western	98.88%	99.21%	99.17%	99.91%	99.94%	99.94%
WA Midlands	98.86%	98.87%	98.24%	99.91%	99.90%	99.85%
WA Northern	98.91%	98.76%	99.00%	99.92%	99.91%	99.92%
WA Southern	98.75%	98.96%	98.63%	99.91%	99.90%	99.87%
<b>National</b>	<b>98.82%</b>	<b>99.04%</b>	<b>99.07%</b>	<b>99.91%</b>	<b>99.93%</b>	<b>99.94%</b>

**TELSTRA PERFORMANCE INDICATORS—SUMMARY (Continued)**

Table T.10: Exchange service areas reported under Level 2 of the Network Reliability Framework for which the ACA requested further information, January–February 2005 to March–April 2005

<b>Exchange service area</b>	<b>Field service area</b>
ARDMONA	Vic Central
ARTHURS CREEK	Melbourne North
BILPIN	Sydney West
CANOBOLAS	NSW Greater Western
CARODA	NSW New England
CUDGEWA	NSW Riverina Murray
DAINTREE	QLD Far North
DALY	NT Top End
FITZGERALDS VALLEY	NSW Greater Western
HAMPTON	NSW Greater Western
JACKADGERY	NSW North Coast
LAGUNA	NSW Mid Coast
LIMEKILNS	NSW Greater Western
LISTON	QLD South West
LOWER PORTLAND	NSW Central Coast
NIGHTCLIFF	NT Top End
NOWRA	NSW South East
OAKDALE	NSW South East
OAKDALE	NSW South East
RENNIE	NSW Riverina Murray
ROOKHURST	NSW Mid Coast
RYDAL	NSW Greater Western
TARANA	NSW Greater Western
TENTERFIELD	NSW New England
THE OAKS	NSW South East
THOONA	Vic Central
TRUNKY CREEK	NSW Greater Western
TUCABIA	NSW North Coast
WAMBOIN	NSW South East
YARRIE LAKE	NSW New England
YARRIE LAKE	NSW New England
YARROWITCH	NSW New England

## NOTES

This is the 19th report of performance by AAPT, Optus, Telstra and Primus against the CSG Standard 2000 and other key performance indicators.

Comparisons of performance of service providers should be made in the context of their different networks and business operations, 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
CSP	carriage service provider as defined in the <i>Telecommunications Act 1997</i>
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