

Telecommunications performance in 2005

The performance of Australia's major telecommunications carriers in connecting services and repairing faults within specified timeframes generally improved in the 12 months to 30 June 2005 according to ACMA's *Telecommunications Performance Monitoring Bulletin*.

The bulletin identifies underlying performance trends using quarterly and annual data for 2004–05. Results include the following highlights.

- Telstra and Optus consistently completed 90 per cent or more of Customer Service Guarantee-eligible connections and fault repairs within the required timeframes in the urban and rural areas of every state and territory.
- Telstra repaired 92 per cent of faults within the timeframes required by the Customer Service Guarantee increased, up from 91 per cent in 2003–04.
- Telstra reported a two per cent increase in the number of Customer Service Guarantee-eligible faults compared with 2003–04.
- Ninety-five per cent of the faults that affected Telstra's 'priority customers' (those with a diagnosed life-threatening medical condition) were repaired within required timeframes.
- Ninety-eight per cent of faults affecting Optus customers were repaired within the required timeframes.
- Telstra's new Customer Service Guarantee-eligible connections declined from 1.89 million to 1.72 million. Of these, 96 per cent (1.66 million) were completed within the required timeframes.
- Optus met the Customer Service Guarantee timeframes for 99 per cent of its eligible direct connections.
- AAPT and Primus completed more than 95 per cent of their Customer Service Guarantee-eligible connections within the required timeframes, and repaired 98 per cent of faults affecting their customers in the required timeframes.



- The reliability of Telstra's fixed network, as measured by the network reliability framework, remained relatively constant.
- Telstra payphones were serviceable and fault-free on average 93 per cent of the time during each quarter.
- Call drop-out rates and congestion levels for GSM and CDMA networks operated by all mobile service providers have improved in the last three financial years.

ACMA will release future quarterly reports with Customer Service Guarantee and Network Reliability Framework performance results, and a series of occasional reports that will examine compliance with regulatory obligations within the broader context of industry and consumer trends.

The bulletin is available on the ACMA website at www.acma.gov.au (go to ACMA > Publications > Industry > Telecomms Performance Reporting > Performance Bulletins).