

*Extract from*  
***TELECOMMUNICATIONS  
PERFORMANCE  
MONITORING REPORT  
No. 68  
March Quarter 2010***

**Telecommunications Performance Monitoring Report No. 68  
March Quarter 2010**

This is Optus' 68<sup>th</sup> Performance Monitoring Report.

The results presented in this report show a continued high level of performance in the delivery of services by Optus' people, systems and networks.

Corporate and Regulatory Affairs  
Optus  
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**KPI No 1. Customer Service Guarantee Performance****Measure of performance in meeting requests for connection of in-place services.**

1. Carriers should provide the total volume of all connection requests for up to and including 5 in-place services.
2. Carriers should provide volume and percentage of all connection requests for up to and including 5 in-place services met within CSG timeframes.
3. Carriers should provide volume and percentage of all connection requests for up to and including 5 in-place services NOT met within CSG timeframes.
4. Carriers should provide volume and percentage of all connection requests for up to and including 5 in-place services for which the carrier has claimed an exemption from the performance standards.
5. Reporting of extreme cases of failure against CSG timeframes. This data is provided as a combination of data for in-place and new connections.

**KPI 1 Performance - Percentage**

	<b>Q2 2009</b>	<b>Q3 2009</b>	<b>Q4 2009</b>	<b>Q1 2010</b>
<b>% Met Within CSG</b>				
NSW	98.0	98.3	99.1	99.7
Vic	97.5	98.3	99.4	99.5
Qld	98.8	100	100	100
National	98.0	98.6	99.4	99.7
<b>% Not Met Within CSG</b>				
NSW	2.0	1.7	0.9	0.3
Vic	2.5	1.7	0.6	0.5
Qld	1.2	0.0	0.0	0.0
National	2.0	1.4	0.6	0.3
<b>% Exemption Claimed</b>				
NSW	0.0	0.0	0.0	0.0
Vic	0.0	0.0	0.0	0.0
Qld	0.0	0.0	0.0	0.0
National	0.0	0.0	0.0	0.0

**KPI No 2. Customer Service Guarantee Performance**

**Measure of performance in meeting requests for connection of specified call handling features to in-place services.**

The ACMA has advised that reporting against this performance measure is no longer required.

**KPI No 3. Customer Service Guarantee Performance****Measure of performance in meeting CSG timeframes for the connection of new services.**

1. Total volume of all connection requests made.
2. Volume and percentage of all connection requests met within CSG timeframes.
3. Volume and percentage of all connection requests NOT met within CSG timeframes.
4. Volume and percentage of all connections where Optus is claiming an exemption.
5. Extreme cases of failure. This data is provided as a combination of data for in-place and new connections, and appears under KPI 1.

**Notes:**

Optus has maintained improved CSG performance levels during the quarter.

During the quarter, Optus claimed 18 Mass Service Disruptions (MSD) including extensions due to extreme weather events and a natural disaster.

In New South Wales Optus claimed MSDs as follows: in Sydney from 8 February to 3 March 2010; in the Central North and Northern areas from 29 December 2009 to 7 February 2010; and in the Riverina and Snowy Mountains region from 18 February 2010 to 26 March 2010.

In Queensland, Optus claimed MSDs as follows: in Central and Northern areas from 2 to 15 February 2010; in Brisbane from 9 February to 1 March 2010; in North Queensland from 19 February to 8 March and in areas affected by Tropical Cyclone Uli from 22 March until 6 April 2010.

In Victoria, Optus claimed MSDs as follows: in Wangaratta from 8 to 17 February 2010; in Central West from 12 to 26 February 2010; in Greater Melbourne from 12 to 25 February and from 9 to 26 March 2010; and in North East Victoria from 9 to 26 March 2010.

In Western Australia, Optus claimed an MSD for the South West region of Western Australia from 23 March to 9 April 2010.

**KPI 3 Performance - Percentage**

	<b>Q2 2009</b>	<b>Q3 2009</b>	<b>Q4 2009</b>	<b>Q1 2010</b>
<b>% Met Within CSG</b>				
NSW	96.2	97.6	98.2	97.9
Vic	97.2	98.5	98.6	98.3
Qld	96.8	97.1	98.4	99.2
SA	97.4	97.0	98.6	99.0
WA	95.1	96.6	98.3	98.3
National	96.6	97.7	98.4	98.4
<b>% Not Met Within CSG</b>				
NSW	3.8	2.4	1.8	2.1
Vic	2.8	1.5	1.4	1.7
Qld	3.2	2.9	1.6	0.8
SA	2.6	3.0	1.4	1.0
WA	4.9	3.4	1.7	1.7
National	3.4	2.3	1.6	1.7
<b>% Exemption Claimed</b>				
NSW	0.4	0.0	0.0	1.2
Vic	0.5	0.0	0.6	1.9
Qld	3.5	0.3	0.1	5.3
SA	0.6	0.4	0.1	0.0
WA	0.0	0.3	0.0	0.0
National	1.1	0.1	0.2	2.1

**KPI No 4. Customer Service Guarantee Performance****Measure of performance in meeting CSG timeframes for the restoration of services.**

1. Total volume of requests for service restoration made.
2. Volume and percentage of all requests for service restoration met within CSG timeframes.
3. Volume and percentage of all requests for service restoration NOT met within CSG timeframes.
4. Volume and percentage of all restorations where Optus is claiming an exemption.
5. Extreme cases of failure.

**Notes:**

Customers can only connect directly to the Optus network in Sydney, Melbourne and Brisbane, and in some urban areas in SA and WA. Customers in other areas, and in some urban areas in SA and WA, are connected to the Telstra network.

Na - no activity

**Comments:**

Small population sizes in some areas reduce the statistical significance of the data.

The data for the “% not met within the CSG timeframes” for NT, TAS and some urban areas in SA and WA represents delays associated with services directly connected to the Telstra network and supplied to existing customers only by Optus on a re-sale basis.

The data reveals a clear differentiation between the fault rectification performance for Optus' direct-connect customers and that offered by the underlying network provider of local access resale services to customers in each reported category.

Data provided by Optus' Customer Fault Management area, who deal with both direct-connect and resale faults, clearly shows the differentiation in service as follows:

	<b>Local Telephony (direct-connect)</b>	<b>Local Access Resale</b>
<b>Mean Time To Restore</b>	10.13	36.58
<b>% Faults Restored within 24 hours</b>	87.97	55.37

NB: These figures are for the January to March Quarter 2010.

**KPI 4 - Restoration of Service - Detailed breakdown by State - Percentage**

	Q2 2009				Q3 2009				Q4 2009				Q1 2010			
	Urban	Rural	Remote	All Areas	Urban	Rural	Remote	All Areas	Urban	Rural	Remote	All Areas	Urban	Rural	Remote	All Areas
<b>% Met Within CSG</b>																
NSW/ACT	91.8	93.5	100	91.8	92.8	95.0	100	92.8	94.4	79.7	100	94.4	95.0	84.3	100	94.9
Vic	93.8	96.5	100	93.8	94.6	97.0	100	94.6	94.5	88.4	75.0	94.5	95.5	68.3	66.7	95.5
Qld	94.0	96.5	100	93.7	91.8	92.0	Na	91.9	92.3	80.0	Na	92.2	96.1	94.1	Na	96.1
SA	88.7	92.8	Na	89.0	84.1	77.8	Na	84.1	87.1	88.9	Na	87.1	87.5	57.1	Na	87.4
WA	88.0	73	Na	88.0	84.8	78.6	100	84.8	87.5	50.0	100	87.2	86.2	100	50	86.2
TAS	100	Na	Na	100	85.7	Na	Na	85.7	66.7	Na	Na	66.7	57.1	Na	Na	57.1
NT	100	100	Na	100	92.3	100	Na	92.8	77.8	0	Na	73.7	83.3	50	Na	78.6
National	92.5	93.8	100	92.5	92.4	92.3	100	92.4	93.5	79.3	87.5	93.5	94.1	52.8	66.7	94.9
<b>% Not Met Within CSG</b>																
NSW/ACT	8.2	6.5	0	8.2	7.2	5.0	0	7.2	5.6	20.3	0	5.6	5.0	15.7	0	5.1
Vic	6.2	3.4	0	6.2	5.4	3.0	0	5.4	5.5	11.6	25.0	5.5	4.5	31.7	33.3	4.5
Qld	6.3	3.4	0	6.3	8.2	8.0	Na	8.2	7.7	20.0	Na	7.8	3.9	5.8	Na	3.9
SA	11.2	7.1	Na	11.2	15.9	22.2	Na	15.9	12.9	11.1	Na	12.9	12.5	42.9	Na	12.6
WA	11.9	27.3	Na	12.1	15.2	21.4	0	15.2	12.5	50.0	0	12.8	13.8	0	50	13.8
TAS	0	Na	Na	0	14.3	Na	Na	14.3	33.3	Na	Na	33.3	42.9	Na	Na	42.9
NT	0	0	Na	0	7.7	0	Na	7.1	22.2	100	Na	26.3	16.7	50	Na	21.4
National	7.5	6.2	0	7.4	7.6	7.7	0	7.6	6.5	20.7	12.5	6.5	5.1	17.2	33.3	5.2
<b>% Exemption Claimed</b>																
NSW/ACT	6.9	23.9	0	6.9	5.3	6.7	0	5.3	5.8	23.2	0	5.8	10.5	49.6	100	10.7
Vic	4.9	34.5	0	4.9	4.9	12.1	0	4.9	8.0	9.3	0	8.0	10.0	26.8	0	10.1
Qld	23.5	39.7	0	23.6	9.3	16.0	Na	9.3	4.8	5.5	Na	4.8	20.5	39.2	Na	21.0
SA	29.2	42.9	Na	29.4	19.6	55.6	NA	19.7	14.4	11.1	Na	14.3	3.3	0	Na	3.3
WA	4.5	18.2	Na	4.6	3.6	14.3	0	3.7	3.4	0	100	3.4	3.3	0	0	3.2
TAS	28.6	Na	Na	28.6	14.3	Na	Na	14.3	4.8	Na	Na	4.8	0	Na	Na	0
NT	0	0	Na	0	0	0	Na	0	0	0	Na	0	0	0	Na	0
National	10.4	32.5	0	10.5	6.3	13.7	0	6.4	6.5	12.4	12.5	6.5	12	39.2	16.7	12.1

**KPI No 5. Customer Service Guarantee Performance****Measure of performance in meeting appointments with customers.**

1. Volume of all appointments made (for connection and faults).
2. Volume and percentage of all appointments (for connection and faults) in Urban and Major Rural areas met and not met within the provisions of the CSG standard.
3. Volume of fault appointments made.
4. Volume and percentage of fault appointments met and not met
5. Volume of connection appointments made
6. Volume and percentage of connection appointments met and not met
7. Volume and percentage of all appointment requests made (faults and connections which are exempt

The ACMA has requested that this KPI be reported annually.

The next report which will contain this data will be the June Quarter 2010 Report

**KPI No 6. Customer Service Guarantee Performance****Measure of performance in decisions and payments for CSG compensation.**

1. Number and percentage of decisions about liability that are made within 14 days of the time a CSG event was known.
2. Number and percentage of decisions notified to customers within 14 weeks of the decision.
3. Number and percentage of liabilities discharged within 14 weeks of a decision to accept liability.
4. Total amount of compensation paid (disaggregated by amount paid for faults, amount paid for connections and amount paid for appointments).
5. Total number of incidents for which compensation paid (disaggregated by number of fault incidents, number of connection incidents and number of appointment incidents).

Optus CSG processes ensured that all records were reviewed within 14 days and ensured that these customers were notified and credited where appropriate within 14 weeks of the decision.

**KPI No 7. Call Centre Performance****Indicator of carrier and CSP performance in responding to calls from customers for assistance, other than directory assistance.**

1. Volume of calls entering the call centres.
2. Volume and percentage of calls entering Optus' call centres for operator service and fault reporting which are answered within 20 seconds from the time the call enters the queue until the customer's concerns commence being addressed.
3. Volume and percentage of calls being answered after 20 seconds.
4. Volume and percentage of calls entering Optus' call centres for operator service and fault reporting which leave without being answered.
5. Volume and percentage of calls refused.

The ACMA has advised that reporting against this performance measure is no longer required.

**KPI No 8. Directory Assistance Performance**

**Indicator of carrier and CSP performance in responding to calls from customers for assistance with telephone numbers.**

1. Percentage of all calls entering specialist directory assistance call service centres operated by Optus which are answered with 20 seconds of entering the network.
2. Percentage of directory assistance calls entering the network and leaving without being answered.

The ACMA has advised that reporting against this performance measure is no longer required.

**KPI No 9. Information about Complaints**

**Indicator of performance in terms of consumer dissatisfaction with particular aspects of provision of a standard telephone service as measured by complaints.**

1. For billing, the total number of complaints and the ratio of total complaints per 1000 bills issued for each specific complaint type.
2. For provision of service, the total number of complaints and the ratio of total complaints to the total number of standard telephone services connected.
3. For fault repair, the total number of complaints and the ratio of total complaints to the total number of faults reported.
4. For customer transfer, the total number of complaints and the ratio of total complaints to the total number of transfers in the period.
5. For credit control issues, the total number of complaints and the ratio of the total number of complaints to the number of standard telephone services in operation (STIO).

The ACMA has advised that reporting against this performance measure is no longer required.

**KPI No 10. Network Loss**

**Measures performance of the carriers in being able to establish connections for the purpose of local calls, national long distance calls and direct dial international long distance calls.**

1. For the total number of calls through all exchanges, the estimated mean value for network loss, if the estimated mean value exceeds 1%.
2. For carriers with metropolitan and non-metropolitan exchanges, for all metropolitan exchanges, the estimated mean value for network loss, if the estimated mean value exceeds 1%.
3. For carriers with metropolitan and non-metropolitan exchanges, for all non-metropolitan exchanges, the estimated mean value for network loss, if the estimated mean value exceeds 1%.

	<b>Q2 2009</b>	<b>Q3 2009</b>	<b>Q4 2009</b>	<b>Q1 2010</b>
<b>1% Notification Level</b>	1.00%	1.00%	1.00%	1.00%
<b>% Loss</b>	0.01%	0.01%	0.01%	0.01%

**Comments:** As evidenced in the data above, the Network Loss figures for the first quarter of 2010 (January-March 2010) did not exceed 1%.

The data provided is based on all calls carried, not on a sample, and so provides the actual % loss, not an estimate.