

# Service Quality Strategy

Dated 23 June 2006

Telstra Corporation Limited (ABN 33 051 775 556) ("**Telstra**")

## **Disclaimer**

**This Service Quality Strategy is being published in furtherance of Telstra's obligations under the Telecommunications Act 1997. The purpose of this Service Quality Strategy is solely to assist in Telstra's compliance with and monitoring of Telstra's performance of the Operational Separation Plan.**

**The publication of this Service Quality Strategy is not intended to confer any rights on any person. In particular, nothing in this Service Quality Strategy is to be taken as a representation that Telstra will act or refrain from acting in any particular way.**

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## **1 Purpose**

- 1.1 The measures described below will meet the purpose of the Service Quality Strategy which is to ensure that the standard of delivery of Eligible Services supplied to wholesale customers is equivalent to the standard of delivery of comparable Eligible Services supplied to the Retail Business Units. The measures described below will meet this purpose by setting out how Telstra will ensure that:
- (a) the frequency, completeness and accuracy of the provision of call or data traffic record information for Eligible Services offered to wholesale customers is at least equivalent to that provided to the Retail Business Units in respect of comparable Eligible Services;
  - (b) the billing information provided to the Wholesale Business Unit in relation to the supply of an Eligible Service is at least equivalent to that provided to the Retail Business Units in respect of the comparable Eligible Service; and
  - (c) Telstra provides all wholesale customers with timely and effective access to its exchanges, where access is required for the purpose of maintaining or installing wholesale customer equipment that is located at, or that is to be installed at, those exchanges.
- 1.2 This Service Quality Strategy will assist in the achievement of equivalence in the operational quality of Designated Services supplied to wholesale customers and the Retail Business Units by describing the measures Telstra will implement to ensure that the standard of delivery of Designated Services supplied to wholesale customers is equivalent to the standard of delivery of Designated Services provided to the Retail Business Units, through a commitment to the implementation of the processes to promote the principle of equivalence of supply by the Key Network Services Business Unit of Fault Detection, Handling and Rectification, and Service Activation and Provisioning.
- 1.3 This Service Quality Strategy also incorporates the service key performance indicators relevant to:
- (a) the operational quality of each Designated Service; and
  - (b) the standard of delivery, in relation to Designated Services, of:
    - (i) Fault Detection, Handling and Rectification; and
    - (ii) Service Activation and Provisioning.

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## **2 Billing**

- 2.1 Telstra will ensure that the:
- (a) frequency, completeness and accuracy of the provision of call or data traffic record information for Eligible Services offered to wholesale customers is at least equivalent to that provided to the Retail Business Units in respect of the comparable Eligible Service by implementing billing systems with the capability

to provide electronic transfer of call usage records and other billing data with the provision of a summarised monthly invoice in electronic format; and

- (b) billing information provided to the Wholesale Business Unit in relation to the supply of an Eligible Service is at least equivalent to that provided to the Retail Business Units in respect of the comparable Eligible Service by ensuring that the Wholesale Business Unit will have equivalent access to the billing feed from the Network Data Mediation Layer.

2.2 Telstra has identified the key performance indicator for billing as set out in the billing KPI included in the document attached as Annexure A.

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### **3 Access to exchanges**

3.1 Telstra will ensure that it provides all wholesale customers with timely and effective access to Telstra's exchanges, where access is required for the purpose of maintaining or installing wholesale customer equipment that is located at, or that is to be installed at, those exchanges by:

- (a) providing the following process for requests for access to Telstra's exchanges to be made by wholesale customers and processed by Telstra. This process includes the following:
  - (i) a wholesale customer may at any time request Telstra to undertake a preliminary study in relation to the customer's request for facilities access to an exchange of Telstra, thus enabling the wholesale customer to ascertain pertinent facts such as whether or not access is reasonably likely to be granted, whether there is existing space available at the relevant exchange to satisfy the customer's access request and any reasons for unavailability;
  - (ii) Telstra will respond to a request for a preliminary study within the timeframe agreed with the wholesale customer;
  - (iii) the wholesale customer has the opportunity to discuss the results of the preliminary study with Telstra and, if suitable space within an exchange is available, to submit an order containing a design and construction proposal ("D&CP") following the preliminary study. Subject to the wholesale customer complying with applicable processes and criteria, Telstra will provide physical access to the relevant exchange for the purpose of enabling the wholesale customer to conduct a site survey, ensuring an effective D&CP can be prepared by the wholesale customer;
  - (iv) Telstra will respond to an order and D&CP received from a wholesale customer within the timeframe agreed with the wholesale customer. If an order or D&CP is rejected by Telstra, Telstra will provide the wholesale customer with reasons for such rejection and an opportunity to discuss and, where possible, overcome those reasons;
  - (v) at the completion of the wholesale customer's construction at an exchange, Telstra and the customer will undertake a joint inspection to determine if such construction complies with the agreed D&CP. If the

construction is determined by Telstra to be non-compliant, the wholesale customer must undertake corrective action, at the conclusion of which Telstra and the wholesale customer will undertake a further joint inspection;

- (b) providing a wholesale customer with entry to an exchange at which the customer has equipment installed in a timely manner which is similar to the access that Telstra provides to itself. For example, where a wholesale customer makes a request for physical entry to an exchange in relation to an emergency fault condition, Telstra will consider and respond to such request in a similar time frame as Telstra would respond at the relevant exchange to a similar emergency fault condition in its own network;
- (c) providing a wholesale customer who complies with applicable processes and satisfies applicable criteria (such as having undertaken Telstra site induction training at an institute approved by Telstra) with electronic access control system (EACS) cards or physical keys to allow unaccompanied entry to exchanges at which the customer has equipment installed; and
- (d) meeting with the wholesale customer to agree to contractual terms (that include, among other things the matters set out in paragraphs (a) to (c) above) that will govern the wholesale customer's access to Telstra's exchanges.

3.2 The target timeframes for the provision of access to Telstra's exchanges are set out in the access KPIs included in the document attached at Annexure A.

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## 4 Service Key Performance Indicators

4.1 Telstra has identified service key performance indicators relevant to:

- (a) the operational quality of each Designated Service; and
- (b) the standard of delivery, in relation to Designated Services, of:
  - (i) Fault Detection, Handling and Rectification; and
  - (ii) Service Activation and Provisioning,

(the "service KPIs") which are attached at Annexure A.

4.2 At the end of each calendar quarter (commencing at the end of the first calendar quarter after commencement of this Service Quality Strategy) Telstra will measure the equivalence of the operational quality of Designated Services supplied to wholesale customers and the Retail Business Units during the calendar quarter by:

- (a) measuring the percentage difference (if any) in performance of the service KPIs between delivery by the Key Network Services Business Unit of Designated Services to the Wholesale Business Unit and to the Retail Business Units, with the exceptions of the Unconditioned Local Loop Service and Spectrum Sharing Service, where performance figures will be provided against specified targets; and

- (b) measuring the percentage difference (if any) in the percentage of bona fide complaints from wholesale customers and the Retail Business Units about the operational quality of the supply of a Designated Service resolved by the Key Network Services Business Unit within 30 days from receipt of a complaint.

4.3 For the avoidance of doubt the service KPIs are the KPIs referred to in clause 5.18 of the OSP.

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## **5 Fault Detection, Handling and Rectification, and Service Activation and Provisioning**

5.1 Telstra has implemented, or will implement, the following processes to promote the principle of equivalence by the Key Network Services Business Unit of Fault Detection, Handling and Rectification, and Service Activation and Provisioning in relation to the Designated Services:

- (a) processes for Key Network Services Business Unit staff who allocate work to the field workforce directed at ensuring that work is allocated in an equivalent manner regardless of whether the customer is a wholesale customer or a Retail Customer;
- (b) training (both as part of the induction of new Telstra staff and regularly following induction) for any affected Telstra staff in relation to the promotion of the relevant principle of equivalence requirements;
- (c) applicable notes and reminders placed in relevant service delivery management activation and service assurance documentation to ensure the principle of service equivalence is highlighted;
- (d) implementing a compliance management plan within the Key Network Services Business Unit to ensure compliance with, among other things, promotion of equivalence in the supply of Fault Detection, Handling and Rectification, and Service Activation and Provisioning in relation to the Designated Services;
- (e) a process to measure the percentage difference (if any) in performance of the service KPIs between the delivery by the Key Network Services Business Unit of Designated Services to the Wholesale Business Unit and to the Retail Business Units as set out in clause 4.1.

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## **6 Compliance Improvement Plan Process**

6.1 Telstra will develop and implement a Compliance Improvement Plan process which will set out processes to develop and execute improvement plans to rectify significant compliance issues (if any) that arise relating to, among other things, this Service Quality Strategy. Such improvement plans may be initiated internally by Telstra or Telstra may decide to initiate such an improvement plan following a direction of a regulatory body or a complaint received by Telstra from a wholesale customer.

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## **7 Reporting and Monitoring**

- 7.1 Telstra will monitor its compliance with this Service Quality Strategy under the Customer Responsiveness Strategy and report on its compliance with the Service Quality Strategy in accordance with the OSP.

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## **8 Confidentiality**

- 8.1 Any information provided by Telstra to Telstra wholesale customer pursuant to this Service Quality Strategy is information that is of a confidential nature and that is subject to obligations of confidence

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## **9 Implementation**

- 9.1 In accordance with clause 4.3 of the OSP, Telstra will comply with this Service Quality Strategy from 31 August 2006.

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## **10 Definitions**

- 10.1 In this Service Quality Strategy, the following words have the following meanings:  
“OSP” means the operational separation plan approved by the Minister under clause 55(1) of Schedule 1 of the Telecommunications Act 1997 (*Cth*) on 23 June 2006.

All other capitalised terms have the meaning given to those terms in the OSP.

# Key Performance Indicators Operational Document

Dated 23 June 2006

Telstra Corporation Limited (ABN 33 051 775 556) ("Telstra")

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**The KPIs are reported on an aggregate basis as described in clause 5.19 of the OSP. Although the KPIs are measured against individual services, metrics are not to be taken as a representation as to Telstra's performance in relation to any particular individual service or any individual customer. Telstra's performance undertakings are set out in the contracts it has with its customers. Nothing in this Key Performance Indicators Operational Document is to be taken as a representation that Telstra will act or refrain from acting in any particular way.**

**This document sets out a description of the KPIs, including conditions and matters to be taken into account in measuring the KPIs.**

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## General definitions

1.1 “Act” means the *Telecommunications Act 1997* (Cth).

“Band 1” means the following central business districts:

- (a) NSW (City South, Dalley, Haymarket, Pitt, Kent);
- (b) QLD (Charlotte, Edison, Roma Street, Spring Hill);
- (c) South Australia (Flinders, Waymouth);
- (d) Victoria (Batman, Exhibition, Lonsdale); and
- (e) WA (Bulwer, Pier, Wellington).

“Band 2” means an area with more than 108.4 services in operation in a square kilometre area, which is not a Band 1 area.

“Band 3” means an area with 6.56 or more, but less than 108.4, and services in operation in a square kilometre area.

“Band 4” means an area with 6.55 or less services in operation in a square kilometre area.

**Basic Telephone Service** means the basic telephone service as described in Telstra’s standard forms of agreement formulated by Telstra for the purposes of Part 23 of the Act as varied by Telstra from time to time.

“Category 1 Order” means an order that involves minor work at the customer site or at the Telstra exchange, which can be done at the same time as the site visit. Minor work includes installing network terminating equipment or sliding of new cards into spare slots in existing racks.

“Category 2 Order” means an order that involves external transmission plant work and/or substantial internal plant work. Such orders are undertaken on a fee for service basis.

“Category 3 Order” means an Category 2 Order where:

- (a) the only end of a single-end service, or both ends of a two-end service, are located within the Metropolitan area; and
- (b) third party consent is required before work can begin on one or both ends of the service.

“Category 4 Order” means an order that requires an infrastructure shortfall advice to be obtained from Telstra’s planners.

**“Category 5 Order”** means a Category 2 Order from which Telstra does not derive any revenue such as orders that are not for new service connection or additional service connection.

**“CRD”** means the Customer Requested Date.

**“Interim Order”** means for the installation of a non-permanent working solution.

**“Interim Service”** means a service:

- (a) that provides a customer with a service for voice telephony (or a service equivalent to this for a customer with a disability) which may or may not include (at Telstra’s discretion) a data capability or any enhanced call handling feature; and
- (b) for which that customer is, or may be, charged an amount for the ongoing supply of that service at the location requested by the customer that does not exceed the amount that the customer would have been charged if the customer were supplied with the Basic Telephone Service on request; and
- (c) that is supplied to a customer for a period that does not exceed 6 months from the time of the customer’s request for the connection of a Basic Telephone Service or with the agreement of the customer, a longer period.

**“Major Rural”** means a township/community group of more than 2,500 people but less than 10,000 people.

**“Minor Rural”** means a township/community group of 201 people or more but not more than 2,500 people within a standard zone (as defined under the Telecommunications (Consumer Protection and Service Standards) Act 1999).

**“OSP”** means the operational separation plan approved by the Minister under clause 55(1) to the Act, which came into effect on 23 June 2006.

**PSTN** means Telstra’s public switched telephone network.

**“RCRD”** means the Revised Customer Required Date.

**“Remote”** means a township/community group of less than or equal to 200 people or township/community grouping located outside a standard zone.

**“Urban”** means a township/community group of 10,000 people or more.

**“Withdrawn Order”** means an order that has been withdrawn by the customer.

**“Working Days”** means a day other than:

- (a) a Saturday or Sunday; or
- (b) a day which is a public holiday in the place where the relevant transaction or work is to be performed.

1.2 The table in clause 5.20 of the OSP applies to define, for the purposes of measurement of performance against the KPIs, the relevant Designated Service (Wholesale) and the

correlating Designated Service (Retail) in this document. For ease of reference, the table is extracted in Attachment A.

1.3 For avoidance of doubt:

- (a) the service KPIs (as referred to in clause 5.19(a) of the OSP) are contained in metrics 1-19;
  - (b) the billing KPI is contained in metric 20;
  - (c) the access KPIs are contained in metrics 21-22,
- (collectively referred to as the KPIs).

# 1 Basic Telephone Service - Activation

## Application

1.1 The metrics set out in Table 1 are applicable to the Designated Services of Domestic PSTN Originating Access, Domestic PSTN Terminating Access and Local Carriage Service only.

## KPIs

1.2 The Basic Telephone Service - Activation KPIs are set out in Table 1, and are subject to the conditions set out in clauses 1.3 to 1.5.

**Table 1**

Metric	Measure	Performance standard# (where applicable)
1	The percentage of basic telephone service customer installation orders provisioned in the quarter on or by the performance standard - previous service available for automatic connection (ie an Inplace Connection).	Urban - 2 Working Days*^  Major Rural - 2 Working Days*^  Minor Rural - 2 Working Days*^  Remote - 2 Working Days*^
2	The percentage of basic telephone service customer installation orders provisioned in the quarter on or by the performance standard - new service with available cabling and capacity.	Urban - 5 Working Days*^  Major Rural - 10 Working Days*^  Minor Rural - 10 Working Days*^  Remote - 15 Working Days*^
3	The percentage of basic telephone service orders provisioned in the quarter, on or by the performance standard - new service which requires additional cable or network capacity.	Urban - 20 Working Days*^  Major Rural - 20 Working Days*^  Minor Rural - 20 Working Days*^  Remote - 20 Working Days*^
4	The percentage of basic telephone service order appointments that are met in the quarter.	All locations - appointment between two particular times less than or equal to a 4 hour

		<p>period - must be at the customer's premises no later than 15 minutes after the end time of the appointment</p> <p>Urban/Major Rural - appointment between two particular times greater than a 4 hour period but less than or equal to a 5 hour period - must be at the customer's premises no later than the end time of the appointment.</p> <p>Minor Rural/Remote - appointment between two particular times greater than a 4 hour period but less than or equal to a 5 hour period and the technician is required to travel a long distance - must be at the customer's premises no later than 45 minutes after the end time of the appointment</p> <p>Note - Response time is the end time of the calculation. It represents the time that the technician arrived of the appointment and is dependent on Telstra workforce registering their arrival time on their handhelds.</p>
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\* Measured from the Application Date which is the date Telstra receives a correct and valid application from the customer to the Completion Date which is the date recorded in Telstra's relevant provisioning system as the date when all of the relevant stages for that service through which an order can pass are completed or the clearance date if there was a fault on the connected service.

# Excludes Interim Orders and Withdrawn Orders, and only applies to Basic Telephone Services supplied over the PSTN.

^ Where the CRD or RCRD is longer than the performance standard, then the CRD or RCRD will be the performance standard (or Telstra commitment date).

## Conditions

1.3 The Basic Telephone Service - Activation KPI (Metric 1) only applies to an existing service and does not apply:

- (a) to held orders;
- (b) where some field work is required and therefore the service cannot be seen as "existing";
- (c) where some manual network preparation is required and therefore the service cannot be seen as "existing; or

- (d) to orders that have been identified by front of house staff as requiring some pre-provisioning work.
- 1.4 The Basic Telephone Service - Activation KPI (Metric 2) only applies to a new service and does not apply to orders that have been identified by front of house staff as requiring some pre-provisioning work.
- 1.5 The Basic Telephone Service - Activation KPI (Metric 4) does not apply:
- (a) where the customer unreasonably withholds their agreement to an appointment offered by Telstra;
  - (b) where the customer fails to keep an appointment with Telstra without giving at least 24 hours notice;
  - (c) where the customer unreasonably refuses Telstra access to the customer's premises; or
  - (d) to commitments where the technician does not need to have customer contact.

## Definitions

- 1.6 The following terms have the meanings given below:

**“Inplace Connection”** means a connection of a basic telephone service at a site where a previous working service has been cancelled by the previous account holder and is available for automatic reconnection or reactivation without the need for Telstra to do any other connection work at the customer premises, the local telephone exchange, or any places in between.

## 2 Basic Telephone Service - Faults and Maintenance

### Application

- 2.1 The metrics set out in Table 2 are applicable to the Designated Services of Domestic PSTN Originating Access, Domestic PSTN Terminating Access and Local Carriage Service only.

### KPIs

- 2.2 The Basic Telephone Service - Faults and Maintenance KPIs are set out in Table 2, and are subject to the conditions set out in clauses 2.3 to 2.6.

**Table 2**

Metric	Measure	Performance standard <sup>#</sup> (where applicable)
5	The percentage of basic telephone service Faults that are rectified in the quarter, on or by the performance standard.	Urban - 1 full Working Day after report of fault <sup>^*</sup>  Major Rural and Minor Rural - 2 full Working Days after report of fault <sup>^*</sup>  Remote - 3 full Working Days after report of fault <sup>^*</sup>
6	The percentage of basic telephone service Fault appointments that are met in the quarter.	All locations - appointment between two particular times less than or equal to a 4 hour period - must be at the customer's premises no later than 15 minutes after the end time of the appointment  Urban/Major Rural - appointment between two particular times greater than a 4 hour period but less than or equal to a 5 hour period - must be at the customer's premises no later than the end time of the appointment  Minor Rural/Remote - appointment between two particular times greater than a 4 hour period but less than or equal to a 5 hour period and the technician is required to

		<p>travel a long distance - must be at the customer's premises no later than 45 minutes after the end time of the appointment</p> <p>Note - Response time is the end time of the calculation. It represents the time that the technician arrived of the appointment and is dependent on Telstra workforce registering their arrival time on their handhelds.</p>
7	The percentage difference in recurring Fault ratio.	Percentage of basic telephone service Faults that are re-reported in 60 calendar days in the quarter

^ Where the CRD or RCRD is longer than the performance standard, then the CRD or RCRD will be the performance standard (or Telstra commitment date).

\* Measured from the "call date and time" which is the date and time the fault call was logged by Telstra (in Telstra's IT Systems) to the date and time the technician records that the Fault is repaired. If the call date and time is after 5pm, the baseline for calculating the performance standard moves to 9am the next Working Day.

#Only applies to Basic Telephone Services supplied over the PSTN.

### Conditions

2.3 The Basic Telephone Service - Faults and Maintenance KPIs (Metrics 5 to 7) do not apply where the fault or service difficulty in relation to the Basic Telephone Service is in respect of call barring or a limitation on the making of external calls, where the service was supplied to a customer with that feature because of the credit standing of the customer.

2.4 The Basic Telephone Service - Faults and Maintenance KPI (Metric 5) does not apply to:

- (a) all workable faults (that is where the service is considered to be capable of receiving and originating calls);
- (b) tickets of work identified in Telstra's system as being open;
- (c) consultant fixes (ie faults fixed by front of house operators);
- (d) customer collect and courier delivery faults (ie faults fixed by customer visiting a store of post office, or the handset is delivered by a contracted courier);
- (e) withdrawn faults (ie faults withdrawn by customer or due to a re-adjustment);
- (f) machine clears (ie faults fixed by line test machinery);
- (g) ADSL overlay faults (ie faults relating to the ADSL technology which overlays the basic access technology);
- (h) dial up data faults (ie all faults reported and tested as being associated with a dial-up data transmission problem); and
- (i) faults with corrupted data that does not match the current process of system constraints.

2.5 The Basic Telephone Service - Faults and Maintenance KPI (Metric 6) does not apply to:

- (a) all workable faults (that is where the service is considered to be capable of receiving and originating calls);
- (b) tickets of work identified in Telstra's system as being open;
- (c) customer collect and courier delivery faults (ie faults fixed by customer visiting a store of post office, or the handset is delivered by a contracted courier);
- (d) ADSL overlay faults (ie faults relating to the ADSL technology which overlays the basic access technology);
- (e) dial up data faults (ie all faults reported and tested as being associated with a dial-up data transmission problem);
- (f) faults with corrupted data that does not match the current process of system constraints.
- (g) where the customer unreasonably withholds their agreement to an appointment offered by Telstra;
- (h) where the customer fails to keep an appointment with Telstra without giving at least 24 hours notice;
- (i) where the customer unreasonably refuses Telstra access to the customer's premises; or
- (j) to commitments where the technician does not need to have customer contact.

2.6 The Basic Telephone Service - Faults and Maintenance KPI (Metric 7) does not apply to:

- (a) all workable faults (that is where the service is considered to be capable of receiving and originating calls);
- (b) tickets of work identified in Telstra's system as being open;
- (c) withdrawn faults (ie faults withdrawn by customer or due to a re-adjustment);
- (d) machine clears (ie faults fixed by line test machinery);
- (e) ADSL overlay faults (ie faults relating to the ADSL technology which overlays the basic access technology);
- (f) dial up data faults (ie all faults reported and tested as being associated with a dial-up data transmission problem); and
- (g) faults with corrupted data that does not match the current process of system constraints.

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### 3 Wholesale ADSL Layer 2 Service - Activation

#### Application

- 3.1 The metrics set out in Table 3 are applicable to the Wholesale ADSL Layer 2 Service only.

#### KPIs

- 3.2 The Wholesale ADSL Layer 2 Service - Activation KPIs are set out in Table 3, and are subject to the conditions set out in clauses 3.3 and 3.4.

**Table 3**

<b>Metric</b>	<b>Measure</b>	<b>Performance standard<sup>^*</sup></b> (where applicable)
8	The percentage of services provisioned within performance standard - where the customer or end-user has an existing and functioning basic telephone service capable of supporting ADSL services.	3 Working Days
9	The percentage of services provisioned within performance standard - held orders.	20 Working Days

<sup>^</sup> Where the CRD or RCRD is longer than the performance standard, then the CRD or RCRD will be the performance standard (or Telstra commitment date).

<sup>\*</sup> Measured from the Creation Date which is the date Telstra enters the order into the relevant provisioning system to the Completion Date which is the last date recorded against the following stages (where applicable) through which an order can pass:

- Plant assignment;
- Exchange activation.

#### Conditions

- 3.3 The Wholesale ADSL Layer 2 Service - Activation KPI (Metric 8) does not apply to:
- (a) segments that are withdrawn by the customer;
  - (b) segments with field work;
  - (c) held orders; and
  - (d) speed changes in the service.

## 4 Wholesale ADSL Layer 2 Service - Faults and Maintenance

### Application

- 4.1 The metrics set out in Table 4 are applicable to the Wholesale ADSL Layer 2 Service only.

### KPIs

- 4.2 The Wholesale ADSL Layer 2 Service - Faults and Maintenance KPIs are set out in Table 4, and are subject to the conditions set out in clauses 4.3 and 4.4.

**Table 4**

Metric	Measure	Performance standard (where applicable)
10	The percentage of Faults rectified within performance standard.	<p>Urban - by the end of the first full Working Day after the fault report is received*</p> <p>Major Rural and Minor Rural - by the end of 2 full Working Days after the fault report is received*</p> <p>Remote - by the end of 3 full Working Days after the fault report is received*</p>
11	The percentage of appointments kept.	<p>Appointment between two particular times less than or equal to a 4 hour period - must be at the customer's premises no later than 15 minutes after the end time of the appointment</p> <p>Appointment between two particular times greater than a 4 hour period but less than or equal to a 5 hour period - must be at the customer's premises no later than the end time of the appointment</p> <p>Appointment between two particular times greater than a 4 hour period but less than or equal to a 5 hour period and the technician is required to</p>

		travel a long distance - must be at the customer's premises no later than 45 minutes after the end time of the appointment
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\* Measured from the "Call Date" which is the date the fault call is received to the earlier of:

- the date and time that the tester enters an actual restore against the order; or
- the date and time the field technician enters as the restore time.

### Conditions

4.3 The Wholesale ADSL Layer 2 Service - Faults and Maintenance KPI (Metric 10) does not apply to:

- (a) Operator Assists - Inquiry calls (that is where information only is required);
- (b) Primary Orders (ie duplicate orders created when an order is re-logged with the correct FNN);
- (c) where the fault is determined to be a CPE fault;
- (d) faults where the identified action indicates a customer caused fault or No Fault Found;
- (e) faults where the identified cause is classed as a customer caused fault or No Fault Found.

4.4 The Wholesale ADSL Layer 2 Service - Faults and Maintenance KPI (Metric 11) does not apply to:

- (a) Operator Assists - Inquiry calls (that is where information only is required);
- (b) Primary Orders (ie duplicate orders created when an order is re-logged with the correct FNN);
- (c) where the fault is determined to be a CPE fault;
- (d) faults where the identified action indicates a customer caused fault or No Fault Found;
- (e) faults where the identified cause is classed as a customer caused fault or No Fault Found;
- (f) where the customer unreasonably withholds their agreement to an appointment offered by Telstra;
- (g) where the customer fails to keep an appointment with Telstra without giving at least 24 hours notice;
- (h) where the customer unreasonably refuses Telstra access to the customer's premises; or
- (i) to commitments where the technician does not need to have customer contact.

## 5 Line Sharing Service - Activation

### Application

5.1 The metrics set out in Table 5 are applicable to the Line Sharing Service only.

### KPIs

5.2 The Line Sharing Service - Activation KPIs are set out in Table 5, and are subject to the conditions set out in clauses 5.3 and 5.4.

**Table 5**

<b>Metric</b>	<b>Measure</b>	<b>Performance standard (where applicable) <sup>^*</sup></b>
12	The percentage of SSS completed within target time.	3 Working Days
13	The percentage of SSS MNM completed within target time.	Based on customer agreed date

\* Measured from the Creation Date which is the date Telstra enters the order into the relevant provisioning system to the Completion Date which is the last date recorded against the following stages (where applicable) through which an order can pass:

- Plant assignment;
- Exchange activation.

<sup>^</sup> Where the CRD or RCRD is longer than the performance standard, then the CRD or RCRD will be the performance standard (or Telstra commitment date).

### Conditions

5.3 The Line Sharing Service - Activation (Metric 12) does not apply to:

- segments that have been withdrawn by the customer;
- segments with field work; and
- held orders.

5.4 The Line Sharing Service - Activation (Metric 13) does not apply to segments that have been withdrawn by the customer.

5.5 The Line Sharing Service - Activation (Metric 12) and the Line Sharing Service - Activation (Metric 13) do not apply if the customer fails to take reasonable steps in a timely manner to cooperate with Telstra in relation to the activation of the service.

## 6 Line Sharing Service - Faults and Maintenance

### Application

6.1 The metrics set out in Table 6 are applicable to the Line Sharing Service only.

### KPIs

6.2 The Line Sharing Service - Faults and Maintenance KPIs are set out in Table 6.

**Table 6**

<b>Metric</b>	<b>Measure</b>	<b>Performance standard (where applicable)*</b>
14	The percentage of Faults rectified within target time.	Urban - by the end of the first full Working Day after the fault report is received  Major Rural and Minor Rural - by the end of 2 full Working Days after the fault report is received  Remote - by the end of 3 full Working Days after the fault report is received

\* Measured from the “call date and time” which is the date and time the fault call was logged by Telstra (in Telstra’s IT Systems) to the date and time the technician records that the Fault is repaired. If the call date and time is after 5pm, the baseline for calculating the performance standard moves to 9am the next Working Day.

### Conditions

6.3 The Line Sharing Service - Faults and Maintenance (Metric 14) does not apply if the customer fails to take reasonable steps in a timely manner to cooperate with Telstra in relation to the fault rectification of the service.

## 7 Unconditioned Local Loop Service - Activation

### Application

- 7.1 The metrics set out in Table 7 are applicable to the Unconditioned Local Loop Service only.

### KPIs

- 7.2 The Unconditioned Local Loop Service - Activation KPIs are set out in Table 7, and are subject to the conditions set out in clauses 7.3 and 7.4.

**Table 7**

<b>Metric</b>	<b>Measure</b>	<b>Performance standard (where applicable)*</b>
15	The percentage of ULL Individual Cutovers completed on or by agreed timeframe.	Based on customer agreed date selected from the following timeframes and corresponding to the following ULLS bands:  Band 1 and 2 - between 5 and 30 clear Working Days  Band 3 and 4 - between 10 and 30 clear Working Days
16	The percentage of ULL MNM Cutovers completed on or by agreed timeframe.	Based on customer agreed date selected from the following timeframes and corresponding to the following ULLS bands:  Band 1 and 2 - between 5 and 30 clear Working Days  Band 3 and 4 - between 10 and 30 clear Working Days

- \* Measured from the Application Date which is the date Telstra receives the ULL cutover notification advice from the Access seeker to the Completion Date which is the date recorded in Telstra's IT Systems that identifies the date when all of the relevant stages through which the order can pass are completed.

### Conditions

- 7.3 The Unconditioned Local Loop Service - Activation (Metric 15) does not apply to segments that have been withdrawn by the customer.
- 7.4 The Unconditioned Local Loop Service - Activation (Metric 16) does not apply to segments that have been withdrawn by the customer.

- 7.5 The Unconditioned Local Loop Service - Activation (Metric 15) and the Unconditioned Local Loop Service - Activation (Metric 16) do not apply if the customer fails to take reasonable steps in a timely manner to cooperate with Telstra in relation to the activation of the service

## 8 Unconditional Local Loop Service - Faults and Maintenance

### Application

- 8.1 The metrics set out in Table 8 are applicable to the Unconditioned Local Loop Service only.

### KPIs

- 8.2 The Unconditioned Local Loop Service - Faults and Maintenance KPI is set out in Table 8.

**Table 8**

<b>Metric</b>	<b>Measure</b>	<b>Performance standard (where applicable)*</b>
17	The percentage of Faults rectified within the target timeframe.	Band 1 and 2 - by the end of the first full Working Day after the report is received  Band 3 - by the end of 2 full Working Days after the report is received  Band 4 - by the end of 3 full Working Days after the report is received

\* Measured from the “call date and time” which is the date and time the fault call was logged by Telstra (in Telstra’s IT Systems) to the date and time the technician records that the Fault is repaired. If the call date and time is after 5pm, the baseline for calculating the performance standard moves to 9am the next Working Day.

### Conditions

- 8.3 The Unconditioned Local Loop Service - Faults and Maintenance (Metric 17) does not apply if the customer fails to take reasonable steps in a timely manner to cooperate with Telstra in relation to the fault rectification of the service.

## 9 Domestic Transmission Capacity Service - Activation

### Application

- 9.1 The metrics set out in Table 9 are applicable to the Domestic Transmission Capacity Service only.

### KPIs

- 9.2 The Domestic Transmission Capacity Service - Activation KPI is set out in Table 9, and is subject to the conditions set out in clause 9.3.

**Table 9**

Metric	Measure	Performance standard (where applicable)*^
18	The percentage of Domestic Transmission Capacity Service orders provisioned on or by the target timeframe.	<p><b>Category 1 Order:</b> Metro - 9 Working Days Country - 19 Working Days</p> <p><b>Category 2 Order:</b> Metro - 19 Working Days Country 39 - Working Days</p> <p><b>Category 3 Order:</b> Metro only - 24 Working Days</p>

\* Measured from the Application Date which is the date that Telstra received a correct and valid application from the customer to the Completion Date which is the date recorded in Telstra's IT systems that identifies the date when all of the relevant stages through which the order can pass are completed

^ Where the CRD or RCRD is longer than the performance standard, then the CRD or RCRD will be the performance standard (or Telstra commitment date).

### Conditions

- 9.3 The Domestic Transmission Capacity Service - Activation KPI (Metric 18) does not apply to Category 4 Orders or Category 5 Orders. Telstra agrees performance standards for such orders on a case by case basis once the scope of work required for an order is determined.

## 10 Domestic Transmission Capacity Service - Faults and Maintenance

### Application

- 10.1 The metrics set out in Table 10 are applicable to the Domestic Transmission Capacity Service only.

### KPIs

- 10.2 The Domestic Transmission Capacity Service - Faults and Maintenance KPI is set out in Table 10, and is subject to the conditions set out in clause 10.3.

**Table 10**

Metric	Measure	Performance standard (where applicable)*#
19	The percentage of Faults rectified within the target timeframe.	Urban - 1 Working Day Rural - 2 Working Days Remote - 3 Working Days

\* Measured from the “call date and time” which is the date and time the fault call is logged by Telstra (in Telstra’s IT Systems) to the earlier of:

- the date and time that the tester enters an actual restore against the order; or
- the date and time the field technician enters as the restore time.

If the call date and time is after 5pm, the baseline for calculating the performance standard moves to 9am the next Working Day.

# The applicable performance standard is dependent on the location of the fault, and not the location of the terminating points of the service.

### Conditions

- 10.3 The Domestic Transmission Capacity Service - Faults and Maintenance KPI (Metric 19) does not apply to faults which are subsequently proven to be in the customer’s or end user’s cabling or equipment.

# 11 Billing Timeliness

## Application

11.1 The metrics set out in Table 11 are applicable to the provision of bills by Telstra.

## KPIs

11.2 The Billing Timeliness KPI is set out in Table 11.

**Table 11**

<b>Metric</b>	<b>Measure</b>	<b>Service Standard</b>
20	Billing Timeliness - Current charges generated in Telstra's systems presented on bill.	Wholesale charges - not older than 95 days  Retail charges - not older than 190 days

## 12 Access to exchanges

### Application

- 12.1 The metrics set out in Table 12 are applicable to Telstra's provision of access to its exchanges.

### KPIs

- 12.2 The Access to Exchanges KPIs are set out in Table 12, and are subject to the conditions set out in clause 12.3.

**Table 12**

<b>Metric</b>	<b>Measure</b>	<b>Performance Standard*</b>
21	The percentage of electronic access cards provisioned in the quarter on or by the performance standard.	5 clear Business Days
22	The percentage of credential keys provisioned in the quarter on or by the performance standards.	20 clear Business Days

**\*Measured from the date of receipt of a valid and complete application form.**

### Conditions

- 12.3 The Access to Exchanges KPIs (Metrics 21 or 22) do not apply:
- (a) to the provision of electronic access cards or credential keys which are not new cards or keys (as the case may be);
  - (b) if Telstra has not received a valid and complete application form; and
  - (c) if the customer applying for the electronic access card or credential key (as the case may be) has not complied with all applicable processes or does not satisfy all applicable criteria (including without limitation, having completed Telstra site induction training provided by an institute approved by Telstra.)

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## General conditions

Any services affected by any of the following will not be taken into account in calculating the performance of Telstra against the KPIs (as those circumstances adversely impact on Telstra's ability to meet the performance targets):

- (a) where delays are due to circumstances outside of Telstra's control, including:
  - (i) damage to a Telstra facility by a third party;
  - (ii) natural disaster or extreme weather conditions, including bushfire, flood and cyclone that cause a mass outage of the specified services, or restricts connection or rectification of the specified service or any other form of mass service disruption. (Any services affected by a mass service disruption will still be included in the calculation of the performance against the KPIs but the relevant timeframe for performance of the KPI will be adjusted to take account of the effect that the mass service disruption has had on Telstra's ability to perform the KPI);
  - (iii) Telstra being requested by a public authority to provide emergency communications services to assist in emergency action, and the provision of those services restricts connection to a specified service or rectification of a fault or service difficulty;
  - (iv) Telstra is prevented from connecting a specified service, or rectifying a fault or service difficulty, because the provider is unable to obtain lawful access to land or a facility;
  - (v) a law of the Commonwealth, State, Territory or local government, otherwise prevents Telstra from complying with the KPI;
- (d) to the extent that non-compliance with the KPI is a result of Telstra needing to move staff or equipment to an area affected by circumstances beyond the control of Telstra;
- (e) the supply of Interim Services (including Interim Orders);
- (f) where Telstra reasonably believes that the customer has not requested a service to be connected or a fault rectified in good faith;
- (g) where the customer requests connection of a telephone service and Telstra has reasonable grounds for believing that the customer would be unable or unwilling to pay the charges for connection or use of the service or where the customer requests connection of a telephone service and the customer was disconnected for non-payment of a charge and the customer has failed to reach agreement with Telstra for the payment of that charge.;
- (h) where the customer unreasonably withholds their agreement to an arrangement offered by Telstra;

- (i) where a customer has materially under forecasted their requirements for services;
- (j) where the customer has waived, in writing, a specified KPI;
- (k) where it is necessary to withdraw the service in order to maintain or upgrade a facility, and Telstra has given reasonable notice to the customer of the withdrawal or to the extent the non-compliance with the KPI is a result of maintaining or upgrading of a facility or network that is used to supply the service; or
- (l) where the customer has accepted an offer (which is made to a significant number of other customers) to connect the service after the end of the specified period, and the customer would obtain a significant service benefit as a result of accepting the offer.

Reporting against the KPIs will otherwise be carried out in accordance with the existing methodology for reporting on the Non Price Terms and Conditions Key Performance Indicator Record - Keeping and Reporting Rules (made in accordance with a Ministerial Direction under s151BUAA of the Trade Practices Act 1974 issued on 19 June 2003).

## Attachment A

### Extract from clause 5.20 of the OSP

The following table specifies the Designated Services supplied to wholesale customers and the services which will be taken to be the equivalent services supplied by the Retail Business Unit to be used solely to assess the extent of equivalence in the standard of the delivery of Fault Detection, Handling and Rectification and Service Activation and Provisioning.

<b>Designated Service (Retail)</b>	<b>Designated Service (Wholesale)</b>
Local exchange access component of Basic Telephone Service (BTS)	Domestic PSTN Originating Access Service*
Local exchange access component of Basic Telephone Service (BTS)	Domestic PSTN Terminating Access Service*
The component of Basic Telephone Service comprising a continuous metallic twisted pair between a Telstra local exchange MDF and the NBP at an end user premises. NB: For Fault Detection, Handling and Rectification only.	Unconditioned Local Loop Service*
Basic Telephone Service (BTS) - Local Calls	Local Carriage Service*
BigPond ADSL Layer 2 Service	Line Sharing Service* (also known as Spectrum Sharing Service)
Megalink 2 Mbit/s Service	Domestic Transmission Capacity Service*
BigPond ADSL Layer 2 Service	Wholesale ADSL Layer 2 Service <sup>#</sup>

\*As described in the relevant ACCC declaration of the same name.

<sup>#</sup> As described in the *Telecommunications (Operational Separation - Designated Services) Determination (No.1) 2005*.