

WHICH TELCO PERFORMS BEST?

TELSTRA : OPTUS : AAPT : PRIMUS

Standard Telephone Service Performance

Source:

ACMA - Australian Communications and Media Authority

The Australian Communications and Media Authority (ACMA) is responsible for the regulation of broadcasting, radiocommunications, telecommunications and online content.

<http://www.acma.gov.au/acmainterwr/assets/main/lib100033/june05complaints.pdf>

COMPARE TELSTRA, OPTUS, AAPT & PRIMUS

- FOR STANDARD TELEPHONE SERVICE PERFORMANCE

Summary

- This report provides a representation of Service Standards provided by Telstra, Optus, AAPT and Primus Telecom.
- These are the Four largest Service Providers of fixed telecommunications services in Australia. (Fixed Services may also be called Landlines.)
- Below are 5 graphs which show data for:
 - Provisioning – service provision and connection
 - Fault Repair – restoring and repairing services
 - Customer Transfer - between service providers
 - Credit Management - debt collection and credit control policies
 - Billing - account presentation, accuracy and delays

Analysis

Aussie Phone Brokers has used documentation provided by the ACMA (Australian Communications and Media Authority) and TIO (Telecommunications Industry Ombudsman) as the source data for this report.

The data used represents the “Percentage of complaints received by TIO about CSP”.

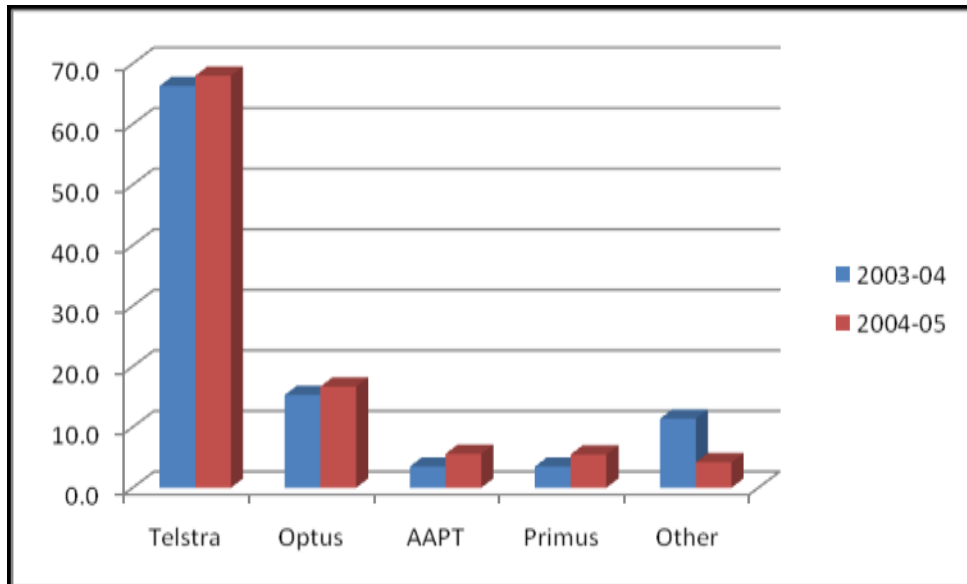
See the [Glossary of Terms](#), below, for full descriptions of terms.

CSP = Customer Service Provider (Telstra, Optus, AAPT and Primus Telecom, and ‘Others’).

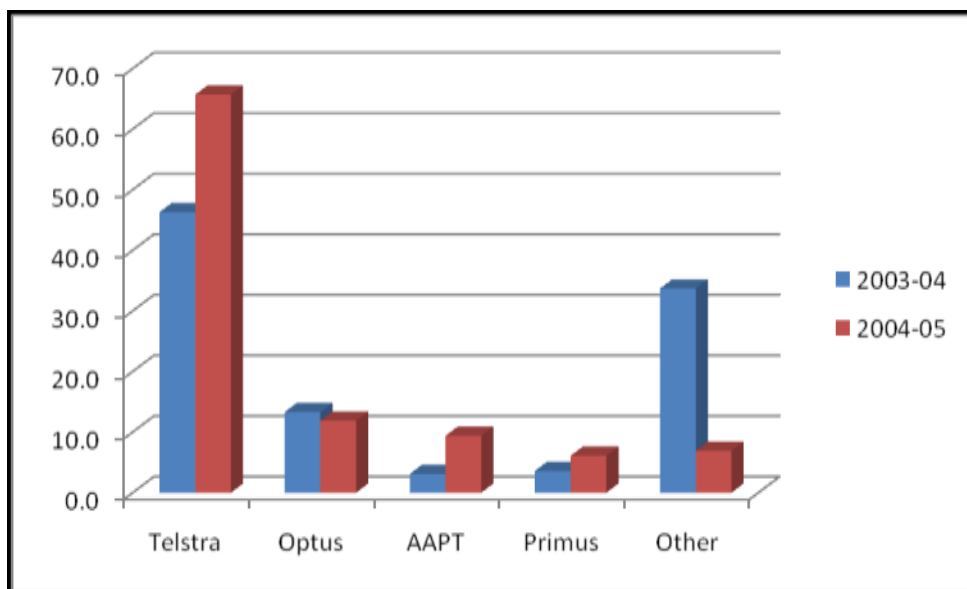
Graphs

The graphs following indicate the percentage of complaints about each Provider which were made to the TIO. The complaints are shown in five categories. (The data for the ‘Other’ providers is extrapolated by determining the remaining percentages.)

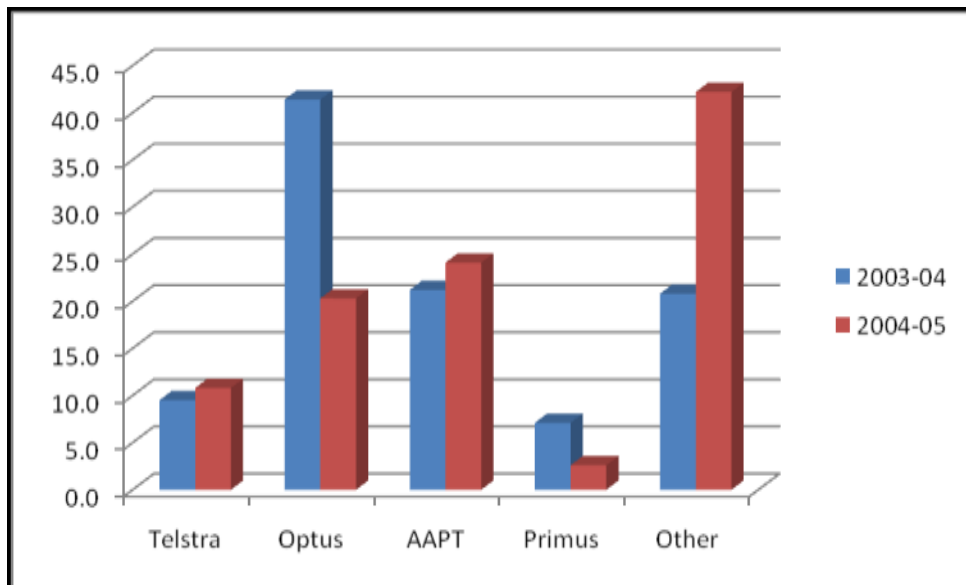
Percentage of complaints to the TIO (by Provider) for:
Provision of Service



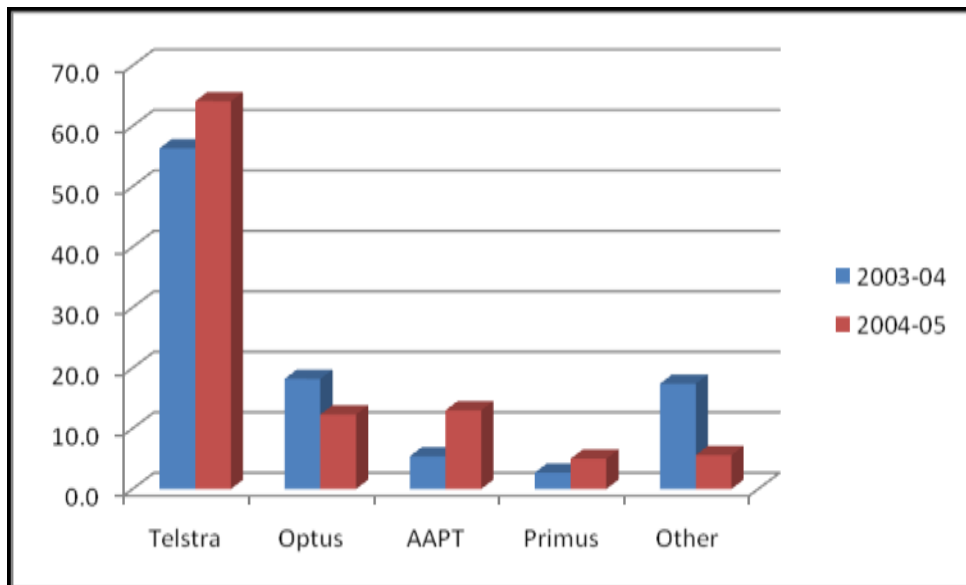
Percentage of complaints to the TIO (by Provider) for:
Fault Repair



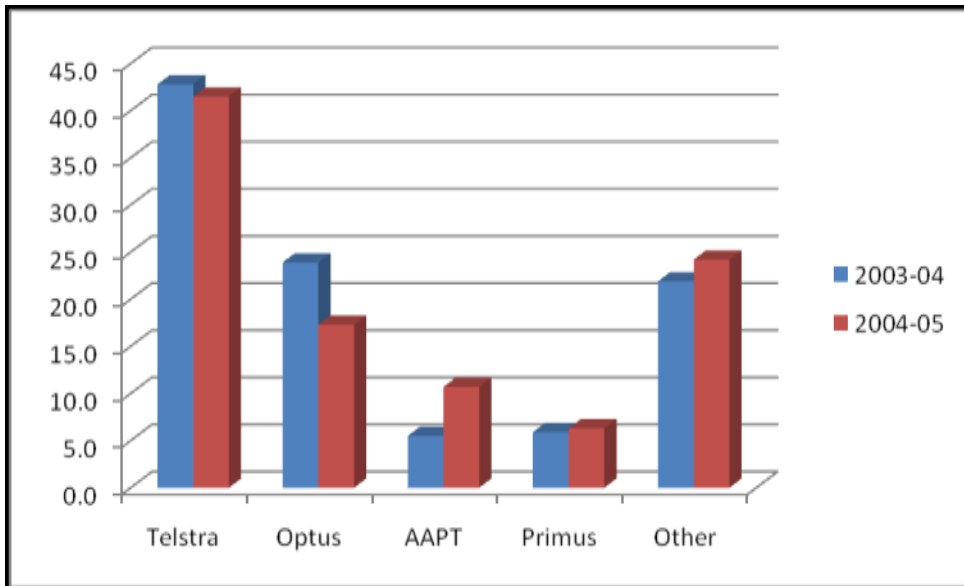
Percentage of complaints to the TIO (by Provider) for:
Customer Transfer



Percentage of complaints to the TIO (by Provider) for:
Credit Management



Percentage of complaints to the TIO (by Provider) for:
Billing



Glossary of Terms used in this Document

ACMA - Australian Communications and Media Authority

Responsible for the regulation of broadcasting, radiocommunications, telecommunications and online content.

ACMA's responsibilities include:

- promoting self-regulation and competition in the telecommunications industry, while protecting consumers and other users
- fostering an environment in which electronic media respects community standards and responds to audience and user needs
- managing access to the radiofrequency spectrum, including the broadcasting services bands
- representing Australia's communications and broadcasting interests internationally.

CSP – Customer Service Provider

As per the Telecommunications Act, 1997, section 7.

In the case of this document, Telstra, Optus, AAPT and Primus Telecom (and 'Others') are the CSPs.

Other – Other CSPs

The data provided by the ACMA document leaves room to extrapolate the impact of the remaining CSPs in the Australian market. Simply, this is done by adding those percentages unaccounted for by the four major providers.

TIO - Telecommunications Industry Ombudsman

The Telecommunications Industry Ombudsman is a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia with unresolved complaints about their telephone or internet services.

Legal Notices and Disclaimers

The above information and representations are intended to be a fair and unbiased use of data obtained through an unbiased and independent government department.

Aussie Phone Brokers do not purport to be experts in either mathematical or statistical analysis, we have simply used data which appears (to us) to be entirely independent, complete and unbiased.

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www.aussiephonebrokers.com.au