

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates Hearings February 2014
Communications Portfolio
Australian Communications and Media Authority

Question No: 9

Program No. Australian Communications and Media Authority (ACMA)

Hansard Ref: Page 15 (25/2/2014)

Topic: Network Reliability Framework

Senator URQUHART asked:

I have a question in relation to the fault data that you referred to in answer to one of the questions from Senator Ruston. Was that voice or ADSL faults that you referred to?

Mr Tanner: The two graphs that I was comparing are basically on the network reliability framework, Telstra's fixed line telephone services network.

Senator URQUHART: Is that voice?

Mr Tanner: It certainly is voice, but I am not sure whether it is limited to voice. I am sorry; I do not know that off the top of my head.

Senator URQUHART: Would you be able to take that on notice and get back to us?

Mr Tanner: Yes, I can.

Senator URQUHART: Thank you.

Answer:

The Network Reliability Framework (NRF) is a safeguard for Telstra's residential and small business customers who have up to five fixed-line services. The NRF looks at the number of faults occurring in Telstra's network and complements the Customer Service Guarantee (CSG), which ensures that faults are repaired within reasonable time frames.

The NRF covers faults on CSG-eligible services — that is, standard fixed-line telephone services (voice). The NRF (and the CSG) do not apply to faults on mobile phone and internet (broadband) services, such as ADSL.