

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 207

Senator Ludwig asked the following question at the hearing on 31 October 2005:

Customs hotline:

- (a) How many calls did the industry helpdesk receive since 12 October 2005?
- (b) What were the waiting times for assistance?
- (c) The longest wait time was 58 minutes, what does this compare to prior to 12 October 2005?
- (d) What was the longest wait time?
- (e) What was the average?

The answer to the honourable senator's question is as follows:

To 31 October 2005:

- a) 15,422 inbound calls
- b) Average daily wait times ranged from 5 minutes 51 seconds to 56 minutes 37 seconds
- c) Prior to 12 October, the longest wait time was 22 minutes 15 seconds
- d) 1 hour 47 minutes 28 seconds
- e) 22 minutes 33 seconds.