



Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2011

Telecommunications Act 1997

The AUSTRALIAN COMMUNICATIONS AND MEDIA AUTHORITY makes these Rules under section 529 of the *Telecommunications Act 1997*.

Dated 26 September 2011

Chris Chapman
[signed]
Member

Brendan Byrne
[signed]
~~Member~~/General Manager

Australian Communications and Media Authority

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Part 1 Introduction

1 Name of Rules

These Rules are the *Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2011*.

2 Commencement

These Rules commence on:

- (a) 1 October 2011; or
 - (b) the day after they are registered,
- whichever last occurs.

Note 1: Both events must occur before these Rules commence.

Note 2: All legislative instruments and compilations are registered on the Federal Register of Legislative Instruments kept under the *Legislative Instruments Act 2003*. See <http://www.frli.gov.au>.

3 Definitions

- (1) In these Rules, unless the contrary intention appears:

ABN has the meaning given by the *A New Tax System (Australian Business Number) Act 1999*.

Act means the *Telecommunications Act 1997*.

appointment has a meaning affected by Division 4 of Part 2 of the CSG Standard.

audit report has the meaning given in subsection 18(4).

Benchmarks Instrument means the *Telecommunications (Customer Service Guarantee – Retail Performance Benchmarks) Instrument (No. 1) 2011*.

compliance report means a report under section 13.

connection or rectification appointment has the meaning given in subsection 11(2).

CSG Standard means the *Telecommunications (Customer Service Guarantee) Standard 2011*.

fault or service difficulty report has the meaning given in subsection 10(2).

nominated area has the meaning given in section 5.

qualifying carriage service provider for a benchmark period has the meaning given in section 4.

quarter means a period of 3 months ending on 30 September, 31 December, 31 March or 30 June.

reporting period has the meaning given in subsection 13(3).

(2) In these Rules, unless the contrary intention appears, the following terms have the meaning given to them in the Benchmarks Instrument:

- (a) benchmark period;
- (b) major rural area;
- (c) minor rural area;
- (d) remote area;
- (e) rural area; and
- (f) urban area.

(3) In these Rules, unless the contrary intention appears, the following terms have the meaning given to them in the CSG Standard:

- (a) connection period;
- (b) CSG service;
- (c) customer;
- (d) enhanced call handling feature;
- (e) fault or service difficulty;
- (f) guaranteed maximum connection period;
- (g) guaranteed maximum rectification period;
- (h) performance standard;
- (i) rectification period;
- (j) site;
- (k) specified service; and
- (l) working day.

Note: Some of the terms used in these Rules, such as the *ACMA* and *carriage service provider*, have the meaning given in the Act.

4 Qualifying carriage service providers

A carriage service provider is a *qualifying carriage service provider for a benchmark period* if, on the last day of the financial year preceding that benchmark period, the carriage service provider supplied 100,000 CSG services or more where the carriage service provider was obliged to comply with any one or more of the performance standards in respect of the carriage service provider's supply of those CSG services.

Note: This definition corresponds with section 4 of the Benchmarks Instrument.

5 Nominated areas

Each of the following geographic areas is a nominated area:

- (a) Australia;

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- (b) together - the Australian Capital Territory and New South Wales;
 - (c) the Northern Territory;
 - (d) Queensland;
 - (e) South Australia;
 - (f) Tasmania;
 - (g) Victoria; and
 - (h) Western Australia.

Note: The term **nominated area** is used in Schedule 1.

Part 2 Keeping of Records

6 Records relating to the number of CSG services supplied

A qualifying carriage service provider for a benchmark period must keep a record of the number of CSG services that were supplied by the carriage service provider on the last day of the financial year preceding the benchmark period where the carriage service provider was obliged to comply with one or more performance standards in respect of the carriage service provider's supply of those CSG services.

Note: These are the services referred to in section 4 of the Benchmarks Instrument.

7 Records relating to location-specific thresholds

A qualifying carriage service provider for a benchmark period must keep a record of the number of CSG services that were supplied by the carriage service provider on the last day of the financial year preceding the benchmark period, in each of the following areas:

- (a) urban areas;
- (b) major rural areas;
- (c) minor rural areas;
- (d) rural areas; and
- (e) remote areas,

where the carriage service provider was obliged to comply with one or more performance standards in respect of the carriage service provider's supply of those CSG services.

Note: These are the services referred to in connection with the thresholds referred to in section 5 of the Benchmarks Instrument.

8 Records relating to in-place connections

- (1) A qualifying carriage service provider for a benchmark period must, in relation to each request that is:
- (a) made by a customer to the carriage service provider for a CSG service to be connected at a site that has an in-place connection; and
 - (b) relevant to the benchmark period,
- keep a record of:

- (c) the name of the customer;
- (d) the address of the site to which the customer requests the CSG service be connected;
- (e) the date and time at which the carriage service provider received the request from the customer;
- (f) the date and time at which the guaranteed maximum connection period expires in relation to the request;

Note: The guaranteed maximum connection period that applies in relation to a request is ascertained by having regard to subsections 8(1) and (2) of, and item 201 of Schedule 1 to, the CSG Standard.

- (g) if the carriage service provider and the customer made an arrangement of a kind mentioned in section 9 of the CSG Standard for connection in a period shorter or longer than the guaranteed maximum connection period – the date and time at which that period expires;
 - (h) the date and time at which the carriage service provider complied with the request;
 - (i) the connection period in working days; and
 - (j) if the carriage service provider failed to comply with the request in the guaranteed maximum connection period or a period arranged under section 9 of the CSG Standard, and that failure is wholly or partly attributable to one or more acts or omissions by another carriage service provider – the name of the other carriage service provider and a description of those acts or omissions.
- (2) For the purposes of this section, a request is ***relevant to the benchmark period*** if the carriage service provider that received the request is required to comply with the request during the benchmark period.

9 Records relating to new connections

- (1) A qualifying carriage service provider for a benchmark period must, in relation to each request that is:
- (a) made by a customer to the carriage service provider for a CSG service to be connected at a site that does not have an in-place connection; and
 - (b) relevant to the benchmark period,
- keep a record of:

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- (c) the name of the customer;
 - (d) the address of the site to which the customer requests the CSG service be connected;
 - (e) the date and time at which the carriage service provider received the request from the customer;
 - (f) the date and time at which the guaranteed maximum connection period expires in relation to the request;

Note: The guaranteed maximum connection period that applies in relation to a new connection request is ascertained by having regard to subsections 8(1) and (2) of, and item 202 of Schedule 1 to, the CSG Standard.

- (g) if the carriage service provider and the customer made an arrangement of a kind mentioned in section 9 of the CSG Standard for connection in a period shorter or longer than the guaranteed maximum connection period – the date and time at which that period expires;
 - (h) the date and time at which the carriage service provider complied with the request;
 - (i) the connection period in working days;
 - (j) if the carriage service provider failed to comply with the request in the guaranteed maximum connection period or a period arranged under section 9 of the CSG Standard, and that failure is wholly or partly attributable to one or more acts or omissions by another carriage service provider – the name of the other carriage service provider and a description of those acts or omissions; and
 - (k) whether the site to which the customer requests a CSG service be connected, is located in:
 - (i) an urban area;
 - (ii) a major rural area;
 - (iii) a minor rural area; or
 - (iv) a remote area.
- (2) For the purposes of this section, a request is ***relevant to the benchmark period*** if the carriage service provider that received the request is required to comply with the request during the benchmark period.

10 Records relating to reports of faults or service difficulties

- (1) A qualifying carriage service provider for a benchmark period must, in relation to each fault or service difficulty report that is:
 - (a) made by a customer to the carriage service provider; and
 - (b) relevant to the benchmark period,keep a record of:
 - (c) the name of the customer;

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- (d) the address of the site at which the specified service is supplied;
 - (e) the date and time at which the carriage service provider received the fault or service difficulty report from the customer;
 - (f) the date and time at which the guaranteed maximum rectification period expires in relation to the fault or service difficulty report;

Note: The guaranteed maximum rectification period that applies in relation to a fault or service difficulty report is ascertained by having regard to sections 11 and 12 of the CSG Standard.

- (g) if the carriage service provider and the customer made an arrangement of a kind mentioned in section 14 of the CSG Standard for rectification of the fault or service difficulty in a period shorter or longer than the guaranteed maximum rectification period – the date and time at which that period expires;
 - (h) the date and time at which the carriage service provider rectified the fault or service difficulty;
 - (i) the rectification period in working days;
 - (j) if the carriage service provider failed to comply with the guaranteed maximum rectification period or a period arranged under section 14 of the CSG Standard, and that failure is wholly or partly attributable to one or more acts or omissions by another carriage service provider – the name of the other carriage service provider and a description of those acts or omissions; and
 - (k) whether the site at which the specified service is supplied, is located in:
 - (i) an urban area;
 - (ii) a rural area; or
 - (iii) a remote area.
- (2) A ***fault or service difficulty report*** means a report made by a customer to a carriage service provider of a fault or service difficulty in respect of a specified service supplied by the carriage service provider to the customer other than a fault or service difficulty relating to an inoperative enhanced call handling feature on a specified service that includes an enhanced call handling feature.
- (3) For the purposes of this section, a fault or service difficulty report is ***relevant to the benchmark period*** if the carriage service provider that received the report is required to rectify the fault or service difficulty in the benchmark period.

11 Records relating to the keeping of appointments

- (1) A qualifying carriage service provider for a benchmark period must, in relation to each connection or rectification appointment:
 - (a) to which the carriage service provider is a party; and

(b) that is relevant to the benchmark period,

keep a record of:

(c) the name of the customer that is a party to the appointment;

(d) the address of the site of the appointment;

(e) the date of the appointment;

(f) the time of the appointment or, if an appointment is in the period between two particular times of the day, those two particular times;

Note: Subsection 16(3) of the CSG Standard provides that an appointment may be in the period between two particular times of the day.

(g) any changes made to the date, time or location of the appointment;

(h) the latest date and time by which the carriage service provider must be present at the site in order to be taken to have kept the appointment in accordance with section 17 of the CSG Standard;

Note: Section 17 of the CSG Standard sets out the criteria for determining whether an appointment is kept.

(i) the date and time at which the carriage service provider is present at the site; and

(j) if the carriage service provider failed to keep the appointment in accordance with section 17 of the CSG Standard, and that failure is wholly or partly attributable to one or more acts or omissions by another carriage service provider – the name of the other carriage service provider and a description of those acts or omissions.

(2) A **connection or rectification appointment** means an appointment for the purpose of a carriage service provider connecting a specified service or rectifying a fault or service difficulty in respect of a specified service supplied by the carriage service provider.

(3) For the purposes of this section, a connection or rectification appointment is **relevant to the benchmark period** if the carriage service provider that is a party to that appointment is required to keep that appointment during the benchmark period.

(4) For the purposes of this section, a **customer** of a carriage service provider includes a reference to a person who represents the customer.

Part 3 Retention of Records

12 Period for retention of records

If, in a benchmark period, a carriage service provider is required to keep a record of a matter described in Part 2, the carriage service provider must retain that record for a period that expires no earlier than two years after the end of that benchmark period.

Note: For example, if in accordance with Part 2, a carriage service provider keeps a record of a matter in the benchmark period commencing 1 October 2011 and ending 30 June 2012, that record must be retained until at least 30 June 2014.

Part 4 Reporting

13 Requirement to prepare compliance reports

- (1) A carriage service provider that is or was a qualifying carriage service provider for a benchmark period must, in accordance with this section, prepare a compliance report in respect of each reporting period that includes part of that benchmark period.
- (2) A compliance report must:
 - (a) include the information specified in Schedule 1; and
 - (b) be in the form specified in Schedule 2.
- (3) A *reporting period* means:
 - (a) the period commencing on 1 October 2011 and ending on 31 December 2011; and
 - (b) thereafter – each period of six months ending on 30 June or 31 December, as the case may be.

14 Requirement to give compliance reports to the ACMA

- (1) A carriage service provider that is or was a qualifying carriage service provider for a benchmark period must give to the ACMA a compliance report in respect of a reporting period that includes part of that benchmark period no later than 40 working days after the end of that reporting period, or such later time as agreed in writing by the ACMA.
- (2) A compliance report must be given to the ACMA by both of the following means:
 - (a) electronic transmission to the email address published for the purposes of this paragraph from time to time on the ACMA website; and
 - (b) delivery, by hand or registered post, to an office of the ACMA.
- (3) A compliance report delivered under paragraph 14(2)(b) may be in an electronic format of a kind agreed in writing by the ACMA.

Part 5 Audit

15 Auditing of compliance with these Rules

- (1) This section applies to a carriage service provider that is or was a qualifying carriage service provider for a benchmark period.

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- (2) Subject to subsection (5), the ACMA may, in accordance with subsections (3) or (4), by written notice given to the carriage service provider, require the carriage service provider to engage, at its own cost, an external auditor to audit the compliance of the carriage service provider with these Rules.
 - (3) The ACMA may require the carriage service provider to obtain one initial audit in respect of each compliance report which the carriage service provider is required to give to the ACMA under subsection 14(1).
 - (4) The ACMA may require the carriage service provider to obtain one follow-up audit in respect of each initial audit required under subsection (3) if the ACMA forms a view on reasonable grounds that the initial audit is inadequate.
 - (5) The ACMA may only require an audit under subsection (2) if it forms a view on reasonable grounds that an audit is necessary.

16 Audit terms of reference

- (1) This section applies to a carriage service provider that has received a notice given under subsection 15(2).
- (2) The carriage service provider must, no later than 21 days after receipt of the notice, or such longer period as the ACMA may agree in writing, give to the ACMA draft terms of reference of the audit.
- (3) The ACMA may, by written notice given to the carriage service provider:
 - (a) approve the draft terms of reference; or
 - (b) require the carriage service provider to make changes to the draft terms of reference.
- (4) Within 14 days after receipt of a notice given under paragraph (3)(b), or such longer period as the ACMA may agree in writing, the carriage service provider must provide to the ACMA revised terms of reference.
- (5) The ACMA may, by written notice given to the carriage service provider:
 - (a) approve the revised terms of reference; or
 - (b) specify the terms of reference of the audit, provided that it has formed the view on reasonable grounds that the revised terms of reference do not give effect to the changes notified under paragraph (3)(b).
- (6) The terms of reference of the audit must include:
 - (a) the objectives of the audit;
 - (b) the format of the auditor's opinion;
 - (c) the auditing standard or standards in accordance with which the audit must be conducted; and

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- (d) a timetable for the conduct of the audit, including the date by which the audit report is to be provided by the auditor to the carriage service provider.

Note: Section 18 sets out requirements relating to the provision of audit reports to the ACMA.

- (7) The objectives of the audit must include determining whether the carriage service provider:
 - (a) has prepared any compliance reports required under section 13; and
 - (b) kept any records of a kind described in Part 2 required under these Rules,in accordance with the requirements of these Rules.

17 Nomination of auditor

- (1) This section applies to a carriage service provider that has received a notice under paragraph 16(3)(a), 16(5)(a) or 16(5)(b), as the case may be.
- (2) The carriage service provider must, no later than 21 days after receipt of the notice, or such longer period as the ACMA may agree in writing, notify the ACMA in writing of its choice of auditor.
- (3) The ACMA may, by written notice given to the carriage service provider:
 - (a) approve the choice of auditor; or
 - (b) reject the choice of auditor.
- (4) Within 14 days after receipt of a notice given under paragraph (3)(b), or such longer period as the ACMA may agree in writing, the carriage service provider must notify the ACMA in writing of a new choice of auditor.
- (5) The ACMA may, by written notice given to the carriage service provider:
 - (a) approve the new choice of auditor; or
 - (b) require the carriage service provider to contract with a specified auditor or any auditor from a specified group of auditors.
- (6) The carriage service provider must take all necessary steps to ensure that the auditor:
 - (a) complies with the applicable terms of reference under section 16; and
 - (b) is able to form an opinion in relation to the achievement of the objectives of the audit referred to in subsection 16(7).

18 Requirement to provide audit report to the ACMA

- (1) This section applies to a carriage service provider if sections 15, 16 and 17 apply to the provider.
- (2) Upon receipt by the carriage service provider of the audit report from the auditor, the provider must:
 - (a) within 14 days; or
 - (b) or such longer period as the ACMA may agree in writing, give the audit report to the ACMA.
- (3) The carriage service provider must take all necessary steps to ensure that the auditor provides an audit report meeting the description in subsection (4).
- (4) For the purposes of this section, an ***audit report*** must include:
 - (a) an audit plan outlining the scope and coverage of the audit;
 - (b) an audit memorandum stating how the audit scope and objectives have been applied; and
 - (c) an expression of opinion as to whether the carriage service provider has:
 - (i) prepared any compliance reports required under section 13; and
 - (ii) kept any records of a kind described in Part 2 required under these Rules,in accordance with the requirements of these Rules.

Schedule 1 Information to be included in a compliance report

1 Information relating to the carriage service provider and reporting period

A compliance report must include:

- (a) the name of the carriage service provider;
- (b) the ABN of the carriage service provider;
- (c) the date on which the compliance report is prepared;
- (d) the start and end dates of the reporting period; and
- (e) the start and end dates of the benchmark period.

2 Information relating to the supply of CSG services

If a compliance report is in respect of a reporting period that ends on 31 December, the compliance report must include:

- (a) the number of CSG services supplied by the carriage service provider on the last day of the financial year preceding the benchmark period where the carriage service provider was obliged to comply with one or more performance standards in respect of the carriage service provider's supply of those CSG services; and
- (b) the number of CSG services supplied by the carriage service provider on the last day of the financial year preceding the benchmark period, in each of the following areas:
 - (i) urban areas;
 - (ii) major rural areas;
 - (iii) minor rural areas;
 - (iv) rural areas; and
 - (v) remote areas,

where the carriage service provider was obliged to comply with one or more performance standards in respect of the carriage service provider's supply of those CSG services.

Note: The information specified in item 2 is for the purpose of applying sections 4 and 5 of the Benchmark Instrument.

3 Performance information relating to in-place connections

- (1) A compliance report must include, in respect of each quarter covered by the report, the following information in relation to each nominated area:

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- (a) the number of requests that were required to be complied with by the carriage service provider during the quarter;
 - (b) of those requests that were required to be complied with by the carriage service provider during the quarter in a guaranteed maximum connection period –
 - (i) the number that were complied with in that period; and
 - (ii) the number that were not complied with in that period;
 - (c) of those requests that were required to be complied with by the carriage service provider during the quarter in a period arranged under section 9 of the CSG Standard –
 - (i) the number that were complied with in that period; and
 - (ii) the number that were not complied with in that period; and
 - (d) of those requests that were required to be complied with by the carriage service provider during the quarter in a guaranteed maximum connection period – the number that were not complied with in the guaranteed maximum connection period, where the carriage service provider's failure to do so was wholly or partly attributable to one or more acts or omissions by another carriage service provider.
- (2) For the purposes of subitem (1), **request** means a request made by a customer to a carriage service provider for a CSG service to be connected at a site that has an in-place connection.

4 Performance information relating to new connections

- (1) A compliance report must include, in respect of each quarter covered by the report, the following information in relation to each area described in subitem (2):
- (a) the number of requests that were required to be complied with by the carriage service provider during the quarter;
 - (b) of those requests that were required to be complied with by the carriage service provider during the quarter in a guaranteed maximum connection period –
 - (i) the number that were complied with in that period; and
 - (ii) the number that were not complied with in that period;
 - (c) of those requests that were required to be complied with by the carriage service provider during the quarter in a period arranged under section 9 of the CSG Standard –
 - (i) the number that were complied with in that period; and
 - (ii) the number that were not complied with in that period; and
 - (d) of those requests that were required to be complied with by the carriage service provider during the quarter in a guaranteed maximum connection period – the number that were not complied with in the

guaranteed maximum connection period, where the carriage service provider's failure to do so was wholly or partly attributable to one or more acts or omissions by another carriage service provider.

- (2) For the purposes of subitem (1), the areas are:
- (a) each nominated area; and
 - (b) each of the following areas within each nominated area:
 - (i) major rural areas;
 - (ii) minor rural areas;
 - (iii) remote areas; and
 - (iv) urban areas.
- (3) For the purposes of subitem (1), **request** means a request made by a customer to a carriage service provider for a CSG service to be connected at a site that does not have an in-place connection.

5 Performance information relating to faults or service difficulties

- (1) A compliance report must include, in respect of each quarter covered by the report, the following information in relation to each area described in subitem (3):
- (a) the number of faults or service difficulties reported that were required to be rectified by the carriage service provider in the quarter;

Note: “**Fault or service difficulty**” does not include an inoperative enhanced call handling feature (see subitem 5(2) of this Schedule and also subsection 7(3) of the Benchmarks Instrument). Reports relating to inoperative enhanced call handling features are also excluded from the record-keeping rules in Part 2 (see subsection 10(2) of these Rules). Consequently, a compliance report will not include reports of faults or service difficulties of that kind.
 - (b) of those faults or service difficulties reported that were required to be rectified by the carriage service provider in the quarter in a guaranteed maximum rectification period –
 - (i) the number that were rectified in that period; and
 - (ii) the number that were not rectified in that period; and
 - (c) of those faults or service difficulties reported that were required to be rectified by the carriage service provider in the quarter in a guaranteed maximum rectification period – the number that were not rectified in that period, where the carriage service provider's failure to do so was wholly or partly attributable to one or more acts or omissions by another carriage service provider.
- (2) In this item, **fault or service difficulty** does not include a fault or service difficulty relating to an inoperative enhanced call handling feature on a specified service that includes an enhanced call handling feature.
- (3) For the purposes of subitem (1), the areas are:

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- (a) each nominated area; and
 - (b) each of the following areas within each nominated area:
 - (i) remote areas;
 - (ii) rural areas; and
 - (iii) urban areas.

6 Performance information relating to the keeping of appointments

A compliance report must include, in respect of each quarter covered by the report, the following information in relation to each nominated area:

- (a) the number of connection or rectification appointments that were required to be kept by the carriage service provider during the quarter;
- (b) of those connection or rectification appointments that were required to be kept by the carriage service provider during the quarter –
 - (i) the number that are taken, under section 17 of the CSG Standard, to have been kept; and
 - (ii) the number that are taken, under section 17 of the CSG Standard, to have been missed; and
- (c) of those connection or rectification appointments that were required to be kept by the carriage service provider during the quarter – the number that are taken to have been missed, where the carriage service provider's failure to keep the appointment was wholly or partly attributable to one or more acts or omissions by another carriage service provider.

Schedule 2 Form of Compliance Report

Instructions for completion of this form -

- All fields in the tables must be completed (nil returns must be specified where appropriate).
- Tables 3 to 6 require insertion of the end date of the relevant quarters to which the information in those tables relates.

Table 1 – Information relating to the carriage service provider and the reporting period

Name of carriage service provider	
ABN of carriage service provider	
Date on which compliance report was prepared	
Start and end dates for the reporting period	
Start and end dates for the benchmark period	

Note : The information to be included in Table 1 is the information referred to in item 1 of Schedule 1.

Table 2 – Information relating to the supply of CSG services

Information relating to CSG Services	For [insert (last day of financial year preceding the benchmark period)]					
	Urban Areas	Major Rural Areas	Minor Rural Areas	Rural Areas	Remote Areas	Australia
Number of CSG services						

Note 1: The information in Table 2 is only required in relation to reporting periods ending on 31 December.

Note 2: The information to be included in Table 2 is the information referred to in item 2 of Schedule 1.

Table 3 – Performance information relating to in-place connections

Nominated area	In-place connections	For quarter ending [insert]	For quarter ending [insert]
New South Wales and the Australian	Number of requests		
	Number (complied – GMCP)		

Capital Territory	Number (did not comply – GMCP)		
	Number (complied – CSG Standard (section 9) arrangement)		
	Number (did not comply – CSG Standard (section 9) arrangement)		
	Number (did not comply – GMCP – other CSP)		
Victoria	Number of requests		
	Number (complied – GMCP)		
	Number (did not comply – GMCP)		
	Number (complied – CSG Standard (section 9) arrangement)		
	Number (did not comply – CSG Standard (section 9) arrangement)		
	Number (did not comply – GMCP – other CSP)		
Queensland	Number of requests		
	Number (complied – GMCP)		
	Number (did not comply – GMCP)		
	Number (complied – CSG Standard (section 9) arrangement)		
	Number (did not comply – CSG Standard (section 9) arrangement)		
	Number (did not comply – GMCP – other CSP)		
Western Australia	Number of requests		
	Number (complied – GMCP)		
	Number (did not comply – GMCP)		
	Number (complied – CSG Standard (section 9) arrangement)		
	Number (did not comply – CSG Standard (section 9) arrangement)		
	Number (did not comply – GMCP – other CSP)		
South Australia	Number of requests		
	Number (complied – GMCP)		
	Number (did not comply – GMCP)		
	Number (complied – CSG Standard (section 9) arrangement)		
	Number (did not comply – CSG Standard (section 9) arrangement)		
	Number (did not comply – GMCP –		

	other CSP)		
Tasmania	Number of requests		
	Number (complied – GMCP)		
	Number (did not comply – GMCP)		
	Number (complied – CSG Standard (section 9) arrangement)		
	Number (did not comply – CSG Standard (section 9) arrangement)		
	Number (did not comply – GMCP – other CSP)		
Northern Territory	Number of requests		
	Number (complied – GMCP)		
	Number (did not comply – GMCP)		
	Number (complied – CSG Standard (section 9) arrangement)		
	Number (did not comply – CSG Standard (section 9) arrangement)		
	Number (did not comply – GMCP – other CSP)		
Australia	Number of requests		
	Number (complied – GMCP)		
	Number (did not comply – GMCP)		
	Number (complied – CSG Standard (section 9) arrangement)		
	Number (did not comply – CSG Standard (section 9) arrangement)		
	Number (did not comply – GMCP – other CSP)		

Note 1: The information to be included in Table 3 is the information referred to in item 3 of Schedule 1.

Note 2: In Table 3, **GMCP** means guaranteed maximum connection period and **CSP** means carriage service provider.

Note 3: In Table 3, entries in the rows marked “Number (did not comply – GMCP)” must comprise all requests that were subject to, but were not complied with in, the guaranteed maximum connection period, including those that were not complied with due to acts or omissions by another carriage service provider.

Table 4 – Performance information relating to new connections

Nominated area	New connections	For quarter ending [insert]				
		Urban Areas	Major Rural Areas	Minor Rural Areas	Remote Areas	Total

New South Wales and the Australian Capital Territory	Number of requests					
	Number (complied – GMCP)					
	Number (did not comply – GMCP)					
	Number (complied – CSG Standard (section 9) arrangement)					
	Number (did not comply – CSG Standard (section 9) arrangement)					
	Number (did not comply – GMCP – other CSP)					
Victoria	Number of requests					
	Number (complied – GMCP)					
	Number (did not comply – GMCP)					
	Number (complied – CSG Standard (section 9) arrangement)					
	Number (did not comply – CSG Standard (section 9) arrangement)					
	Number (did not comply – GMCP – other CSP)					
Queensland	Number of requests					
	Number (complied – GMCP)					
	Number (did not comply – GMCP)					
	Number (complied – CSG Standard (section 9) arrangement)					
	Number (did not comply – CSG Standard (section 9) arrangement)					
	Number (did not comply – GMCP – other CSP)					
Western Australia	Number of requests					
	Number (complied – GMCP)					
	Number (did not comply – GMCP)					
	Number (complied –					

	CSG Standard (section 9) arrangement)					
	Number (did not comply – CSG Standard (section 9) arrangement)					
	Number (did not comply – GMCP – other CSP)					
South Australia	Number of requests					
	Number (complied – GMCP)					
	Number (did not comply – GMCP)					
	Number (complied – CSG Standard (section 9) arrangement)					
	Number (did not comply – CSG Standard (section 9) arrangement)					
	Number (did not comply – GMCP – other CSP)					
Tasmania	Number of requests					
	Number (complied – GMCP)					
	Number (did not comply – GMCP)					
	Number (complied – CSG Standard (section 9) arrangement)					
	Number (did not comply – CSG Standard (section 9) arrangement)					
	Number (did not comply – GMCP – other CSP)					
Northern Territory	Number of requests					
	Number (complied – GMCP)					
	Number (did not comply – GMCP)					
	Number (complied – CSG Standard (section 9) arrangement)					
	Number (did not comply – CSG Standard (section 9) arrangement)					
	Number (did not comply – GMCP – other CSP)					

Australia	Number of requests					
	Number (complied – GMCP)					
	Number (did not comply – GMCP)					
	Number (complied – CSG Standard (section 9) arrangement)					
	Number (did not comply – CSG Standard (section 9) arrangement)					
	Number (did not comply – GMCP – other CSP)					

- Note 1:* The information to be included in Table 4 is the information referred to in item 4 of Schedule 1.
- Note 2:* In Table 4, **GMCP** means guaranteed maximum connection period and **CSP** means carriage service provider.
- Note 3:* In Table 4, entries in the rows marked “Number (did not comply – GMCP)” must comprise all requests that were subject to, but were not complied with in, the guaranteed maximum connection period, including those that were not complied with due to acts or omissions by another carriage service provider.
- Note 4:* If more than one quarter is covered by the report, a table in the form of Table 4 must be included in relation to each quarter.

Table 5 – Performance information relating to faults or service difficulties

Nominated area	Faults or service difficulties	For quarter ending [insert]			
		Urban Areas	Rural Areas	Remote Areas	Total
New South Wales and the Australian Capital Territory	Number of reports				
	Number (complied – GMRP)				
	Number (did not comply – GMRP)				
	Number (did not comply – GMRP – other CSP)				
Victoria	Number of reports				
	Number (complied – GMRP)				

	Number (did not comply – GMRP)				
	Number (did not comply – GMRP – other CSP)				
Queensland	Number of reports				
	Number (complied – GMRP)				
	Number (did not comply – GMRP)				
	Number (did not comply – GMRP – other CSP)				
Western Australia	Number of reports				
	Number (complied – GMRP)				
	Number (did not comply – GMRP)				
	Number (did not comply – GMRP – other CSP)				
South Australia	Number of reports				
	Number (complied – GMRP)				
	Number (did not comply – GMRP)				
	Number (did not comply – GMRP – other CSP)				
Tasmania	Number of reports				
	Number (complied – GMRP)				
	Number (did not comply – GMRP)				
	Number (did not				

	comply – GMRP – other CSP)				
Northern Territory	Number of reports				
	Number (complied – GMRP)				
	Number (did not comply – GMRP)				
	Number (did not comply – GMRP – other CSP)				
Australia	Number of reports				
	Number (complied – GMRP)				
	Number (did not comply – GMRP)				
	Number (did not comply – GMRP – other CSP)				

- Note 1:* The information to be included in Table 5 is the information referred to in item 5 of Schedule 1.
- Note 2:* In Table 5, **GMRP** means guaranteed maximum rectification period and **CSP** means carriage service provider.
- Note 3:* In Table 5, entries in the rows marked “Number (did not comply – GMRP)” must comprise all faults or service difficulties reported that were subject to, but were not rectified in, the guaranteed maximum rectification period, including those that were not rectified in that period due to acts or omissions by another carriage service provider.
- Note 4:* If more than one quarter is covered by the report, a table in the form of Table 5 must be included in relation to each quarter.

Table 6 – Performance information relating to the keeping of appointments

Nominated area	Appointment keeping	Quarter ending [insert]	Quarter ending [insert]
New South Wales and the Australian Capital Territory	Number of appointments		
	Number (complied)		
	Number (did not comply)		
	Number (did not comply – other CSP)		
Victoria	Number of appointments		
	Number (complied)		

	Number (did not comply)		
	Number (did not comply – other CSP)		
Queensland	Number of appointments		
	Number (complied)		
	Number (did not comply)		
	Number (did not comply – other CSP)		
Western Australia	Number of appointments		
	Number (complied)		
	Number (did not comply)		
	Number (did not comply – other CSP)		
South Australia	Number of appointments		
	Number (complied)		
	Number (did not comply)		
	Number (did not comply – other CSP)		
Tasmania	Number of appointments		
	Number (complied)		
	Number (did not comply)		
	Number (did not comply – other CSP)		
Northern Territory	Number of appointments		
	Number (complied)		
	Number (did not comply)		
	Number (did not comply – other CSP)		
Australia	Number of appointments		
	Number (complied)		
	Number (did not comply)		
	Number (did not comply – other CSP)		

Note 1: The information to be included in Table 6 is the information referred to in item 6 of Schedule 1.

Note 2: In Table 6, **CSP** means carriage service provider.