

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Additional Estimates Spill-Over Hearing March 2017**

**Communications Portfolio**

**Australian Communications and Media Authority**

**Question No: 280**

**The Australian Communications and Media Authority**

**Hansard Ref: Page 30-31, 24/03/2017**

**Topic: Delegated functions to outsourced providers – management process**

**Senator Urquhart, Anne asked:**

**Senator URQUHART:** In terms of managing them, what oversight do you have? Do you manage them entirely on a regular, day-to-day basis? How do you do that?

**Mr Bean:** We have staff who are responsible for numbering functions and the functioning of the Do Not Call Register and so on and for the services that are provided in the maritime context. Needless to say, it is part of their job to ensure that the services that are being provided to industry by those providers are provided in an appropriate way, and they receive information about that. If issues arise, they raise them with the providers and so on in the normal course.

**Senator URQUHART:** Is that done in a regular reporting process? What is that process exactly? Can you just spell it out a little for me.

**Mr Bean:** I could ask one of my colleagues to come and do that for you, or we can provide you a more detailed answer on notice.

**Senator URQUHART:** Maybe just give me a brief update now and, if you are able to provide some more detail on notice, that would be great.

**Ms McNeill:** I can speak to both the contract with Salmat for the provision of Do Not Call Register services and the contract with ZOAK, which is for the provision of numbering administration services that they provide. Both those contracts have written into them particular performance standards and performance indicators that the providers are required to meet. There are reports on those on a regular basis, against which checks are made before payments are made under the contracts. I do not have the particular performance indicators to hand, but—

**Senator URQUHART:** I am happy to receive that on notice.

**Ms McNeill:** if you have a particular interest, I am happy to provide those on notice. Separately, if there are particular what I will call indicators of concern, we have the ability to conduct, and have from time to time conducted, what I will call spot checks of particular features of the services that are provided.

**Senator URQUHART:** That is great, but if you could give me a little more detail on notice around those indicators—

**Ms McNeill:** Certainly.

**Answer:**

The Australian Communications and Media Authority (ACMA) manages two contracts for the provision of delegated services. Salmat Digital Pty Ltd (Salmat) has been contracted to provide Do Not Call Register services [www.donotcall.gov.au](http://www.donotcall.gov.au) and ZOAK Solutions Pty Ltd (ZOAK) has been contracted to provide numbering allocation and administration services [www.thenumberingsystem.com.au](http://www.thenumberingsystem.com.au).

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The contract with Salmat contains five Performance Standards (incorporating 13<sup>1</sup> Key Performance Indicators (KPIs)). A copy of the Performance Standards for the government's contract for provision of Do Not Call Register services is at **Attachment A**.

The contract with ZOAK contains a Service Level Agreement regarding the three key services of the Numbering System (system availability, processing time for Numbering System transactions and customer service complaints and inquiry handling. The three services incorporate 43 KPIs). A copy of the Service Level Agreement for the government's contract for the provision of numbering allocation and administration services is at **Attachment B**.

Each contract requires the contractor to report monthly on its performance against the KPIs. In addition, Salmat provides weekly written updates on its performance against key service standards. The ACMA reviews the contractor's performance against the relevant contract KPIs. Under each contract, the contractor's failure to meet one or more KPIs triggers financial penalty provisions.

The ACMA supplements this formal monthly KPI reporting and assessment process with regular contract management meetings and daily interaction with operational staff at the relevant contractor to actively manage the contracts.

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<sup>1</sup> The government's contract with Salmat provided for a pool of KPIs from which the Contractor and the ACMA agreed the final contract KPIs. The agreed final contract KPI's excluded pool KPI11.

**Attachment A: Performance Standards – Contract for the Provision of Do Not Call Register services**

<b>Performance Standard</b>	<b>Obligation</b>	<b>Service level</b>
<b>Performance standard 1</b>  <b>SERVICE CENTRE</b>	The contracted service provider (CSP) must provide an in-bound service centre resourced with staff trained specifically for the Register services. This includes: <ul style="list-style-type: none"> <li>• processing correspondence;</li> <li>• requests to register, check, amend and remove numbers;</li> <li>• process enquiries and complaints during the required hours of operation.</li> </ul>	All KPIs for PS1 met.
<b>KPI1</b>  <b>Service centre</b>  <b>Outcome:</b> Service centre has high availability.	The service centre must operate in all states and territories (local time), this channel must be made available at a minimum, between 8.30 am and 5 pm Monday to Friday, except on National public holidays (NPH).  This includes all local time zones, i.e. taking into account Eastern Standard Time (EST), Central Standard Time and Western Standard Time, and all changes due to daylight savings periods <sup>i</sup> .	99.5% operational availability.
<b>KPI2</b>  <b>Inbound calls (to Service centre)</b>  <b>Outcome:</b> Calls answered in a timely manner.	The CSP must provide an in-bound service centre for receiving telephone requests to register, check, remove and amend numbers and take enquiries and complaints.	80% of inbound calls answered by a Customer Service Representative (CSR) in 20 seconds or less (excluding the time for any automated service to connect the call to the CSR queuing line).  Includes answered, abandoned, blocked and forced-busy calls.
<b>KPI3</b>	The CSP must have in place systems and processes to manage correspondence. This includes any and all correspondence (such as	95% of all correspondence (including incomplete or ineligible Register applications)

Performance Standard	Obligation	Service level
<p><b>Correspondence processing in the Service centre</b></p> <p><b>Outcome:</b> Correspondence is responded to in a timely manner.</p>	<p>email, e-form, facsimiles, postal) relating to the Register: applications, enquiries, complaints. ACMA correspondence is also included.</p>	<p>captured, categorised, stored (if applicable), processed according to the agreed business process and responded to by COB next business day (if applicable).</p>
<p><b>KPI4</b></p> <p><b>CSR Quality</b> (in accordance with an agreed QA framework).</p> <p><b>Outcome:</b> High quality calls and data entry.</p>	<p>The CSP must provide CSR resources that are trained to provide the services for the Register.</p>	<p>All CSR quality testing (minimum sample size of 2% of calls) must achieve 85%.</p>
<p><b>KPI5</b></p> <p><b>Quality assurance</b> (in accordance with QA framework)</p> <p><b>Outcome:</b> Overall customer satisfaction.</p>	<p>The CSP must provide satisfactory service to customers of the Register.</p> <p>The arrangements for customer service satisfaction surveys will be agreed and documented during the ‘Transition In’ period on the understanding that the satisfaction surveys, will involve a random sampling of Users and completion of a survey over the telephone or via email. It is understood between the parties that the questions asked in the survey will be set by the ACMA in consultation with the CSP.</p>	<p>Survey to be based on customer satisfaction survey as approved by the ACMA with a score of 80% of customers satisfied or above on a sample size of at least 2%.</p> <p>Industry and the general public may require different survey questions.</p>
<p><b>Performance Standard 2</b></p>	<p>The CSP must have in place appropriate systems and processes to enable registration, removal checking and amending of numbers by applicants.</p>	<p>All KPIs for PS2 met.</p>

Performance Standard	Obligation	Service level
<p><b>REGISTRATION SERVICE</b></p> <p><b>Provide a convenient, efficient, and reliable applications service with a high level of customer service</b></p>		
<p><b>KPI6</b></p> <p><b>Automated Registrations services</b> supporting web and automated telephone channels (i.e. without requiring intervention by a human operator).</p> <p><b>Outcome:</b> Applicants can register, amend, remove, and check numbers 24/7.</p>	<p>The CSP will provide an automated registration service using the following channels unless otherwise agreed with ACMA:</p> <ul style="list-style-type: none"> <li>• Web based registration;</li> <li>• Telephone registration (IVR and / or Service Centre).</li> </ul>	<p>99.5% operational availability of the automated registrations service during the required hours of operation<sup>ii</sup>.</p>
<p><b>KPI7</b></p> <p><b>Applications services processing times</b></p> <p>For valid and completed applications.</p>	<p>The CSP solution will support the following registration channels unless otherwise agreed with ACMA:</p> <ul style="list-style-type: none"> <li>• Web based registration;</li> <li>• Telephone registration (IVR and / or Service Centre);</li> <li>• Mail/fax/email registration.</li> </ul>	<p>99% complete applications processed by the close of business on the next business day of receipt of a completed application.</p>

Performance Standard	Obligation	Service level
<p><b>Outcome:</b> applications are completed on same day for “completed applications”.</p>	<p>A completed application is a verified application that contains all necessary information.</p>	
<p><b>Performance Standard 3</b></p> <p><b>WASHING SERVICE</b></p> <p><b>Efficient, reliable, easy to use washing service for access seekers.</b></p>	<p>The Register provides a Washing Service that allows individuals and organisations (Access seekers) to access the DNCR to check or "wash" their contact lists against the numbers listed on the Register. This aids Access seekers to avoid being in contravention of the DNCR legislation. Fees generally apply.</p>	<p>All KPIs for PS3 met.</p>
<p><b>KPI8</b></p> <p><b>Washing service availability</b></p> <p><b>Outcome:</b> High availability for the washing service.</p>	<p>The CSP must have in place systems and processes to enable four washing channels:</p> <ul style="list-style-type: none"> <li>• Manual quick entry: involving direct entry and result display into a secure web page;</li> <li>• Manual file upload: involving transmission of lists via secure file upload/download;</li> <li>• Automated file transfer via secure transfer;</li> <li>• Real time via secure transfer.</li> </ul>	<p>99.5% operational availability during the 24x7 required hours of operation service.</p> <p>This will not include upload or download time as this depends upon the access seeker systems and links.</p>
<p><b>KPI 9</b></p> <p><b>Washing Service timeliness</b></p>	<p>The CSP must have in place systems and processes to enable the timely washing of lists.</p> <p>Applies to all washing channels.</p>	<p>Complete wash and return 97% of eligible washing files within 60 seconds of receipt to Access seeker.</p> <p>If the washing file is ineligible an error report must be returned to</p>

Performance Standard	Obligation	Service level
<b>Outcome:</b> washing lists is done in a timely manner.		the access seeker within 60 seconds.
<b>Performance Standard 4</b> <b>COMPLAINTS &amp; ENQUIRIES SERVICE</b> <b>INVESTIGATIONS SUPPORT SERVICE</b>	<p>The CSP must have in place systems and processes to receive enquiries and complaints about any aspect of the Register, its operations and the rights and obligations of citizens, businesses and other organisations under the DNCR legislation.</p> <p>The CSP must have in place systems and processes to Support investigations</p>	All KPIs for PS4 met
<b>KPI10</b> <b>Complaints &amp; Enquiries Level 1</b> <b>Outcome:</b> CSP processes and closes Level 1 in a timely manner.	<p>Record and action Level 1:</p> <p>Level 1 will be for CSP users.</p>	99% Level 1 closed according to business process within same business day of receipt.
<b>KPI12 investigations</b> <b>Outcome:</b> Investigations provided with timely information.	<p>The CSP provides the ACMA with data regarding the usage of the Registration Service and the Washing Service. This is used by the ACMA to evaluate alleged instances of non-compliance, assess the severity of breaches, and conduct investigations and prosecutions as required.</p>	95% of investigations data made available to the ACMA by 5pm on the following business day.

Performance Standard	Obligation	Service level
<b>Performance Standard 5</b>  <b>INFORMATION MANAGEMENT AND COMMUNICATIONS</b>	The CSP has systems and processes in place to conduct communications with key stakeholders	All KPIs met.
<b>KPI13</b>  <b>Website</b>  <b>Outcome:</b> High availability of the Register website.	The CSP constructs and maintains a Content Management System (CMS) driven website able to deliver the required applications and the ACMA’s legislative and regulatory requirements (registration, washing, complaints and enquiries).	99.5% operational availability during the required 24/7 hours of operation.
<b>KPI14</b>  <b>Industry communications</b>  <b>Outcome:</b> Information made available to industry.	The CSP has service management processes in place including: Incident Management, Problem Management and Request Fulfilment activities providing day-to-day support of services through:  proper registration, categorisation and prioritisation of incidents;  timely handling of incidents with respect to performance targets set in the SLA;  communication and collaboration with involved stakeholders including the ACMA.	100% of active account holders notified <sup>iii</sup> of outages that affect the service: <ul style="list-style-type: none"> <li>• Unplanned: Priority 1 and 2 within 30 minutes of being identified;</li> <li>• Planned: within 1 business day before outage.</li> </ul>



**Attachment B – Contract for Numbering Services - Service Level Agreement**

**1. Service Levels and measures**

1.1. Production Environment Availability

1.1.1. Service Levels

Service	Service Level	Measurement and Method	Exclusions
<b>Production Environment Availability</b>			
Web Interface	99.5% operational availability on a 24/7 basis.	Successful login to the Numbering System within 10 seconds measured using method set out in paragraph 4.1.2 (a).	Login attempts made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.
XML Interface	99.5% operational availability on a 24/7 basis.	Failed login response returned from the numbering system XML interface within 10 seconds measured using method set out in paragraph 4.1.2(b).	Login attempts made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.
Bi-directional Interface	99.5% operational availability on a 24/7 basis.	Failed port start event returned from the numbering systems bi-directional interface within 10 seconds measured using method	Login attempts made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level

		set out in paragraph 4.1.2(c).	
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## 1.2. Transaction Specific Processing

### 1.2.1. Service Levels

Service	Service Level	Measurement & Method	Exclusions
<b>FLRPRNs#</b>			
FLRPRN allocations via the Web and XML Interfaces	<ul style="list-style-type: none"> <li>▪ 95% of transactions processed within 2 seconds.</li> <li>▪ 99.9% of transactions processed within 5 seconds.</li> </ul>	Elapsed execution time in seconds (end time – start time) of each FLRPRN allocation application, measured in accordance with the method at item 4.2.2	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in respect of more than 10 FLRPRNs will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.1 will not be counted towards the assessment of the Service Level.</p>
FLRPRN special allocation via the Web Interface	<ul style="list-style-type: none"> <li>▪ 95% within 2 seconds</li> <li>▪ 99.9% within 5 seconds</li> </ul>	Elapsed execution time in seconds (end time – start time) of each FLRPRN special allocation request,	Applications made during the first four hours (or such longer period as agreed) per month of

		<p>measured in accordance with the method at item 4.2.2</p>	<p>scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in respect of more than 10 FLRPRNs will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <i>primary transaction</i> or a <i>secondary transaction</i> mentioned at item 4.4.1 will not be counted towards the assessment of the Service Level.</p>
<p>FLRPRN transfers including offer, cancel, accept and reject functionality, via the Web Interface</p>	<ul style="list-style-type: none"> <li>▪ 95% within 2 seconds</li> <li>▪ 99.9% within 5 seconds</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) for completion of each function of the transfer process (i.e. offer, cancel, accept, reject) for FLRPRN measured in accordance with the method at item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in respect of more than 10 FLRPRNs will not be counted towards the assessment of the Service Level.</p>

			Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.1 will not be counted towards the assessment of the Service Level.
FLRPRN surrender via the Web or XML Interfaces	<ul style="list-style-type: none"> <li>▪ 95% within 2 seconds</li> <li>▪ 99.9% within 5 seconds</li> </ul>	Elapsed execution time in seconds (end time – start time) for each FLRPRN surrender application, measured in accordance with item 4.2.2.	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in respect of more than 10 FLRPRNs will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.1 will not be counted towards the assessment of the Service Level.</p>
<b>Smartnumber# EROU</b>			

<p>Smartnumber EROU assignment via the Web Interface</p>	<ul style="list-style-type: none"> <li>▪ 95% within 2 seconds</li> <li>▪ 99.9% within 5 seconds</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) from start of application for assignment of smartnumber until completion, measured in accordance with the method at item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in respect of more than 10 smartnumbers will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <i>primary transaction</i> or a <i>secondary transaction</i> mentioned at item 4.4.1 will not be counted towards the assessment of the Service Level.</p>
<p>Smartnumber EROU trade, including offer, cancel, accept and reject functionality, via the Web Interface</p>	<ul style="list-style-type: none"> <li>▪ 95% within 2 seconds</li> <li>▪ 99.9% within 5 seconds</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) for completion of each function of a Smartnumber EROU trade (i.e. offer, cancel, accept, reject) measured in accordance with the method at item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in respect of more than 10 smartnumbers will not be counted</p>

			<p>towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.1 will not be counted towards the assessment of the Service Level.</p>
<b>Geographic numbers#</b>			
<p>Geographic number standard allocation via the Web Interface (application for 20 blocks or fewer)</p>	<ul style="list-style-type: none"> <li>▪ 95% within 2 seconds</li> <li>▪ 99.9% within 5 seconds</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) for standard geographic number applications, measured in accordance with the method at item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.</p>
<p>Geographic number bulk allocation# via the Web Interface (application for between 21 and 100 (inclusive) blocks of geographic numbers)</p>	<ul style="list-style-type: none"> <li>▪ 95% within 60 seconds</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) for standard geographic number applications, measured in accordance with the method at item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p>

			Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.
Geographic number allocations that are national allocations#	<ul style="list-style-type: none"> <li>▪ 95% within 40 minutes</li> </ul>	Elapsed execution time in seconds (end time – start time) for standard geographic number applications, measured in accordance with the method at item 4.2.2	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.</p>
Geographic number transfer, including offer, cancel, accept and reject functionality, via the Web Interface	<ul style="list-style-type: none"> <li>▪ 95% within 2 seconds</li> <li>▪ 99.5% within 5 seconds</li> </ul>	Elapsed execution time in seconds (end time – start time) for completion of each function of the transfer process (i.e. offer, cancel, accept, reject) for geographic numbers measured in accordance with the method at item 4.2.2	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary</b></p>

			<i>transaction</i> or a <i>secondary transaction</i> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.
Geographic numbers surrender via the Web Interface	<ul style="list-style-type: none"> <li>▪ 95% within 2 seconds</li> <li>▪ 99.5% within 5 seconds</li> </ul>	Elapsed execution time in seconds (end time – start time) for each surrender application for geographic numbers, measured in accordance with the method at item 4.2.2	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <i>primary transaction</i> or a <i>secondary transaction</i> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.</p>
<b>Mobile numbers<sup>#</sup></b>			
Mobile number standard allocations via the Web Interface	<ul style="list-style-type: none"> <li>▪ 95% within 2 seconds</li> <li>▪ 99.5% within 5 seconds</li> </ul>	Elapsed execution time in seconds (end time – start time) for standard applications for allocation of mobile numbers, measured in accordance with the method at item 4.2.2	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in relation to more than 10 blocks of mobile numbers will not be</p>



			<p>counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.</p>
<p>Mobile number special allocations application receipt and submission (time taken for receipt and submission of the application to the ACMA, but not including the time for the ACMA to consider the application and send a response back)</p>	<ul style="list-style-type: none"> <li>• 95% within 2 seconds</li> <li>• 99.9% within 5 seconds</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) for receipt and submission of non-standard applications for allocation of mobile numbers, measured in accordance with the method at item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in relation to more than 10 blocks of mobile numbers will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.</p>

<p>Mobile number transfer (including offer, cancel, accept and reject functionality) via the Web Interface</p>	<ul style="list-style-type: none"> <li>• 95% within 2 seconds</li> <li>• 99.9% within 5 seconds</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) for each function of the transfer of a mobile number (i.e. offer, cancel, accept and reject), measured in accordance with the method at item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in relation to more than 10 blocks of mobile numbers will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <i>primary transaction</i> or a <i>secondary transaction</i> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.</p>
<p>Mobile number surrender via the Web Interface</p>	<ul style="list-style-type: none"> <li>• 95% within 2 seconds</li> <li>• 99.9% within 5 seconds</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) for each application to surrender a mobile number, measured in accordance with the method at item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in relation to more than 10 blocks of mobile numbers will not be</p>

			<p>counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.</p>
<b>Other numbers#</b>			
<p>Standard allocations for other numbers via the Web Interface</p>	<ul style="list-style-type: none"> <li>• 95% within 2 seconds</li> <li>• 99.9% within 5 seconds</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) for each standard application for allocation of ‘other numbers’, measured in accordance with the method at item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in relation to more than 10 blocks of other numbers will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.</p>

<p>Transfers of other numbers (including offer, cancel, accept and reject functionality) via the Web Interface</p>	<ul style="list-style-type: none"> <li>• 95% within 2 seconds</li> <li>• 99.9% within 5 seconds</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) for each function of the transfer of an ‘other number’ (i.e. offer, accept and reject), measured in accordance with the method of item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in relation to more than 10 blocks of other numbers will not be counted towards the assessment of the Service Level.</p> <p>Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.</p>
<p>Surrender of other numbers via the Web Interface</p>	<ul style="list-style-type: none"> <li>• 95% within 2 seconds</li> <li>• 99.9% within 5 second</li> </ul>	<p>Elapsed execution time in seconds (end time – start time) for each application to surrender an ‘other number’, measured in accordance with the method in item 4.2.2</p>	<p>Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Applications for transactions in relation to more than 10 blocks of other numbers will not be counted</p>

			towards the assessment of the Service Level.  Applications in relation to transactions that are a <b>primary transaction</b> or a <b>secondary transaction</b> mentioned at item 4.4.2 will not be counted towards the assessment of the Service Level.
<b>Account Registration</b>			
Submission of application for registration as a CSP, smartnumber client or registered inquirer	<ul style="list-style-type: none"> <li>• 95% within 5 seconds</li> <li>• 98% within 10 seconds</li> </ul>	Elapsed execution time in seconds (end time – start time – wait time (see item 4.2.3)) to process an application for a CSP, a smartnumber client or a registered inquirer from submission until complete, measured in accordance with the method in item 4.2.2	Applications made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level

### 1.3. Service Centre – Complaints and Enquiries

#### 1.3.1. Service Levels

Service	Service Level	Measure and method	Exclusions
<b>Service Centre</b>			
Service centre phone calls - answered	<ul style="list-style-type: none"> <li>▪ 80% phone calls received in Business Hours answered.</li> </ul>	The call times in seconds as recorded by the service centre telephone system. Calls that appear	Phone calls made during the first four hours (or such longer period as agreed) per month of

		as unanswered calls in the daily call logs will be recorded as an unanswered call if the duration was at least 20 seconds.	<p>scheduled maintenance periods will not be counted towards the assessment of the Service Level.</p> <p>Phone calls received out of Business Hours will not be counted towards the assessment of the Service Level.</p>
Service centre email enquiries	<ul style="list-style-type: none"> <li>▪ 99% email enquiries receive first response within the same Business Day as received.</li> <li>▪ Note: Requests received after Business Hours on a Business Day, or at any time on a day other than a Business Day, are considered to have been received at 8.30am on the next Business Day.</li> </ul>	The time taken in seconds from the receipt of the email enquiry until service centre personnel send first response to the email enquiry, recorded in accordance with the method of measurement at item 4.3.2.	Emails sent during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.
Service centre – simple enquiries* (whether received by email or phone)	<ul style="list-style-type: none"> <li>▪ 99% of simple enquiries resolved within eight Business Hours of receipt of the inquiry</li> </ul>	All service centre enquiries will be tracked and recorded in accordance with the method of measurement at item 4.3.2	Enquiries made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.
Service centre – complex enquiries* (whether received by email or phone)	<ul style="list-style-type: none"> <li>▪ 99% of complex enquiries resolved within five Business Days of receipt of enquiry</li> </ul>	All service centre enquiries will be tracked and recorded in accordance with the method of measurement at item 4.3.2.	Enquiries made during the first four hours (or such longer period as agreed) per month of scheduled maintenance periods will not be counted towards the assessment of the Service Level.

			<p>If the enquiry is escalated to the ACMA or the Zoak development team, any time between when the matter is escalated and when a response is received from the ACMA or the Zoak development team is excluded from the calculation.</p>
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