



**Edmund H. Burry**  
Manager - Regulatory Reporting  
Fort William Building  
P.O. Box 2110  
St. John's, NL  
Canada A1C 5H6  
Bus: (709) 739-2003  
Fax: (709) 739-3122  
E-mail [regulatory.matters@aliant.ca](mailto:regulatory.matters@aliant.ca)

2005 10 18

Ms. Diane Rhéaume  
Secretary General  
Canadian Radio-Television and  
Telecommunications Commission  
Ottawa, Ontario  
K1A 0N2

Dear Ms. Rhéaume:

Subject: **Quality of Service Indicators – Exception Reporting – September 2005**

1. Pursuant to paragraph 90 of Decision 97-16, Quality of Service Indicators for Use in Telephone Company Regulation, which outlines reporting requirements for below standard quality of service indicators, Aliant Telecom Inc. hereby provides the following report for September 2005.

Attachment: Indicator 1.5 – Access to Business Office  
Indicator 2.1B – OOS Trouble Reports Cleared Within 24 Hours  
(Rural)

2. An electronic version of this report is also being provided for posting on the Commission's web site.

Yours truly

A handwritten signature in black ink that reads "E H Burry". The signature is written in a cursive, flowing style.

Attachment

Aliant Telecom Inc.  
Quality of Service Monthly Results  
September 2005

**Indicator 1.5 – Access to Business Office**

Standard – 80% or more

October	2004	72%
November	2004	60%
December	2004	64%
January	2005	68%
February	2005	80%
March	2005	74%
April	2005	63%
May	2005	67%
June	2005	82%
July	2005	77%
August	2005	65%
September	2005	47%

The Business Offices in all regions experienced an increase in call volumes and an increase in the average handle time due in part to problems related to new software installed on the agent desk tops. Unanticipated staffing issues also impacted results. In an effort to meet service levels, part time and student employees worked full time and overtime was offered. Training that had been scheduled was cancelled. Full time internal resources remained on loan to the Business Offices for the month of September.

Aliant will continue to recruit new hires in October. The Business Office will borrow internal resources and offer part time and student employees full time hours during the month of October.

**Indicator 2.1B – OOS Trouble Reports Cleared Within 24 Hours (Rural)**

Standard – 80% or more

October	2004	58%
November	2004	62%
December	2004	66%
January	2005	67%
February	2005	79%
March	2005	86%
April	2005	82%
May	2005	81%
June	2005	79%
July	2005	71%
August	2005	81%
September	2005	72%

Weather conditions had a major impact on service results for Indicator 2.1B in September. Severe flooding in Stephenville, Deer Lake and Corner Brook, Newfoundland drove higher than normal call volumes and impacted Aliant's ability to get vehicles to customer locations due to road conditions. This, compounded by high service order volumes for repair and student connect and by the loss of summer student resources, impacted Aliant's ability to meet service levels for September.

Aliant has created a Capacity Planner Position for outside work. The role of the Capacity Planner is to analyze work load requirements, predict peak work load periods, examine current scheduling policies and provide recommendations to ensure resources are available to meet work load requirements. In addition, a process improvement has been identified within Trouble Resolution to improve the ticket process and service order quality to ensure the appropriate resources are dispatched to resolve customer troubles. Aliant has recruited and hired temporary employees to augment current outside plant resources. The temporary employees are currently in training and will be deployed in the field in October.

\* \* \* END OF DOCUMENT \* \* \*