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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 – October 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. provides the following report for October 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 being provided for posting on the Commission's web site.

Yours truly

A handwritten signature in black ink, appearing to read "E H Burry". The signature is written in a cursive, flowing style.

Attachment

Aliant Telecom Inc.
Quality of Service Monthly Results
October 2005

Indicator 1.5 – Access to Business Office

Standard – 80% or more

August	2005	65%
September	2005	47%
October	2005	54%

Call volumes and average handle time for the Business Office continued to trend over forecast in all regions. High incidental absence and vacation also had a negative impact on results. All part time and student employees worked full time and overtime was offered. Internal resources on loan to the Business Office remained for the month of October. New employees were hired and scheduled on line.

In an effort to meet customer service levels, all billing inquiry calls were redirected to a different queue as of October 31. Resources have been reallocated within the Business Office and as a result, service levels are forecasted to improve in all areas of the Business Office.

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

Standard – 80% or more

August	2005	81%
September	2005	72%
October	2005	64%

Weather conditions had a major impact on service results for Indicator 2.1B in October. Heavy rains resulted in the highest monthly report rate Aliant has experienced this year. The high volumes compounded by reduced capacity were the underlining factors for the Rural Out-of-Service Trouble Reports Cleared Within 24 Hours standard not being achieved in October.

Aliant will utilize increased capacity from temporary resources to improve service levels for November. The temporary resources have finished training and will be in the field for November. The ability to augment and deploy the new resources is expected to have a positive effect on service results.

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