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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 – November 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 November 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
November 2005

Indicator 1.5 – Access to Business Office

Standard – 80% or more

September	2005	47%
October	2005	54%
November	2005	81%

The Indicator 1.5 standard was achieved in November. Improvements in incidental absence, smaller vacation allotments and reallocation of staff all had positive impacts on results. In addition, employees on loan from other departments remained with the Business Office.

A plan is in place to ensure that the December standard is achieved. The reallocation of staff will continue. Part time staff will continue to work full time hours. Average Handle Time and Not Ready Time will continue to be closely monitored by managers. Resources on loan from other departments will remain with the Business Office.

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

Standard – 80% or more

September	2005	72%
October	2005	64%
November	2005	75%

Weather conditions returned to more seasonal norms. This led to more normal trouble volumes and a marked improvement in the Indicator 2.1B results for November. The result still remained below standard due to backlogs from October and a couple of significant workload spikes due to severe weather.

Aliant will utilize increased capacity from temporary resources to improve service levels for December. The temporary resources are approaching full capacity as they progress through the learning curve. Ticket quality initiatives are in progress that will reduce cycle times and hand-offs within the dispatch process. This should positively impact the December results for Indicator 2.1B.