

ORIGINAL



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

CRTC Pt 2:29 22APR'05

Dear Ms. Rhéaume:

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

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 March 2005.

Attachment:     Indicator 1.5 – Access to Business Office  
                      Indicator 2.5 – Access to Repair Bureau  
                      Indicator 2.1A – OOS Trouble Reports Cleared Within 24 Hours (Urban)  
                      Indicator 2.1B - OOS Trouble Reports Cleared Within 24 Hours (Rural)  
                      Indicator 2.2B – Repair Appointments Met (Rural)  
                      Indicator 1.6 - Competitor Installation Appointments Met

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

Yours truly,

A handwritten signature in cursive script, appearing to read "E. H. Burry", written over a horizontal line. The signature is fluid and extends below the line.

Attachment

Aliant Telecom Inc.  
Quality of Service Monthly Results  
March 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%

**Indicator 2.5 – Access to Repair Bureau**

Standard - 80% or more

October	2004	48%
November	2004	43%
December	2004	64%
January	2005	67%
February	2005	80%
March	2005	81%

**Explanation and Action Plan**

Business Office resources were optimized in March by call sharing across Nova Scotia and Prince Edward Island. Part-time agents in the Business Office and Repair Bureau continued on full time hours.

The standard for Access to the Business Office was not achieved in March. Aliant's Business Office experienced heavy call volumes with call volumes 19% higher than forecasted. High call volumes, training and off-line time affected overall full-time agent capacity.

The standard for Access to the Repair Bureau was achieved for the second consecutive month in March. The result was an improvement of 1% over previous month.

In April, recovery and recruitment plans will continue. Business Office resources will continue to be optimized by call sharing across Nova Scotia and Prince Edward Island. Additional part-time agents in the Business Office will be hired. Part-time agents in the Business Office and Repair Bureau will continue on full time hours.

**Indicator 2.1A – OOS Trouble Reports Cleared Within 24 Hours (Urban)**

Standard – 80% or more

October	2004	60%
November	2004	73%
December	2004	78%
January	2005	81%
February	2005	87%
March	2005	92%

**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%

**Indicator 2.2B – Repair Appointments Met (Rural)**

Standard – 90% or more

October	2004	82%
November	2004	87%
December	2004	86%
January	2005	85%
February	2005	89%
March	2005	92%

**Explanation and Action Plan**

In March, Aliant continued to focus on ensuring OOS troubles received more attention in the internal processes and on assessing rural repair appointments on a daily basis. Trouble reports and repair appointments for rural areas were monitored to ensure resources were allocated when required. The use of “home dispatch” continued to be used to more effectively meet the requirements in rural areas. OOS troubles in urban areas continued to be monitored to ensure that acceptable standards of performance were maintained.

These initiatives combined with favorable weather conditions reduced repair cycle times, led to quicker completion times and improved Quality of Service results for March.

The standard for OOS Trouble Reports Cleared Within 24 Hours (Urban) was achieved for the third consecutive month in March.

The standard for OOS Trouble Reports Cleared Within 24 Hours (Rural) was achieved for March. The result was a significant improvement of 7% over previous month.

The standard for Repair Appointments Met (Rural) was achieved for March. The result was a significant improvement of 3% over previous month.

Aliant will continue to focus on internal processes and on assessing OOS troubles and repair appointments on a daily basis. Trouble reports and repair appointments for rural areas will be monitored to ensure resources are allocated when required. Home dispatch will be used to meet requirements in rural areas. OOS troubles in urban areas will be monitored to ensure acceptable standards of performance are maintained.

Aliant will continue to place additional focus on reducing volumes of dispatched calls, rework and repair cycle times and on effectively allocating resources to meet work load requirements.

**Indicator 1.6 – Competitor Installation Appointments Met**

Standard – 90% or more

December	2004	84%
January	2005	83%
February	2005	82%
March	2005	90%

**Explanation and Action Plan**

Effective January 1, 2005, Aliant implemented a mechanized process for the reporting of Indicator 1.6 results. In its review of January and February 2005 results, Aliant identified a reporting problem which is not reflective of actual performance. Aliant is in the process of correcting this reporting problem.

Aliant submits its current results for January, February and March 2005 and will file revised results, if required, when the reporting problem has been corrected.