



**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)

2006 02 14

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 – January 2006**

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 January 2006.

Attachment: Indicator 1.5 – Access to Business Office  
Indicator 2.1B – OOS Trouble Reports Cleared Within 24 Hours  
(Rural)  
Indicator 2.6 – Competitor Repair Appointments Met

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  
January 2006

**Indicator 1.5 – Access to Business Office**

Standard – 80% or more

November	2005	81%
December	2005	85%
January	2006	86%

The standard for Access to the Business Office was achieved for the third consecutive month in January.

The Company will continue to monitor its service levels to take appropriate action in subsequent months.

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

Standard – 80% or more

November	2005	75%
December	2005	81%
January	2006	81%

The standard for Rural Out-of-Service Trouble Reports Cleared Within 24 Hours was achieved in January. Repair volumes continued at seasonal norms and the workforce remained stable. These factors led to reduced cycle times which ensured that Rural Out-of-Service Trouble Reports Cleared Within 24 Hours met standard.

Aliant will continue to focus on ticket quality initiatives for rural appointment offerings to ensure standards are met.

**Indicator 2.6 – Competitor Repair Appointments Met**

Standard – 90% or more

November	2005	89%
December	2005	85%
January	2006	96%

The standard for Competitor Repair Appointments Met was achieved in January. An increased awareness on targets provided by enhanced daily tactical reporting, coupled with reduced work volumes have positively impacted Competitor Repair Appointments Met for the month of January.

Aliant will continue to focus on service levels in the Halifax Regional Municipality to ensure standards are met in future months.