Aliant ⟩⟩

Lourdes Clancy
Manager-Regulatory Matters
Aliant Telecom Inc.
Saint John Brunswick Sq., Flr 5
Saint John, NB
E2L 4K2
Bus: (506)694-2271
Fax: (506)694-2473
E-mail: regulatory.matters@aliant.ca

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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 – February 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 February 2006.

       Attachment: 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

Attachment

Aliant Telecom Inc.
Quality of Service Monthly Results
February 2006

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

Standard – 80% or more

December	2005	81%
January	2006	81%
February	2006	81%

The standard for Rural Out-of-Service Trouble Reports Cleared Within 24 Hours was achieved for the third consecutive month in February.

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

Indicator 2.6 – Competitor Repair Appointments Met

Standard – 90% or more

December	2005	85%
January	2006	96%
February	2006	86%

The standard for Competitor Repair Appointments Met was not achieved in February. Aliant has increased awareness on the factors that drive this indicator and will re-emphasize the need for daily tactical reporting to improve the focus in this area.

Aliant will continue to focus on service levels in the Halifax Regional Municipality where the bulk of the missed commitments are occurring and will continue to monitor all other areas to ensure that service levels are maintained.

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