



2006 10 16

Ms. Diane Rhéaume  
Secretary General  
Canadian Radio-television and  
Telecommunications Commission  
Ottawa, Ontario  
K1A 0N2

Lourdes Clancy  
Manager,  
Regulatory Matters

Dear Ms. Rhéaume:

Subject: **Quality of Service Indicators – Exception Reporting – September 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 September 2006.

Attachment:: Indicator 4.3 Directory Assistance Accuracy

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

Yours truly

A handwritten signature in cursive script that reads "Lourdes Clancy".

Attachment

Bell Aliant Regional Communications, L.P.  
1 Germain Street, Floor 5  
Saint John, NB  
Canada E2L 4K2  
Bus: (506) 694-2271  
Fax: (506) 694-2473  
E-mail: regulatory@bell.aliant.ca



Atlantic Region

Quality of Service Monthly Results

September 2006

**Indicator 4.3 – Directory Assistance Accuracy**

Standard – 93.8% or more

July	2006	93.4%
August	2006	92.5%
September	2006	93.6%

Directory Assistance Accuracy results were impacted by the hiring, training and subsequent on-the-job learning curve of new temporary employees and summer students. To improve the quality of Directory Assistance Accuracy, Bell Aliant will focus coaching efforts and education to ensure quality of service results return to standard in the coming months.

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