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Terry Connolly
Director, Regulatory Affairs
Telecom Policy and Regulatory Affairs

December 8, 2005

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

Dear Ms. Rhéaume:

Re: Quality of Service Results – Second Quarter 2005


Pursuant to paragraph 38 of Telecom Decision CRTC 97-16, Decision CRTC 2000-24, Order CRTC 2000-397, and Decision CRTC 2001-217, TELUS Communications Inc. hereby files its Second Quarter 2005 Quality of Service results.

The results are presented in Attachments 1 and 1a. Attachment 2 consists of the Appendices to Decision CRTC 2000-24, Order CRTC 2000-397, and Decision CRTC 2001-217, which contain a description of the indicators, measurement methods, geographical reporting requirements and the final standards.

Filing of these results was delayed by a work stoppage involving TELUS' unionized team members which commenced July 21, 2005. A settlement was reached on November 20, 2005. TELUS sincerely apologizes for any inconvenience this delayed filing may have caused.

Due to the worst rain and flooding conditions in over 100 years in southern Alberta, TELUS experienced degraded quality of service results in June. An exclusion application will be filed with the Commission under separate cover.

Yours truly,


Terry Connolly
Director, Regulatory Affairs

HT/dt

Attachments

cc: CRTC, Public Examination Room, Ottawa, Edmonton, Vancouver

**TCI
2005 Notes**

1st Quarter, 2005: January to March

TELUS is pleased to report that all 42 quality of service measures monitored by the CRTC were at or above established standards by the end of the first quarter, 2005.

As has been evidenced in past reports, considerable ongoing progress has been made in the quality of service levels that TELUS is consistently achieving on all CRTC retail service indicators. TELUS remains committed to providing unparalleled levels of customer service such that the delivery of customer service excellence becomes a hallmark for TELUS in 2005 and beyond.

The following detail is provided on the four areas that began the quarter below standard.

1. Indicator 2.1A and 2.1B - Out-of-Service Trouble Reports Cleared Within 24 Hours (Urban and Rural)

Indicator 2.1A Results: January 69%, February 76%, March 88%
Indicator 2.1B Results: January 67%, February 75%, March 82%
Standard: 80%

Ongoing infrastructure maintenance, the cable replacement program and more favourable weather conditions contributed to positive trending and overall improved results for the quarter.

2. Indicator 2.2B: Repair Appointments Met (Rural)

Results: January 88%, February 88%, March 91%
Standard: 90%

Recruitment efforts have increased the number of field personnel available to meet appointment times and more effectively balance workload demands.

3. Indicator 2.6: Competitor Repair Appointments Met (Rural)

Results: January 86%, February 87%, March 90%
Standard: 90%

Competitor Repair Appointments Met results have improved as a result of modifications to systems, processes and resourcing to better achieve high performance levels.

**TCI
2005 Notes**

**4. Indicator 1.5: Access to Business Office
Indicator 2.5: Access to Repair Bureau**

While these indicators were not below standard we wish to advise that due to a platform application error, data is not available for Indicator 1.5 (March 12 and 13) and Indicator 2.5 (March 11-14). The impact on results is believed to be negligible as March 12 and 13 are weekend days with lower call volumes.

2nd Quarter, 2005: April to June

TELUS remains committed to providing unparalleled levels of customer service such that the delivery of customer service excellence becomes a hallmark for TELUS in 2005 and beyond.

The following detail is provided on the four indicators that were at or below standard.

5. Indicator 2.1A and 2.1B - Out-of-Service Trouble Reports Cleared Within 24 Hours (Urban and Rural)

Indicator 2.1A Results: April 84%,	May 87%,	June 72%
Indicator 2.1B Results: April 81%,	May 84%,	June 71%
Standard: 80%		

Favorable momentum in service results realized in Q1 carried forward during April and May. June results were negatively impacted by the worst flooding in over 100 years in southern Alberta during the month.

6. Indicator 2.2B: Repair Appointments Met (Rural)

Results: April 90%,	May 91%,	June 87%
Standard: 90%		

While April and May Repair Appointments met yielded strong results above standard, service performance could not be sustained in light of record rainfall in southern Alberta during the month.

7. Indicator 2.6: Competitor Repair Appointments Met

Results: April 92%,	May 92%,	June 90%
Standard: 90%		

TCI
2005 Notes

Competitor Repair Appointments Met results were maintained above standard for April and May. June results were below standard due to record rainfall in southern Alberta.

Telco	Indic	Group	Standard	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
TCI	1.1A	Urban	90% or more	95	95	96	96	97	96						
TCI	1.1B	Rural	90% or more	96	97	98	97	97	97						
TCI	1.2A	Urban	90% or more	96	97	96	94	94	93						
TCI	1.2B	Rural	90% or more	96	96	96	94	93	92						
TCI	1.3A	Urban	3.3% or less	0.4	0.3	0.4	0.6	0.8	0.8						
TCI	1.3B	Rural	3.3% or less	1.8	1.9	2.0	2.3	2.9	3.5						
TCI	1.4	Rural	53% or less	n/a	n/a	n/a	n/a	n/a	n/a						
TCI	1.5	Co	80% or more	84	82	82	86	81	80						
TCI	1.6	Co	90% or more	97	96	96	92	91	89						
TCI	1.7	Co	90% or more	100	96	99	99	99	99						
TCI	2.1A	Urban	80% or more	69	78	88	84	87	72						
TCI	2.1B	Rural	80% or more	67	75	82	81	84	71						
TCI	2.2A	Urban	90% or more	90	90	92	92	92	91						
TCI	2.2B	Rural	90% or more	88	83	91	90	91	87						
TCI	2.3A	Urban	5% or less	1	1	1	1	1	1						
TCI	2.3B	Rural	5% or less	1	1	1	1	1	1						
TCI	2.4A	1	Not Applicable	6	3	4	4	4	3						
TCI	2.4B	2	Not Applicable	0	0	0	0	0	0						
TCI	2.4C	3	Not Applicable	0	0	0	0	0	0						
TCI	2.5	Co	80% or more	84	90	83	84	83	75						
TCI	2.6	Co	90% or more	86	87	90	92	92	90						
TCI	3.1	Co	98.5% or more	99.9	100.0	99.9	99.9	99.9	99.8						
TCI	4.1	Co	93.8% or more	100.0	100.0	100.0	100.0	100.0	100.0						
TCI	4.2	Co	80% or more	87	83	84	82	84	84						
TCI	4.3	Co	93.8% or more	95.5	95.5	94.8	95.7	93.8	94.8						
TCI	5.1A1	Urban	Provisioning	0.011	0.010	0.011	0.013	0.011	0.014						
TCI	5.1B1	Rural	Provisioning	0.021	0.013	0.011	0.014	0.018	0.016						
TCI	5.1A2	Urban	Repair	0.014	0.010	0.005	0.004	0.006	0.006						
TCI	5.1B2	Rural	Repair	0.023	0.018	0.012	0.011	0.011	0.012						
TCI	5.1A3	Urban	Local Service	0.000	0.000	0.000	0.000	0.000	0.000						
TCI	5.1B3	Rural	Local Service	0.000	0.000	0.000	0.000	0.000	0.000						
TCI	5.1A4	Urban	Long Distance	0.000	0.001	0.000	0.001	0.000	0.000						
TCI	5.1B4	Rural	Long Distance	0.001	0.002	0.000	0.001	0.000	0.000						
TCI	5.1A5	Urban	Operator Service	0.000	0.000	0.000	0.000	0.000	0.000						
TCI	5.1B5	Rural	Operator Service	0.000	0.001	0.000	0.001	0.000	0.001						
TCI	5.1A6	Urban	Directory Service	0.001	0.001	0.000	0.001	0.000	0.001						
TCI	5.1B6	Rural	Directory Service	0.002	0.000	0.001	0.000	0.000	0.001						
TCI	5.1A7	Urban	Billing Service	0.013	0.009	0.010	0.015	0.014	0.009						
TCI	5.1B7	Rural	Billing Service	0.009	0.008	0.014	0.021	0.010	0.010						
TCI	5.1A	Urban	Total	0.038	0.032	0.026	0.034	0.032	0.030						
TCI	5.1B	Rural	Total	0.055	0.042	0.037	0.047	0.038	0.040						
TCI	5.2	Co	90% or more	98	97	96	100	98	99						

Quality of Service Indicators for Telephone Companies
(Decisions CRTC 97-16, 2000-24, and 2001-217 and Order 2000-397)

INTERFACE 1: SERVICE PROVISIONING

Indicator 1.1: Provisioning Interval

<u>Definition:</u>	Number of days required to provide service from the date of customer's request.
<u>Measurement Method:</u>	Completed urban and rural orders are each sorted to determine the actual number and percentage completed in 5 working days or less for urban and 10 working days or less for rural - exclude from this measures, customers requesting a date beyond the applicable provisioning interval.
<u>Geographical Basis:</u>	Urban and Rural.
<u>Final Standard:</u>	Urban - 90% or more completed within 5 working days. Rural - 90% or more completed within 10 working days.

Indicator 1.2: Installation Appointments Met

<u>Definition:</u>	The total number of appointments booked and the number met, with percentage of those met relative to the total booked.
<u>Measurement Method:</u>	Completed orders are sorted to determine the actual number and percentage completed on the appointed date.
<u>Geographical Basis:</u>	Urban and Rural.
<u>Final Standard:</u>	90% or more.

Indicator 1.3: Held Orders per 100 Network Access Services (NAS) Inward Movement

<u>Definition:</u>	The number of outstanding requests for NAS which were not met on the due date because of facility shortages, expressed as a percentage of 100 NAS Inward Movement (Orders).
<u>Measurement Method:</u>	The compilation of orders for NAS outstanding at the end of the month which were not met on the due date.
<u>Geographical Basis:</u>	Urban and Rural.
<u>Final Standard:</u>	3.3% or less.

Indicator 1.4: Held Upgrades per 100 Upgrade Requests - Rural

<u>Definition:</u>	The number of rural outstanding requests for higher grades of service (e.g., from 4-party to 2-party service) unfilled for more than 30 days.
<u>Measurement Method:</u>	A count of rural held upgrades (i.e., unfilled requests for upgrades) is taken at the end of each month, and those held over 30 days are calculated as a percentage of all upgrade requests (new requests plus requests unfilled from previous month).
<u>Geographical Basis:</u>	Rural areas only.
<u>Final Standard:</u>	53% or less.

(Note:

1. To be reported only by telephone companies with party lines in rural areas. All other telephone companies may mark this indicator as "N/A" (Not Applicable) in their Quarterly Quality of Service Reports.
2. If a telephone company's service improvement program is being tracked by a Commission-established monitoring program as a result of the high cost decision, the quarterly reporting of this indicator is not required. However, the progress report resulting from the monitoring program to track service improvement plans should be filed annually as part of the fourth quarter quality of service report filing.)

Indicator 1.5: Access To Business Office

<u>Definition:</u>	The percentage of calls to a business office answered in 20 seconds or less.
<u>Measurement Method:</u>	All incoming calls to the business offices are measured to determine the percentage of calls answered in 20 seconds or less.
<u>Geographical Basis:</u>	Company-wide only as these calls are all centrally handled irrespective of where the calls originate.
<u>Final Standard:</u>	80% or more.

Indicator 1.6: Competitor Installation Appointments Met

<u>Definition:</u>	The total number of installation appointments booked and the number met, with percentage of those met relative to the total booked for customers who are also competitors.
<u>Measurement Method:</u>	Completed orders are sorted to determine the actual number and percentage completed on the appointed date.
<u>Geographical Basis:</u>	Company-wide.
<u>Final Standard:</u>	90% or more.

Indicator 1.7: On-Time Activation of PICs for Alternate Providers of Long Distance Service (APLDS)

<u>Definition:</u>	PIC activation is the provisioning process whereby the incumbent telephone companies switch a customer's long distance service over to a competitor. Each telephone company with equal access must handle PICs using their own Commission-approved "PIC/CARE Access Customer Handbook" (company's handbook).
<u>Measurement Method:</u>	Completed PIC requests are sorted to determine the actual number and percentage completed in accordance with the company's handbook.
<u>Geographical Basis:</u>	Company-wide.
<u>Final Standard:</u>	90% or more.

INTERFACE 2: REPAIR SERVICE

Indicator 2.1: Out-of-Service Trouble Reports Cleared Within 24 Hours

<u>Definition:</u>	The total of initial out-of-service trouble reports and those cleared within 24 hours. Percentages of those cleared relative to this total.
<u>Measurement Method:</u>	Compilation of trouble report data gathered at each repair bureau.
<u>Geographical Basis:</u>	Urban and Rural.
<u>Final Standard:</u>	80% or more.

Indicator 2.2: Repair Appointments Met

<u>Definition:</u>	The actual number and percentage of repair appointments met.
<u>Measurement Method:</u>	Completed repair orders are compiled and the number and percentage of appointments met are reported.
<u>Geographical Basis:</u>	Urban and Rural.
<u>Final Standard:</u>	90% or more.

Indicator 2.3: Initial Customer Trouble Reports per 100 Network Access Service

<u>Definition:</u>	A report of a trouble from a customer indicating improper functioning of service on which there was no outstanding trouble report.
<u>Measurement Method:</u>	The total number of initial trouble reports (excluding duplicate/multiple reports of same outage) and calculated as a percentage of NAS in service.
<u>Geographical Basis:</u>	Urban and Rural.
<u>Final Standard:</u>	5% or less.

Indicator 2.4: Community Isolation

<u>Definition:</u>	Community isolation resulting from trunk failure that lasts one hour or more.
<u>Measurement Method</u>	Actual incidents that occurred and the communities affected. Count each occurrence.
<u>Geographical Basis:</u>	Community isolation incidents will be reported company wide, according to the following categories: Category 1 – Local network outage causing small community isolation lasting 60 minutes or longer. Category 2 - Local network outage relating to 10,000 lines lasting 60 minutes or longer. Category 3 – Local network outage relating to 30,000 lines lasting 60 minutes or longer.
<u>Final Standard:</u>	Not applicable.

Indicator 2.5: Access To Repair Bureau

<u>Definition:</u>	The percentage of calls to a repair bureau answered in 20 seconds or less.
<u>Measurement Method:</u>	All incoming calls to the repair bureau are measured to determine the percentage of calls answered in 20 seconds or less.
<u>Geographical Basis:</u>	Company-wide, as these calls are all centrally handled irrespective of where the calls originate.
<u>Final Standard:</u>	80% or more.

Indicator 2.6: Competitor Repair Appointments Met

<u>Definition:</u>	The total of number of repair appointments booked and the number met, with percentages of those met relative to the total booked for customers who are also competitors.
<u>Measurement Method:</u>	Completed orders are sorted to determine the actual number and percentage completed on the appointed date.
<u>Geographical Basis:</u>	Company-wide.
<u>Final Standard:</u>	90% or more.

INTERFACE 3: LOCAL SERVICES

Indicator 3.1: Dial Tone Delay

<u>Definition:</u>	The percentage of attempted calls during the busy hour experiencing dial tone delay of three seconds or less.
<u>Measurement Method:</u>	Dial tone delay recorders are utilized to determine the percentage of occasions on which all lines were busy (and thus dial tone delay is experienced by customers).
<u>Geographical Basis:</u>	Company-wide.
<u>Final Standard:</u>	98.5% or more. (While the telephone companies have consistently reported scores well above the Final Standard, the Commission is concerned that widespread use of Internet services may cause congestion in the future.)

INTERFACE 4: DIRECTORY SERVICES

Indicator 4.1: Directory Accuracy

<u>Definition:</u>	The percentage of customer listings in the white pages of company directories published without errors or omissions.
<u>Measurement Method:</u>	The number of errors discovered by the company, or reported to the company by subscribers, is reported on a monthly basis. Cumulative data are expressed as a percentage of total white page listings for each publication period.
<u>Geographical Basis:</u>	Company-wide.
<u>Final Standard:</u>	93.8% or more.

Indicator 4.2: Access to Directory Assistance

<u>Definition:</u>	The percentage of calls to Directory Assistance that are answered in 20 seconds or less.
<u>Measurement Method:</u>	All incoming calls to Directory Assistance are measured to determine the percentage of calls answered in 20 seconds or less.
<u>Geographical Basis:</u>	Company-wide.
<u>Final Standard:</u>	80% or more.

Indicator 4.3: Directory Assistance - Accuracy

<u>Definition:</u>	The percentage of directory listings provided to customers without error.
<u>Measurement Method:</u>	The number of customers in a monthly sample who report an error in the provided number, as a percentage of the sample size.
<u>Geographical Basis:</u>	Company-wide.
<u>Final Standard:</u>	93.8% or more without error.

INTERFACE 5: COMPLAINTS

Indicator 5.1: Customer Complaints

<u>Definition:</u>	The number of complaints addressed (in written or verbal form) to Officers and Department Heads of the telephone companies and the Commission.
<u>Measurement Method:</u>	This indicator categorizes complaints into the seven interfaces and totals all customer complaints. To facilitate comparison between telephone companies, complaints per 1000 NAS will be reported.
<u>Geographical Basis:</u>	Urban and Rural.
<u>Final Standard:</u>	Not applicable.

Indicator 5.2: Customer Complaints Resolved

<u>Definition:</u>	The percentage of Indicator 5.1 complaints, oral and written addressed to the telephone companies resolved within 20 working days.
<u>Measurement Method:</u>	Complaints are tabulated as resolved either within 20 working days or greater than 20 working days.
<u>Geographical Basis:</u>	Company-wide.
<u>Proposed Final Standard:</u>	90% or more.