

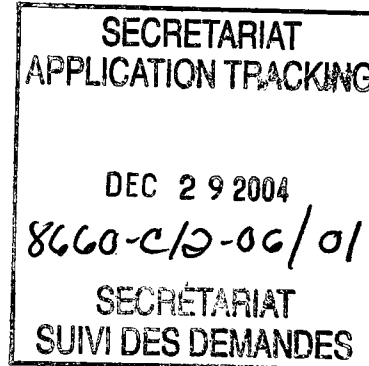


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Terry Connolly
Director, Regulatory Affairs
Telecom Policy and Regulatory Affairs

December 21, 2004

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



Dear Ms Rhéaume:

Re: Quality of Service Results – Third Quarter 2004

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 re-files its Third Quarter 2004 Quality of Service results, separate from the TELUS Quebec results. Future TELUS Communications Inc. filings will continue distinct from TELUS Quebec.

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.

Yours truly,

Terry Connolly
Director, Regulatory Affairs

HT/dt

Attachments

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

CRTC PM 1:03 29DEC'04

TCI	Indic Group	Standard	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
TCI	1.1A Urban	90% or more	94	95	95	96	96	95	95	96	95			
TCI	1.1B Rural	90% or more	95	97	97	98	98	96	97	97	96			
TCI	1.2A Urban	90% or more	95	95	96	95	95	95	94	94	96			
TCI	1.2B Rural	90% or more	95	96	97	96	94	95	94	93	94			
TCI	1.3A Urban	3.3% or less	0.6	0.6	0.4	0.5	0.5	0.6	0.6	0.5	0.4			
TCI	1.3B Rural	3.3% or less	2.2	1.9	1.6	1.5	1.5	2.7	2.4	2.4	2.2			
TCI	1.4 Rural	53% or less	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
TCI	1.5 Co	80% or more	82	84	82	81	80	83	83	82	82			
TCI	1.6 Co	90% or more	96	94	94	94	93	93	97	95	92			
TCI	1.7 Co	90% or more	100	100	95	100	100	100	100	100	98			
TCI	2.1A Urban	80% or more	82	90	92	88	82	73	66	67	62	8		
TCI	2.1B Rural	80% or more	71	81	86	82	78	71	63	62	57	8		
TCI	2.2A Urban	90% or more	88	91	94	94	94	94	94	93	92			
TCI	2.2B Rural	90% or more	79	83	91	91	92	90	89	90	89	9		
TCI	2.3A Urban	5% or less	1	1	1	1	1	1	1	1	1			
TCI	2.3B Rural	5% or less	1	1	1	1	1	1	1	1	1			
TCI	2.4A 1	Not Applicable	11	3	6	6	9	12	7	8	11			
TCI	2.4B 2	Not Applicable	0	0	0	0	1	1	0	1	0			
TCI	2.4C 3	Not Applicable	0	0	0	0	0	0	2	0	0			
TCI	2.5 Co	80% or more	93	95	96	93	93	90	92	91	94			
TCI	2.6 Co	90% or more	76	88	90	87	90	91	89	86	90	10		
TCI	3.1 Co	98.5% or more	99.7	99.9	99.9	99.9	99.9	99.8	99.7	99.8	99.8			
TCI	4.1 Co	93.8% or more	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
TCI	4.2 Co	80% or more	90	86	88	86	84	86	88	89	84			
TCI	4.3 Co	93.8% or more	93.8	93.9	95.9	94.9	94.5	95.7	96.4	94.7	97.0			
TCI	5.1A1 Urban	Provisioning	0.012	0.014	0.025	0.017	0.020	0.019	0.023	0.019	0.024			
TCI	5.1B1 Rural	Provisioning	0.01	0.021	0.026	0.013	0.025	0.015	0.028	0.027	0.032			
TCI	5.1A2 Urban	Repair	0.009	0.013	0.012	0.006	0.009	0.007	0.006	0.007	0.010			
TCI	5.1B2 Rural	Repair	0.01	0.018	0.013	0.004	0.013	0.018	0.014	0.020	0.020			
TCI	5.1A3 Urban	Local Service	0.000	0.000	0.000	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	0.000	0.000	0.000			
TCI	5.1A4 Urban	Long Distance	0.000	0.000	0.000	0.002	0.001	0.000	0.000	0.001	0.002			
TCI	5.1B4 Rural	Long Distance	0.000	0.000	0.000	0.002	0.004	0.000	0.000	0.000	0.002			
TCI	5.1A5 Urban	Operator Service	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000			
TCI	5.1B5 Rural	Operator Service	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.000			
TCI	5.1A6 Urban	Directory Service	0.001	0.000	0.001	0.001	0.002	0.001	0.002	0.001	0.000			
TCI	5.1B6 Rural	Directory Service	0.000	0.000	0.004	0.002	0.001	0.001	0.000	0.002	0.000			
TCI	5.1A7 Urban	Billing Service	0.019	0.017	0.022	0.024	0.027	0.035	0.021	0.013	0.021			
TCI	5.1B7 Rural	Billing Service	0.018	0.008	0.028	0.028	0.027	0.037	0.030	0.018	0.018			
TCI	5.1A Total	Total	0.252	0.044	0.059	0.050	0.059	0.062	0.052	0.041	0.056			
TCI	5.1B Total	Total	0.269	0.047	0.071	0.048	0.070	0.070	0.072	0.067	0.071			
TCI	5.2 Co	90% or more	98	74	91	97	98	98	97	100	100			

**TCI
2004 Notes**

1st Quarter, 2004: January to March

Considerable progress has been made in the quality of service levels TELUS is achieving on the CRTC indicators for retail service. TELUS remains committed to providing customers with unparalleled levels of customer service such that the delivery of customer service excellence becomes a hallmark for TELUS in 2004 and beyond.

Having achieved at or above standard on 38 of the 42 measures monitored by the CRTC, the following detail is provided on the four areas that fell below standard through the quarterly period. TELUS is pleased to report that all 42 measures were at or above CRTC standards by the end of the first quarter, 2004.

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

Results: January 71%, February 81%, March 86%
Standard: 80%

Considerable progress has been made to establish processes and practices ensuring the delivery of service excellence to rural areas of British Columbia and Alberta. Historically an area of challenge for TELUS and its predecessor companies due to geography and the remote distribution of consumers, results for this indicator for both Alberta and British Columbia are now consistently reflecting above standard performance. Efforts continue to identify, analyze and resolve issues challenging the sustainable delivery of service excellence to TELUS customers in rural locations.

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

Results: January 79%, February 83%, March 91%
Standard: 90%

Considerable focus and additional resources to identify and resolve issues inhibiting performance had positive impacts demonstrated through sustainable levels of performance at or above standard for rural appointments met. Results reflected a progressive upward trend through the quarter.

**TCI
2004 Notes**

An area of historical challenge, TELUS was pleased to report rural results that not only exceed CRTC standards but which have set historical high levels in terms of this indicator of customer service excellence.

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

Results: January 76%, February 88%, March 90%
Standard: 90%

An indicator that tracks general performance in rural areas, particularly as reflected in indicator 2.2, success in resolving issues in the provision of service to rural areas have resulted in progressive delivery of enhanced levels of service excellence at or above CRTC standards.

4. Indicator 5.2 – Customer Complaints Resolved (within 20 working days)

Results: January 98%, February 74%, March 91%
Standard: 90%

Through the month of February, internal resources were taxed in resolving an unusually high number of customer queries provoked by an external advertising campaign. The number of customer complaints continues to diminish over time as service levels are enhanced.

**Restated
2nd Quarter, 2004: April to June**

Considerable progress has been made in the quality of service levels TELUS is achieving on indicators for retail service. TELUS remains committed to providing customers with unparalleled levels of customer service such that the delivery of customer service excellence becomes a hallmark for TELUS in 2004 and beyond.

The following detail is provided on the indicators that were below standard during the reporting period.

5. Indicator 2.1 B: Out-of-Service Trouble Reports Cleared in 24 Hours

Results: April 82%, May 78%, June 71%

**TCI
2004 Notes**

Standard: 80%

Systems and business process changes made at the end of April resulted in a calculation error for this indicator. The error was corrected prompting this restatement of results.

Highly unusual wet weather conditions in Alberta caused an increase in the number of cable facilities troubles. Masked by the calculation error due to the systems and process changes that were made in April, the issue did not become evident until well into the summer, when more of our team members were scheduled for vacation and unavailable to address the troubles.

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

Results: April 91%, May 92%, June 90%
Standard: 90%

Results for this indicator continued to demonstrate service performance at or above standard through this period.

7. Indicator 2.6: Competitor Repair Appointments Met

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

TELUS continued to refine internal systems, processes and resourcing to improve service levels. Results progressively improved during the April – June timeframe.

**Re-Filed
3rd Quarter, 2004: July to September**

8. Indicator 2.1 A & B: Out-of-Service Trouble Reports Cleared within 24 Hours (urban and rural)

Results: A (Urban) – July 66%, August 67%, September 62%
B (Rural) – July 63%, August 62%, September 57%
Standard: 80%

**TCI
2004 Notes**

As noted in the TCI 2nd Quarter explanation, systems and business process changes made at the end of April resulted in a calculation error for this indicator.

Unusually wet weather in Alberta including severe flash flooding in July caused unseasonably high trouble ticket volumes affecting service performance for this metric. The problem was exacerbated due to reduced resource capacity during the summer vacation period. Masked by the calculation error, the issue did not become evident until well into the summer. With the November calculation correction, results for the quarter remained depressed.

Action plans have been developed and are proving successful in assuring improvements to service level performance for this indicator. In particular, resource capacity has been added to address peak demands, workload is being more effectively balanced, and change management processes are being introduced to proactively identify and manage the implications of system changes. These and other internal adjustments are proving effective in supporting greater levels of service excellence.

9. Indicator 2.2 B: Repair Appointments Met, rural

Results: Rural – July 89%, August 90%, September 89%
Standard: 90%

Rural results for this indicator are marginally below the 90% standard with resources and business focus continuing to ensure performance to standard.

10. Indicator 2.6: Competitor Repair Appointments Met

Results: July 89%, August 86%, September 90%
Standard: 90%

Results for 2.6 Competitor repair appointments met are slightly below the 90% standard at 89%. TELUS continued to refine internal systems, processes and resourcing to ensure service levels to standard.

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

Definition: Number of days required to provide service from the date of customer's request.

Measurement Method: 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.

Geographical Basis: Urban and Rural.

Final Standard: Urban - 90% or more completed within 5 working days. Rural - 90% or more completed within 10 working days.

Indicator 1.2: Installation Appointments Met

Definition: The total number of appointments booked and the number met, with percentage of those met relative to the total booked.

Measurement Method: Completed orders are sorted to determine the actual number and percentage completed on the appointed date.

Geographical Basis: Urban and Rural.

Final Standard: 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)

Definition: 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).

Measurement Method: Completed PIC requests are sorted to determine the actual number and percentage completed in accordance with the company's handbook.

Geographical Basis: Company-wide.

Final Standard: 90% or more.

INTERFACE 2: REPAIR SERVICE

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

Definition: The total of initial out-of-service trouble reports and those cleared within 24 hours. Percentages of those cleared relative to this total.

Measurement Method: Compilation of trouble report data gathered at each repair bureau.

Geographical Basis: Urban and Rural.

Final Standard: 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

Definition: Community isolation resulting from trunk failure that lasts one hour or more.

Measurement Method Actual incidents that occurred and the communities affected. Count each occurrence.

Geographical Basis: 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.

Final Standard: Not applicable.

Indicator 2.5: Access To Repair Bureau

Definition: The percentage of calls to a repair bureau answered in 20 seconds or less.

Measurement Method: All incoming calls to the repair bureau are measured to determine the percentage of calls answered in 20 seconds or less.

Geographical Basis: Company-wide, as these calls are all centrally handled irrespective of where the calls originate.

Final Standard: 80% or more.

Indicator 2.6: Competitor Repair Appointments Met

Definition: 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.

Measurement Method: Completed orders are sorted to determine the actual number and percentage completed on the appointed date.

Geographical Basis: Company-wide.

Final Standard: 90% or more.

INTERFACE 3: LOCAL SERVICES

Indicator 3.1: Dial Tone Delay

Definition: The percentage of attempted calls during the busy hour experiencing dial tone delay of three seconds or less.

Measurement Method: 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).

Geographical Basis: Company-wide.

Final Standard: 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

Definition: The percentage of customer listings in the white pages of company directories published without errors or omissions.

Measurement Method: 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.

Geographical Basis: Company-wide.

Final Standard: 93.8% or more.

Indicator 4.2: Access to Directory Assistance

Definition: The percentage of calls to Directory Assistance that are answered in 20 seconds or less.

Measurement Method: All incoming calls to Directory Assistance are measured to determine the percentage of calls answered in 20 seconds or less.

Geographical Basis: Company-wide.

Final Standard: 80% or more.

Indicator 4.3: Directory Assistance - Accuracy

Definition: The percentage of directory listings provided to customers without error.

Measurement Method: The number of customers in a monthly sample who report an error in the provided number, as a percentage of the sample size.

Geographical Basis: Company-wide.

Final Standard: 93.8% or more without error.

INTERFACE 5: COMPLAINTS

Indicator 5.1: Customer Complaints

Definition: The number of complaints addressed (in written or verbal form) to Officers and Department Heads of the telephone companies and the Commission.

Measurement Method: 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.

Geographical Basis: Urban and Rural.

Final Standard: Not applicable.

Indicator 5.2: Customer Complaints Resolved

Definition: The percentage of Indicator 5.1 complaints, oral and written addressed to the telephone companies resolved within 20 working days.

Measurement Method: Complaints are tabulated as resolved either within 20 working days or greater than 20 working days.

Geographical Basis: Company-wide.

Proposed Final Standard: 90% or more.