

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: Competition Related Quality of Service Indicators – 2nd Quarter 2005

Pursuant to Telecom Decisions CRTC 2003-72, CRTC 2001-217, 2001-366, 2001-636, and the Commission's letters dated 15 January 2002, 1 February 2002, and 1 October 2002, TELUS Communications Inc. hereby files its Second Quarter 2005 Competition Related Quality of Service results.

Please note that systems have been updated to be fully compliant with Telecom Decision CRTC 2003-72 and all results are internally generated.

In accordance with the Commission's directive provided in its letter dated 1 October 2002, the volume information for all indicators is filed in confidence with the Commission, and the specific volume information is provided in confidence to the appropriate CLEC as follows:

Attachment 1 - MTS Allstream Inc.;
Attachment 2 - Bell West Inc.;
Attachment 3 - Call-Net Communications Inc.;
Attachment 4 - LondonConnect Inc.; and
Attachment 5 - Microcell Connexions Inc.

Attachment 6 contains the descriptions of the numerator and denominator of each indicator for which results are being reported.

This filing was not submitted by the required date of August 15, 2005 as a result of a work stoppage by our unionized team members which commenced July 21, 2005. The work stoppage was concluded on November 20, 2005. TELUS sincerely apologizes for any inconvenience this delay may have caused.

Concurrent with this filing, a machine-readable version of this submission is being transmitted to the Commission. An abridged version of the above attachments is provided for the public record.

Yours truly,

A handwritten signature in black ink, appearing to read "Terry Connolly", with a stylized flourish extending to the right.

Terry Connolly
Director, Regulatory Affairs

Attachment

TELUS - Competition-Related Quality of Service Indicators

Allstream Inc.			Apr-05			May-05			Jun-05					
Indicator #	Standard	Title	N (Volume)	D (Volume)	R (%)	N (Volume)	D (Volume)	R (%)	N (Volume)	D (Volume)	R (%)			
1.8	Final	90% or more	New Unbundled Type A and B Loop Order Service Intervals Met			#	#	95%	#	#	94%	#	#	84%
1.9	Final	90% or more	Migrated Unbundled Type A and B Loop Order Service Intervals Met			#	#	100%	#	#	85%	#	#	83%
1.10	Final	90% or more	Local Number Portability (LNP) Order (Standalone) Service Interval Met			#	#	95%	#	#	100%	#	#	100%
1.10A	Final	100%	Local Number Portability Order (Standalone) Late Completions			#	#	50%	#	#	67%	#	#	0%
1.11	Final	90% or more	Competitor Interconnection Trunk Order Service Interval Met			-	-	-	#	#	100%	#	#	100%
1.11A	Final	100%	Bill & Keep Interconnection Trunk Order Late Completions			-	-	-	-	-	-	-	-	-
1.12	Final	90% or more	Local Service Request Confirmed Due Dates Met			#	#	97%	#	#	99%	#	#	97%
1.13	Final	90% or more	Unbundled Type A and B Loop Order Late Completions			#	#	51%	#	#	60%	#	#	44%
1.14	Final	.25% or less	Unbundled Type A and B Loops Held Orders			#	#	0.23%	#	#	0.42%	#	#	0.40%
1.17	Final	5% or less	Local Service Request (LSR) Rejection Rate			#	#	17%	#	#	16%	#	#	16%
1.18	Final	90% or more	LSR Turnaround Time Met			#	#	66%	#	#	46%	#	#	38%
2.7	Interim	80% or more	Competitor Out-of-Service Trouble Reports Cleared within 24 Hours			#	#	94%	#	#	97%	#	#	84%
2.7A	Final	100%	Mean Time to Clear Competitor Out-of-Service Trouble Reports Outside The Performance Standard of Indicator 2.7			#	#	50%	#	#	100%	#	#	71%
2.8	Final	90% or more	Migrated Local Loop Completion Notices to Competitors			#	#	100%	#	#	99%	#	#	100%
2.8A	Final	90% or more	New Loop Status provided to Competitors			#	#	88%	#	#	92%	#	#	81%
2.9	Final	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours			#	#	100%	#	#	97%	#	#	96%

Legend:
N = Numerator
D = Denominator
R = Result in %
NA = Not Available
- = No Activity

TELUS - Competition-Related Quality of Service Indicators

Bell West Inc.			Apr-05			May-05			Jun-05					
Indicator #	Standard	Title	N (Volume)	D (Volume)	R (%)	N (Volume)	D (Volume)	R (%)	N (Volume)	D (Volume)	R (%)			
1.8	Final	90% or more	New Unbundled Type A and B Loop Order Service Intervals Met			#	#	93%	#	#	85%	#	#	74%
1.9	Final	90% or more	Migrated Unbundled Type A and B Loop Order Service Intervals Met			#	#	86%	#	#	100%	#	#	100%
1.10	Final	90% or more	Local Number Portability (LNP) Order (Standalone) Service Interval Met			#	#	100%	#	#	100%	#	#	100%
1.10A	Final	100%	Local Number Portability Order (Standalone) Late Completions			#	#	0%	#	#	100%	#	#	0%
1.11	Final	90% or more	Competitor Interconnection Trunk Order Service Interval Met			#	#	87%	#	#	50%	#	#	56%
1.11A	Final	100%	Bill & Keep Interconnection Trunk Order Late Completions			#	#	0%	#	#	0%	#	#	0%
1.12	Final	90% or more	Local Service Request Confirmed Due Dates Met			#	#	99%	#	#	100%	#	#	99%
1.13	Final	90% or more	Unbundled Type A and B Loop Order Late Completions			#	#	73%	#	#	73%	#	#	70%
1.14	Final	.25% or less	Unbundled Type A and B Loops Held Orders			#	#	2.29%	#	#	0.00%	#	#	1.70%
1.17	Final	5% or less	Local Service Request (LSR) Rejection Rate			#	#	13%	#	#	13%	#	#	14%
1.18	Final	90% or more	LSR Turnaround Time Met			#	#	96%	#	#	92%	#	#	91%
2.7	Interim	80% or more	Competitor Out-of-Service Trouble Reports Cleared within 24 Hours			#	#	100%	#	#	93%	#	#	50%
2.7A	Final	100%	Mean Time to Clear Competitor Out-of-Service Trouble Reports Outside The Performance Standard of Indicator 2.7			-	-	-	#	#	50%	#	#	47%
2.8	Final	90% or more	Migrated Local Loop Completion Notices to Competitors			#	#	87%	#	#	84%	#	#	95%
2.8A	Final	90% or more	New Loop Status provided to Competitors			#	#	100%	#	#	80%	#	#	78%
2.9	Final	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours			#	#	100%	#	#	100%	#	#	83%

Legend:

N = Numerator
D = Denominator
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NA = Not Available
- = No Activity

TELUS - Competition-Related Quality of Service Indicators

Call-Net Communications Inc.			Apr-05			May-05			Jun-05			
Indicator #	Standard	Title	N (Volume)	D (Volume)	R (%)	N (Volume)	D (Volume)	R (%)	N (Volume)	D (Volume)	R (%)	
1.8	Final	90% or more	New Unbundled Type A and B Loop Order Service Intervals Met	#	#	94%	#	#	90%	#	#	85%
1.9	Final	90% or more	Migrated Unbundled Type A and B Loop Order Service Intervals Met	#	#	94%	#	#	77%	#	#	88%
1.10	Final	90% or more	Local Number Portability (LNP) Order (Standalone) Service Interval Met	#	#	100%	#	#	100%	#	#	100%
1.10A	Final	100%	Local Number Portability Order (Standalone) Late Completions	-	-	-	-	-	-	-	-	-
1.11	Final	90% or more	Competitor Interconnection Trunk Order Service Interval Met	-	-	-	-	-	-	-	-	-
1.11A	Final	100%	Bill & Keep Interconnection Trunk Order Late Completions	-	-	-	-	-	-	-	-	-
1.12	Final	90% or more	Local Service Request Confirmed Due Dates Met	#	#	98%	#	#	96%	#	#	96%
1.13	Final	90% or more	Unbundled Type A and B Loop Order Late Completions	#	#	50%	#	#	72%	#	#	59%
1.14	Final	.25% or less	Unbundled Type A and B Loops Held Orders	#	#	1.56%	#	#	2.67%	#	#	1.56%
1.17	Final	5% or less	Local Service Request (LSR) Rejection Rate	#	#	10%	#	#	11%	#	#	11%
1.18	Final	90% or more	LSR Turnaround Time Met	#	#	92%	#	#	76%	#	#	80%
2.7	Interim	80% or more	Competitor Out-of-Service Trouble Reports Cleared within 24 Hours	#	#	95%	#	#	95%	#	#	78%
2.7A	Final	100%	Mean Time to Clear Competitor Out-of-Service Trouble Reports Outside The Performance Standard of Indicator 2.7	#	#	80%	#	#	56%	#	#	72%
2.8	Final	90% or more	Migrated Local Loop Completion Notices to Competitors	#	#	98%	#	#	97%	#	#	97%
2.8A	Final	90% or more	New Loop Status provided to Competitors	#	#	100%	#	#	87%	#	#	76%
2.9	Final	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours	#	#	99%	#	#	97%	#	#	98%

Legend:
N = Numerator
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TELUS - Competition-Related Quality of Service Indicators

LondonConnect Inc.			Apr-05			May-05			Jun-05					
Indicator #	Standard	Title	N (Volume)	D (Volume)	R (%)	N (Volume)	D (Volume)	R (%)	N (Volume)	D (Volume)	R (%)			
1.8	Final	90% or more	New Unbundled Type A and B Loop Order Service Intervals Met			#	#	100%	#	#	100%	#	#	87%
1.9	Final	90% or more	Migrated Unbundled Type A and B Loop Order Service Intervals Met			-	-	-	-	-	-	-	-	-
1.10	Final	90% or more	Local Number Portability (LNP) Order (Standalone) Service Interval Met			#	#	100%	#	#	100%	#	#	75%
1.10A	Final	100%	Local Number Portability Order (Standalone) Late Completions			-	-	-	#	#	100%	#	#	0%
1.11	Final	90% or more	Competitor Interconnection Trunk Order Service Interval Met			-	-	-	-	-	-	-	-	-
1.11A	Final	100%	Bill & Keep Interconnection Trunk Order Late Completions			-	-	-	-	-	-	-	-	-
1.12	Final	90% or more	Local Service Request Confirmed Due Dates Met			#	#	100%	#	#	100%	#	#	99%
1.13	Final	90% or more	Unbundled Type A and B Loop Order Late Completions			-	-	-	-	-	-	#	#	100%
1.14	Final	.25% or less	Unbundled Type A and B Loops Held Orders			#	#	0.00%	#	#	0.00%	#	#	0.00%
1.17	Final	5% or less	Local Service Request (LSR) Rejection Rate			#	#	25%	#	#	19%	#	#	24%
1.18	Final	90% or more	LSR Turnaround Time Met			#	#	93%	#	#	75%	#	#	72%
2.7	Interim	80% or more	Competitor Out-of-Service Trouble Reports Cleared within 24 Hours			#	#	78%	#	#	100%	#	#	86%
2.7A	Final	100%	Mean Time to Clear Competitor Out-of-Service Trouble Reports Outside The Performance Standard of Indicator 2.7			#	#	100%	-	-	-	#	#	33%
2.8	Final	90% or more	Migrated Local Loop Completion Notices to Competitors			#	#	100%	#	#	100%	#	#	92%
2.8A	Final	90% or more	New Loop Status provided to Competitors			#	#	93%	#	#	82%	#	#	93%
2.9	Final	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours			#	#	100%	#	#	100%	#	#	100%

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TELUS - Competition-Related Quality of Service Indicators

Microcell Connexions Inc.			Apr-05			May-05			Jun-05			
Indicator #	Standard	Title	N (Volume)	D (Volume)	R (%)	N (Volume)	D (Volume)	R (%)	N (Volume)	D (Volume)	R (%)	
1.8	Final	90% or more	New Unbundled Type A and B Loop Order Service Intervals Met	-	-	-	-	-	-	-	-	
1.9	Final	90% or more	Migrated Unbundled Type A and B Loop Order Service Intervals Met	-	-	-	-	-	-	-	-	
1.10	Final	90% or more	Local Number Portability (LNP) Order (Standalone) Service Interval Met	-	-	-	#	#	100%	#	#	100%
1.10A	Final	100%	Local Number Portability Order (Standalone) Late Completions	-	-	-	-	-	-	-	-	-
1.11	Final	90% or more	Competitor Interconnection Trunk Order Service Interval Met	-	-	-	-	-	-	#	#	0%
1.11A	Final	100%	Bill & Keep Interconnection Trunk Order Late Completions	-	-	-	-	-	-	#	#	100%
1.12	Final	90% or more	Local Service Request Confirmed Due Dates Met	#	#	100%	#	#	100%	#	#	100%
1.13	Final	90% or more	Unbundled Type A and B Loop Order Late Completions	-	-	-	-	-	-	-	-	-
1.14	Final	.25% or less	Unbundled Type A and B Loops Held Orders	-	-	-	-	-	-	-	-	-
1.17	Final	5% or less	Local Service Request (LSR) Rejection Rate	#	#	25%	#	#	17%	#	#	25%
1.18	Final	90% or more	LSR Turnaround Time Met	#	#	92%	#	#	41%	#	#	94%
2.7	Interim	80% or more	Competitor Out-of-Service Trouble Reports Cleared within 24 Hours	-	-	-	-	-	-	-	-	-
2.7A	Final	100%	Mean Time to Clear Competitor Out-of-Service Trouble Reports Outside The Performance Standard of Indicator 2.7	-	-	-	-	-	-	-	-	-
2.8	Final	90% or more	Migrated Local Loop Completion Notices to Competitors	-	-	-	-	-	-	-	-	-
2.8A	Final	90% or more	New Loop Status provided to Competitors	-	-	-	-	-	-	-	-	-
2.9	Final	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours	-	-	-	-	-	-	-	-	-

Legend:
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Indicator #	Reference	Title	Data required - Numerator	Data required - Denominator
1.8	CRTC 2001-636	New Unbundled Type A and B Loop Order Service Intervals Met	<u>Numerator:</u> Number of orders for new type A and B unbundled loops that have met the standard interval due date for the month	<u>Denominator:</u> Total number of orders for new type A and B unbundled loops for which a standard interval due date has been assigned for the month. Orders for which the requested due date is beyond the applicable standard service interval are excluded from this measure.
1.9	CRTC 2001-636	Migrated Unbundled Type A and B Loop Order Service Intervals Met	<u>Numerator:</u> Number of orders for migrated type A and B unbundled loops that have met the standard interval due date for the month	<u>Denominator:</u> Total number of orders for migrated type A and B unbundled loops for which a standard interval due date has been assigned for the month. Orders for which the requested due date is beyond the applicable standard service interval are excluded from this measure.
1.10	CRTC 2001-636	Local Number Portability (LNP) Order (Standalone) Service Interval Met	<u>Numerator:</u> Number of orders for standalone porting of numbers that have met the standard interval due date for the month	<u>Denominator:</u> Total number of orders for standalone porting of numbers for which a standard interval due date was assigned for the month. Orders for which the requested due date is beyond the applicable standard service interval are excluded from this measure.
1.10A	CRTC 2003-72	Local Number Portability Order (Standalone) Late Completions	<u>Numerator:</u> Number of orders for standalone porting of numbers that missed the confirmed due date, which were completed within one working day of the confirmed due date for that month	<u>Denominator:</u> Total number of orders for standalone porting of numbers for which a confirmed due date for that month was missed.
1.11	CRTC 2001-217	Competitor Interconnection Trunk Order Service Interval Met	<u>Numerator:</u> Number of orders for Bill and Keep trunks that have met the standard interval (agreed upon) due date for the month	<u>Denominator:</u> Total number of orders for Bill and Keep trunks for which a standard interval (agreed upon) due date has been assigned for the month. The due date interval is 20 business days when augments to existing trunk groups are required where facilities exist and 35 business days when new trunk groups are required where no facilities exist.
1.11A	CRTC 2003-72	Interconnection Trunk Order Late Completions	<u>Numerator:</u> Number of orders for Bill and Keep trunks, which missed their confirmed due dates, but have been completed within five working days of the confirmed due date	<u>Denominator:</u> Total number of orders for Bill and Keep trunks for which a confirmed due date for that month was missed
1.12	CRTC 2003-72	Local Service Request Confirmed Due Dates Met	<u>Numerator:</u> Number of LSR orders that were completed on the confirmed due date for the month	<u>Denominator:</u> Total number of LSR orders submitted and for which a confirmed due date for the month was assigned
1.13	CRTC 2003-72	Unbundled Type A and B Loop Order Late Completions	<u>Numerator:</u> Number of orders for new and migrated type A and B unbundled loops that have been completed one working day after the confirmed due date for the month	<u>Denominator:</u> Total number of orders for new and migrated type A and B unbundled loops for which a confirmed due date has been assigned for the month and has been missed
1.14	CRTC 2003-72	Unbundled Type A and B Loops Held Orders	<u>Numerator:</u> Number of orders for new type A and B unbundled loops that could not be completed on their confirmed due date that month due to a shortage of facilities	<u>Denominator:</u> Total number of orders for new type A and B unbundled loops (inward movement) for which a confirmed due date has been assigned for the month
1.17	CRTC 2003-72	Local Service Request (LSR) Rejection Rate	<u>Numerator:</u> Number of LSR orders rejected by the ILEC during the month	<u>Denominator:</u> Total number of LSR orders received by the ILEC during the month
1.18	CRTC 2001-636	LSR Turnaround Time Met	<u>Numerator:</u> Number of Local Service Confirmations (LSCs) returned to the CLEC within the applicable standard interval	<u>Denominator:</u> Total number of Local Service Confirmations (LSCs) issued during the month
2.7	CRTC 2001-217	Competitor Out-of-Service Trouble Reports Cleared within 24 Hours	<u>Numerator:</u> Number of initial out of service trouble reports cleared within 24 hours of their receipt during the month	<u>Denominator:</u> Total number of initial out of service trouble reports received during the month
2.7A	CRTC 2003-72	Mean Time to Clear Competitor Out-of-Service Trouble Reports Outside The Performance Standard of Indicator 2.7	<u>Numerator:</u> Number of hours used to clear initial out of service local loop trouble reports excluding those reported as cleared under indicator 2.7 during the month	<u>Denominator:</u> Total number of initial out of service local loop trouble reports received during the month excluding those cleared within 24 hours of their issuance
2.8	CRTC 2001-217	Migrated Local Loop Completion Notices to Competitors	<u>Numerator:</u> Number of notifications of local loops migrations completed during the month given on time to the CLEC	<u>Denominator:</u> Total number of completions of migrations of local loops scheduled for that month
2.8A	CRTC 2001-636	New Loop Status provided to Competitors	<u>Numerator:</u> Number of orders scheduled on a given day and for which a completion notice and/or status was given by 5:00 pm that same day	<u>Denominator:</u> Total number of orders for new local loops scheduled to be completed for that day
2.9	CRTC 2001-636	Competitor Degraded Trouble Reports Cleared Within 48 Hours	<u>Numerator:</u> Number of degraded trouble reports reported by CLEC and cleared within 48 hours of their notification	<u>Denominator:</u> Total number of degraded trouble reports received from CLEC during the month