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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,

Terry Connolly

Director, Regulatory Affairs

Attachment

TELUS - Competition-Related Quality of Service Indicators

Alistream Inc.							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%
2.7 A	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		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 W	est Inc.			Apr-05				Jun-05				
Inc	dicator#	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%
2.7 A	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 Legend:	Final		Competitor Degraded Trouble Reports Cleared Within 48 Hours	#	#	100%	#	#	100%	#	#	83%

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

TELUS - Competition-Related Quality of Service Indicators

Call-Net Communications Inc.					Apr-05					Jun-05		
Inc	Indicator # Standard Title				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%
2.7 A	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%
2.8 A	Final	90% or more	New Loop Status provided to Competitors	#	#	100%	#	#	87%	#	#	76%
2.9 .egend:	Final	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours	#	#	99%	#	#	97%	#	#	98%

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

TELUS - Competition-Related Quality of Service Indicators

LondonConnect Inc.							May-05			Jun-05		
Inc	Indicator # Standard Title				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%
2.7 A	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%
2.8 A	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%

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

TELUS - Competition-Related Quality of Service Indicators

Micro	cell Conne	cions Inc.	Apr-05			May-05			Jun-05			
Inc	ndicator # 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	-	_	_	_	_		_	_	_
2.7 A	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: N = Numerator D = Denominator R = Result in % NA = Not Available - = No Activity

1.9 CRTC 2001-836 Impact of the complete service in the complete service	Indicator #	Reference	Title	Data required - Numerator	Data required - Denominator
and 9 Loop Order Service interval Med to the month. 1.9 CRTC 2001-536 Algorited Unbundled Type A control of the month. 1.10 CRTC 2001-636 Local Number Portability (LMP) Order (Standatione) Services interval Med. 1.10 CRTC 2001-636 Local Number Portability (LMP) Order (Standatione) Services interval Med. 1.10 CRTC 2001-636 Local Number Portability (LMP) Order (Standatione) Services interval Med. 1.10 CRTC 2001-637 (Local Number Portability) Order (Standatione) Services interval Med. 1.11 CRTC 2001-72 (Interval Med.) 1.12 CRTC 2001-72 (Interval Med.) 1.13 CRTC 2001-72 (Interval Med.) 1.14 CRTC 2001-72 (Interval Med.) 1.15 CRTC 2001-72 (Interval Med.) 1.16 CRTC 2001-72 (Interval Med.) 1.17 CRTC 2001-72 (Interval Med.) 1.18 CRTC 2001-72 (Interval Med.) 1.19 CRTC 2001-72 (Interval Med.) 1.10 CRTC 2001-72 (Interval Med.) 1.10 CRTC 2001-72 (Interval Med.) 1.11 CRTC 2001-72 (Interval Med.) 1.12 CRTC 2001-72 (Interval Med.) 1.13 CRTC 2001-72 (Interval Med.) 1.14 CRTC 2001-72 (Interval Med.) 1.15 CRTC 2001-72 (Interval Med.) 1.16 CRTC 2001-72 (Interval Med.) 1.17 CRTC 2001-72 (Interval Med.) 1.18 CRTC 2001-72 (Interval Med.) 1.19 CRTC 2001-72 (Interval Med.) 1.10 CRTC 2001-72 (Interval Med.) 1.10 CRTC 2001-72 (Interval Med.) 1.11 CRTC 2001-72 (Interval Med.) 1.12 CRTC 2001-72 (Interval Med.) 1.13 CRTC 2001-72 (Interval Med.) 1.14 CRTC 2001-72 (Interval Med.) 1.15 CRTC 2001-72 (Interval Med.) 1.16 CRTC 2001-72 (Interval Med.) 1.17 CRTC 2001-72 (Interval Med.) 1.18 CRTC 2001-72 (Interval Med.) 1.19 CRTC 2001-72 (Interval Med.) 1.10 CRTC 2001-72 (Interval Med.) 1.11 CRTC 2001-72 (Interval Med.) 1.12 CRTC 2001-72 (Interval Med.) 1.13 CRTC 2001-72 (Interval Med.) 1.14 CRTC 2001-72 (Interval Med.) 1.15 CRTC 2001-72 (Interval Med.) 1.16 CRTC 2001-72 (Interval Med.) 1.17 CRTC 2001-72 (Interval Med.) 1.18 CRTC 2001-72 (Interval Med.) 1.19 CRTC 2001-72 (Interval Med.) 1.10 CRTC 2001-72 (Interval Med.) 1.11 CRTC 2001-72 (Interval Med.) 1.12 CRTC 2001-72 (Interval Med.) 1.13 CRTC 200	1.8	CRTC 2001-636			
Intervals Met					
1.9 CRTC 201-638 Migrated Unbundled Type A and B unbundled loops that have met the standard interval due date to the version Met. 1.00 CRTC 201-638 (Local Number Portability (LNP) (Order (Standalone)) Service Interval Met. 1.00 CRTC 2003-72 (Local Number Portability (LNP) (Order (Standalone)) Late Completions Completion Service Interval Met. 2003-72 (Local Number Portability Completions Completion Service Interval Met. 2003-72 (Local Number Portability Completions Completions Completion Service Interval Met. 2003-72 (Local Number Portability Completions Completion			Intervals Met		
CRTC 2001-201 Migrated Unbundled Type A and B with morth CRTC 2001-201					standard service interval are excluded from this measure.
1.10 CRTC 201-936 (Local Number Portability (LNP) Order (Standalone) Service Interval and Expenses of the month. 1.10 CRTC 201-936 (Local Number Portability (LNP) Order (Standalone) Service Interval and expenses of the month	1.9	CRTC 2001-636	Migrated Unbundled Type A	Numerator: Number of orders for migrated type A and B	Denominator: Total number of orders for migrated type A and B unbundled
1.10 CRTC 2001-30 Local Number Portability Code (Standalone) Service Interval Met Mumerator. Number of orders for standalone porting of numbers that have met the standard interval due date for the month Service Interval Met Mumerator. Number of orders for standalone porting of numbers that have met the standard interval due date for the month Service Interval Met Completions 1.110 CRTC 2003-72 Local Number Portability Code (Standalone) Late Completion Service Interval Met Code Service Completed within one working day of the confirmed due date for the month Interval (agreed upon) due date for the month Interval Met Completions Interval Met Interv				unbundled loops that have met the standard interval due date	loops for which a standard interval due date has been assigned for the
1.10 CRTC 2001-636 Local Number Portability (LNP) Order (Standalone) Service Interval Met month 1.11 CRTC 2003-27 Local Number Portability (Chargedon Late Completions Completed within one working day of the confirmed due date for the month 1.12 CRTC 2003-27 Linterconnection Trunk Order Service interval Met 1.13 CRTC 2003-27 Linterconnection Trunk Order Service interval Met 1.14 CRTC 2003-27 Local Service Request Confirmed due Dates Met 1.15 CRTC 2003-27 Local Service Request Confirmed due date within one working day of the confirmed due date for the month 1.16 CRTC 2003-27 Local Service Request Confirmed Due Dates Met 1.17 CRTC 2003-27 Local Service Request Confirmed Due Dates Met 1.18 CRTC 2003-28 Local Service Request Confirmed Due Dates Met 1.19 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.10 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.11 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.12 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.13 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.14 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.15 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.16 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.17 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.18 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.19 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.10 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.11 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.12 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.13 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.14 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.15 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.16 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.17 CRTC 2003-29 Local Service Request Confirmed Due Dates Met 1.18 CRTC 2003-29 Local Service Request Confirme			Intervals Met	for the month	month. Orders for which the requested due date is beyond the applicable
LNP) Order (Standalone) Service Interval Met month mon					standard service interval are excluded from this measure.
1.10.A CRTC 2003-72 Cacal Number Portability Competitors Carden Service Interval Met C	1.10	CRTC 2001-636		Numerator: Number of orders for standalone porting of	Denominator: Total number of orders for standalone porting of numbers for
1.10 CRTC 2003-72 [CRTC 2003-72 Consider Name of the standard service interval Met Numerator. 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, which were completed within one working day of the confirmed due date for that month that have met the standard interval (agreed upon) due date for that month as massed. 1.11 CRTC 2003-72 Interconnection Turk Order Interval Met to the standard interval (agreed upon) due date for the month. Thurk Order Service interval Met to the standard interval (agreed upon) due date for the month. Thurk Order Service interval Met to the standard interval (agreed upon) due date has been assigned for the month. Thurk Order Service interval to the standard interval (agreed upon) due date has been assigned for the month. Thurk Order Service interval to the standard interval (agreed upon) due date has been assigned for the month. Thurk Order Service interval to the standard interval (agreed upon) due date has been assigned for the month. Thurk Order Interval i					which a standard interval due date was assigned for the month. Orders for
CRTC 2003-72 Congelitors Competitor			Service Interval Met	month	which the requested due date is beyond the applicable standard service
Cornel (Standardone) Late Completions of commended and active for some the dissed the confirmed due date, which were completed on the month. CRTC 2001-217 Competitor Interconnection Trunk Order Service Interval Met 1.11A CRTC 2003-72 Interconnection Trunk Order Service Interval Met 1.11A CRTC 2003-72 Local Service Request Completions Competitors 1.12 CRTC 2003-72 Local Service Request Confirmed due date so the month Summerator. Number of orders for Bill and Keep trunks, which assigned for the month Service for Service Interval Met 1.13 CRTC 2003-72 Local Service Request Confirmed due dates but have been completed on Experiment of Confirmed Service Service Interval Met 1.14 CRTC 2003-72 Local Service Request Confirmed Service S	1 10A	CRTC 2003-72	Local Number Bortobility	Number Number 6 1 6 1 1 1	
completed within one working day of the confirmed due date for the month CRTC 2001-217 Competitor Interconnection Competitor	1.10%	OKTO 2000-72	,	number of orders for standalone porting of	Denominator: Total number of orders for standalone porting of numbers for
1.11 CRTC 2001-217 Competitor Interconnection				completed within one working day of the confirmed due date	which a confirmed due date for that month was missed.
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