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June 15, 2006

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

Dear Ms. Rhéaume:

**Re: Quality of Service Results - Exception Reporting**

Effective March 1, 2006, TELUS Communications Inc. (the "Former carrier" or "TCI") assigned and transferred all of its network assets and substantially all of its other assets and liabilities, including substantially all of its service contracts, to TELUS Communications Company ("TCC" or the "Company"), where after TCC carried on business of the Former carrier in the territories in which the Former carrier operated.

Pursuant to paragraph 90 of Telecom Decision CRTC 97-16 (Decision 97-16) and affirmed in paragraph 192 of Telecom Decision CRTC 2005-17 (Decision 2005-17), TELUS Communications Company ("TELUS" or "the Company") hereby files its May 2006 report for the Quality of Service (QOS) indicators the Company is required to report on a monthly basis.

TELUS is pleased to report that all retail indicators for the month were above standard. The monthly results for the affected indicators and the explanations for the results are provided as follows:

- Indicator 1.2B - Installation Appointments Met
- Indicator 1.3B - Held Orders per 100 Network Access Services (NAS) Inward Movement
- Indicator 2.1 A and B - Out-of-Service Trouble Reports Cleared within 24 Hours
- Indicator 2.2B - Repair Appointments Met

TELUS remains committed to providing unparalleled levels of service such that the delivery of customer service excellence becomes a hallmark for TELUS in 2006 and beyond.

Yours truly,

[Original signed by]

Terry Connolly  
Director, Regulatory Affairs

Attachments

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

**TCC**  
**Quality of Service Monthly Results**  
**(%)**

**Year:** 2006

**Standard:** 90% or more

<b>Month</b>	<b>Indicator – 1.2 Installation Appointments Met</b>
	<b>B (Rural)</b>
March	93%
April	94%*
May	94%

**Explanation of Results:**

\*Review of April installation appointments met – rural has resulted in an adjustment to 94% from 93%. The adjustment is due to cancelled orders being incorrectly included in April's results.

May:

- Installation appointments met – rural were above standard for the month, reflecting effective manpower planning to address installation requirements.

April:

- April results continue to track above standard as refinements in manpower scheduling/deployment were more than sufficient to respond to customer demand.

March:

- Results continue to trend above standard due in part to judicious scheduling of TELUS team members to meet projected demand.

**TCC**  
**Quality of Service Monthly Results**  
**(%)**

**Year:** 2006

**Standard:** 3.3% or less

<b>Month</b>	<b>Indicator – 1.3 Held Orders per 100 Network Access Services (NAS) Inward Movement</b>
	<b>B (Rural)</b>
March	2.1%
April	2.0%
May	2.3%

**Explanation of Results:**

May:

- Results were well below minimum standards during May thanks as a result of action plans implemented in prior months to effectively manage held orders.

April:

- Proactive planning and removing barriers that generate rural held orders enabled TELUS to keep these orders to well below the minimum standard.

March:

- TELUS continues to maintain rural held orders at minimum levels by actively managing controllable factors that result in held orders.

**TCC**  
**Quality of Service Monthly Results**  
**(%)**

**Year:** 2006

**Standard:** 80% or more

<b>Month</b>	<b>Indicator – 2.1 Out-of-Service Trouble Reports Cleared within 24 Hours</b>	
	<b>A (Urban)</b>	<b>B (Rural)</b>
March	90%	89%
April	89%	88%
May	86%	85%

**Explanation of Results:**

May:

- May results reflect sustained and stable processes put in place to quickly remedy out-of-service troubles.

April:

- Continued refinement of internal processes and programs (manpower scheduling/deployment, infrastructure upgrades) combined with favorable environmental conditions contributed to both urban and rural results being well above the minimum monthly standard.

March:

- Both urban and rural out-of-service trouble reports cleared within 24 hours were above standard, including rural results above standard for the first time in 10 months. Contributing factors include more effective manpower deployment, leverage of the new collective agreement and ongoing infrastructure upgrades.

**TCC**  
**Quality of Service Monthly Results**  
**(%)**

**Year:** 2006

**Standard:** 90% or more

<b>Month</b>	<b>Indicator – 2.2 Repair Appointments Met</b>
	<b>B (Rural)</b>
March	92%
April	93%
May	93%

**Explanation of Results:**

May:

- Repair appointments met – rural continue to show strong results primarily due to accurate pairing of manpower to the predicted workload.

April

- Repair volumes were predictable during the month which enabled TELUS to effectively schedule manpower to address repair demands and maintain results well above standard.

March:

- Building on a positive trend, repair appointments met – rural were above standard for the first time in 10 months. Repair appointment volumes for urban and rural moderated in March following relatively high demand since Q3 2005.