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July 17, 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.

TCC is issuing one cover letter to represent both TCC BC/Alberta and TCC Quebec results. Results will be presented separately for TCC BC/Alberta and TCC Quebec.

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 June 2006 report for the Quality of Service (QOS) indicators the Company is required to report on a monthly basis. TCC Quebec has no exceptions to report for the month of June.

TCC BC/Alberta monthly results for the affected indicators and the explanations for the results are provided as follows:

- Indicator 1.2B - Installation Appointments Met
- Indicator 2.1 A and B - Out-of-Service Trouble Reports Cleared within 24 Hours
- Indicator 2.2B - Repair Appointments Met

Indicator 1.3B - Held Orders per 100 Network Access Services (NAS) Inward Movement is not reported in June as results are now above standard for 6 of the previous 12 months.

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 BC/Alberta
Quality of Service Monthly Results
(%)**

Year: 2006

Standard: 90% or more

| Month | Indicator – 1.2 Installation Appointments Met |
|--------------|--|
| | B (Rural) |
| April | 94%* |
| May | 94% |
| June | 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.

June:

- June results held steady as sufficient resources were deployed to meet forecasted installation demand.

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.

**TCC BC/Alberta
Quality of Service Monthly Results
(%)**

Year: 2006

Standard: 80% or more

| Month | Indicator – 2.1 Out-of-Service Trouble Reports Cleared within 24 Hours | |
|--------------|---|------------------|
| | A (Urban) | B (Rural) |
| April | 89% | 88% |
| May | 86% | 85% |
| June | 81% | 75% |

Explanation of Results:

June:

- Urban results were above standard for the month. Rural results deteriorated in part due to localized flooding in southern Alberta.

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.

**TCC BC/Alberta
Quality of Service Monthly Results
(%)**

Year: 2006

Standard: 90% or more

| Month | Indicator – 2.2 Repair Appointments Met B (Rural) |
|--------------|--|
| April | 93% |
| May | 93% |
| June | 91% |

Explanation of Results:

June:

- The indicator continues to track above standard as repair appointments are prioritized to ensure TELUS' commitment to the customer are met.

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.