

UTILITIES CONSUMERS' GROUP

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June 5, 2006

CRTC
Ottawa, ON K1A 0N2
Attention: Diane Rhéaume, Secretary General CRTC

Dear Ms. Rhéaume:

Re: CRTC PN 2006-1 Northwestel Review of Regulatory Framework

Pursuant to section 39 of the above PN, the Utilities Consumers' Group (UCG) would like to file the following submission with the Commission.

Sincerely yours,



Roger Rondeau
President

cc. Muriel Chalifoux, Regulatory Northwestel
Interested Parties

SUBMISSION AND EVIDENCE
TO
CRTC
REGARDING
TELECOM PUBLIC NOTICE
2006-1
REVIEW OF REGULATORY FRAMEWORK
OF NORTHWESTEL

UTILITIES CONSUMERS' GROUP

JUNE 5, 2006

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INTRODUCTION/ EXECUTIVE SUMMARY

The Utilities Consumers' Group ("UCG") is a not-for-profit registered society in the Yukon Territory since 1993. Our mandate is to represent residential and small business consumers of various utilities, including the telecommunications industry.

UCG's major concerns with this public notice ordinance and Northwestel's proposal are outlined in our table of contents on the preceding page.

UCG anticipates this process will persuade the Commission to :

- uphold the policy provisions established in Section 7 of the Telecommunications Act;
- direct a fair balance between ratepayer and shareholder interest;
- remain committed to subsidizing the unique circumstances of the North through a national programme;
- protect those vulnerable low-income citizens of the Northern society by not imposing higher local residential access rates;
- provide for a lifeline service option;
- ensure that northerners have access to the evolving information highway; and
- ensure that Canadian society benefits as a whole from this information highway i.e. education, health (even more prominent in remote areas), new and enhance data bases (which are easily accessible) for job searching and job training, telecommuting and home-based business, videoconferencing, programmes for the disabled.

Everyone concurs that telephones are an essential service in today's world and that this service must be universal to all areas of Canada, rural and urban. Safeguarding universality is but one reason, UCG is apprehensive about initiating a price cap regime in Northwestel's operating area.

We submit that regulatory forces are necessary to ensure the social goal of universality is upheld. Regulatory intervention is also necessary to prevent degradation of telecommunication service, quality, affordability, availability and reliability rather than respond to policy failures after they have developed.

One of the positives of succeeding the processes in the rest of Canada, the North can observe what transpired in these jurisdictions due to the changes in the regulatory regimes...the pros and cons. The simple reality, from experiences in other jurisdictions, is that one cannot rely on market forces alone. This will be even more elevated in the North.

As stewards for consumers, the Commission is obligated to ensure the same mistakes are not made in the North. In 2002 the CRTC capped local phone service at current levels of \$20-\$30 for basic residential service. This should remain as a stabilized rate to allow consumers to budget into the future!

By not having commented on any particular issue, in this presentation, does not necessarily proclaim UCG is in agreement.

TELECOMMUNICATIONS ACT

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OBJECTIVES

Section 7 of the Telecommunications Act sets out nine policy objectives to be anointed in any decision rendered by the regulator of telcos, the Canadian-Radio and Telecommunication Commission:

- (a) to safeguard, enrich and strengthen the social and economic fabric of Canada and its regions;
- (b) to render reliable and affordable telecommunications to all areas of Canada, rural and urban;
- (c) to enhance the efficiency and competitiveness of Canadian telecommunication providers;
- (d) to promote the use of Canadian ownership and control;
- (e) to foster increased reliance on market forces while ensuring regulation is efficient and effective;
- (f) to stimulate research and development in Canadian resources and encourage innovation;
- (g) to respond to economic and social requirements of consumers; and
- (h) to contribute to the protection of privacy of individuals.

Each of these guidelines is equally important for the maintenance of Canada's identity and sovereignty. Each specific area in Canada is also equally important for the accomplishment of this goal. However, there are some of these areas in this broad country that are far more challenging...the North is perhaps the most prominent. Due to the small population base in such a vast expanse of land, costs of providing telecommunications to northerners homes or businesses is more expensive to provide.

Yukoners appreciate extremely the provisions the Commission have implemented for serving high cost areas. Unfortunately, to achieve the above eight enshrined laws of the land, the requirement of this northern support mechanism must continue today and beyond.

RATE RESTRUCTURING

Since the days of the commencement of rate rebalancing, approximately 10 years ago, Yukoners have endured a basic local telephone service cost increase of 284% (from \$7.38 to \$29.33). This does not include the additional cost of 911 plus local area charges plus GST, which all in total raises these costs to a whopping **352% increase**. This is far above the CPI and inflation rate for these years! This is also a far more severe increment than any other jurisdiction in Canada. [see EXHIBIT A- RATE COMPARISONS SINCE 1995]

An analysis by PIAC on the impacts of rate restructuring from 1992-2002 of Residential Telephone Service in southern jurisdictions found:

- heavy users saved the most... between 15-30%;
- light users (approx. 25 % of the customers) received substantial increases of 35-65%;
- disproportionately the elderly and low-income negatively affected; and
- Stats Canada found price index of telephone service rose 17.4% in this 10 year period.

PIAC concluded: *"While competition brought welcome changes in choice, service innovation and reductions in the price of LD service it has also brought higher overall telephone prices for most residential customers, a deterioration in service quality and a number of new market place problems for consumers."*

UCG realizes that the Northwestel proposal of \$2 local access increase to residential customers and \$5 increase for businesses does not sound like much to the affluent in our society. But when taken collectively, the above basic access increases and the affordability impacts identified on the next page, it becomes a burden on many Yukoners.

IMPACT ON RESIDENTIAL CUSTOMERS

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It is important for the Commission to understand that when there is any increase in an essential service, it is the lowest income people that are always affected proportionately more. Statistics Canada show that 25% of Yukon taxpayers earned below \$15,000 in 2004; 43% of Yukon taxpayers earned less than \$25,000 [EXHIBIT B-STATISTICS CANADA]. This is a significant proportion of the Yukon population!

UCG files a *Yukon News* article for evidence [EXHIBIT C], dated Wednesday, May 10, 2006. What is important to glean from this article is that the demographics of the poor, those utilizing food banks and soup kitchens, have changed in the past few years:

- it used to be mostly men with some type of disability or alcohol problem, now these food banks are being frequented increasingly more by women, elderly, families, single parents with children and the working poor;
- when the soup kitchen ran out of the basement of Sacred Heart 10 years ago it served 30 to 40 people per week, now it has more than doubled from 85 to 100 hungry people per week;
- under Maryhouse's emergency non-perishable food-bank, which can be frequented once monthly, now serves more than 200 people;
- during 2005, the Salvation Army emergency food bank, which can be frequented only every five weeks, experienced over 2000 people with need for groceries;
- social assistance rates in the Yukon have not increased in 15 years, yet cost of living has crept over 2 per cent per year. By the third week of the month, many SA recipients are out of money.

i) **AFFORDABILITY** is certainly an issue to these people! The set-income elderly and disabled, the unemployed and unemployable, the single-parent family and now the working poor must take this monthly telephone increase of \$2 from somewhere else in their budget. It is most likely to come from the food quota!

UCG does not buy into the telephone company's theory that local rates have to continually rise. What is Northwestel's way of meeting with the needs of these low income citizen... turn a blind eye; out of sight, out of mind; etc.

UCG also does not buy into the Commission and telco version of using penetration rates as the key indicator or the monitoring program for overall affordability [TELECOM DECISION CRTC 96-10 Local Service Pricing Options]. As a matter of fact, national telephone penetration rates computed by Statistics Canada exclude households on Indian reservations and residents of the Yukon, NWT and Nunavut. As the Commission and the statutes have defined, telephones are now an essential, a universal tool. Therefore, it stands to reason, other areas of the low-income budget will be neglected before the telephone is gone from the household!

To define affordability is a relative process...it depends on each individual or household and their budget.

The Commission states in [TELECOM DECISION CRTC 96-10 Local Service Pricing Options]: *"that monitoring affordability for the purpose of detecting, early on, the development of specific nature of and affordability concerns. This will allow the Commission to take the appropriate action, if and when it becomes necessary to do so."* UCG respectfully submits this is time for the North.

Basic local telephone service (which evolves continually) should be within the financial grasp of all Canadians, so they can participate fully in our society, as enshrined in section 7 (b) of the ACT.

On the average, in the last ten years residential consumers in other jurisdictions of Canada, are paying twice as much for local telephone service. In the Yukon, Northwest Territories and Nunavut it is four times as much.

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Basic local telephone service (which evolves continually) should compare in quality and costs for all Canadians, while accommodating economic and social requirements of various areas, as enshrined in section 7 (h) of the ACT.

In summary, the above facts suggests that the Commission should keep local residential access rates to Northwestel the same as they are today. Yukoners have already paid their fair share of the burden for service costs in the past 10 years! In the meantime, Northwestel's shareholders have received 10.5%(or more) profit each year.

If the Commission in its wisdom sees fit for yet another increase, then some type of budgeted/optional service, a targeted subsidy or lifeline program must be implemented by the company to ensure affordability for those who are most vulnerable.

IMPACT ON SMALL BUSINESS CUSTOMERS

There are very few large businesses in the Yukon; Northwestel and a couple of mining companies that are getting on stream. But there are many local small businesses and home-based businesses which support the local economy. Although UCG has not received any feedback from these companies, on the repercussions of a \$5 increase in local telephone access to their businesses, we would like to note that this could negatively impact some of the newer start-up businesses.

CUSTOMER COSTS

i) ALLOCATION

UCG has always had a problem with how Northwestel allocates its cost of service to various ratepayer groups. How long has it been since Northwestel has done a complete cost of service study? Defining that it costs over \$56 per NAS can be rationalized by the company as it so wishes. And then to add a 25% bonus to the envelope seems a tad ludicrous. We realize it costs more to maintain and operate such facilities in the North, but these costs are the hard costs plus a healthy rate of return on equity. To add such an additional mark-up, would appear to be double dipping.

ii) SIP ADDED TO NAS COSTS

Another problem UCG has with the allocation of costs, is the SIP costs being added to the NAS...especially for the larger centres such as Whitehorse and Yellowknife where there has been negligible work established in this program. The SIP is a national program being paid for by the national subsidy initiative...it should therefore be isolated from the NAS costs.

QUALITY OF SERVICE

UCG has received very few complaints lately about Northwestel's quality of service. The only exception was the problem that surfaced last year with restrictions placed on internet usage with very little notice nor little reasoning given to the customers. Before this, internet customers had non-limited usage.

However, to give credit where credit is due, after dialogue between UCG members/other customers and Northwestel, this was remedied. At least partially! Northwestel expeditiously implemented various program choices for internet usage. There is no longer an unlimited access package to time and this brings in complaints

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from previous high-end users who argue they should have been grand fathered because they were an on-line customer prior to the new tariffs. They claim their agreement was breached!

At this same time it was also noted that Northwestel's high speed internet seldom has the measure it is selling as there are constraints in the back haul.

The majority of complaints now received by UCG are from new consumers regarding the high costs of instalment fees or security deposits or inside wire repair.

As a ramification, UCG submits that the Commission not allow Northwestel in the future to:

- amend tariff changes in mid-stream as they did with the internet service last year; and
- develop unilateral changes in fundamental terms of agreement or contract without customers input or consent before making material changes to service.

BILL MANAGEMENT TOOLS

i.) LOCAL SERVICE OPTIONS

UCG submits the best option offering affordability for local telephone service to low-income Yukon ratepayers, is to have an optional service with lower costs; i.e. toll restriction; "a strap" placed on their phone allowing for local calls only. This is the easiest to implement and the most cost efficient to manage. We further submit that \$15 is a reasonable price for such a service option. **This would empower a life-line service!**

We realize this may adversely impact the utility revenue shortfall, but it is now time for the Commission to take the step in initiating measures to ensure, for all Northerners, what is enshrined in the statutes. This optional program, on the bright side, may gain new customers and income for the Company.

ii.) INSTALMENT FEES

UCG submits that all instalment fees required by Northwestel be reduced by a 25% mark-down. Furthermore, customers on toll restriction should have instalment fees extended from six months to one year of equal monthly payments with no interest charged.

iii.) SECURITY DEPOSITS

UCG submits that all security deposits required by Northwestel be reduced by a 25% mark-down. Furthermore, customers on toll restriction should not be required to pay any deposit.

COMPETITION

It is highly unlikely that local competition will roll into Northwestel's operating territory for many years to come. The exception may be in the larger centres and even this is unlikely. To ensure legitimate deregulation, there is also the need for competition in the local market.

Regardless, competition was supposed to be the consumer saviour...the theory behind this vision was to bring down prices. This did so for long-distance, but local basic service increased from 3.5 to 4 times. On top of this, we must now must pay for services such as directory assistance, 911, extended local calling and inside wire repair. So most residential customers are now paying more for an overall basket of services!

ESSENTIAL SERVICES

Analysis of previous regulatory proceedings show that individuals or households differ on the bundle of telecommunications they consider essential.

Therefore UCG submits, by simple reasoning, there is a need for more option packages offered to consumers by the telephone company.

RESTRUCTURING

UCG submits that any type of restructuring Northwestel finds necessary to remain competitive and maintain a fair and reasonable return on equity, must be accomplished without a deterioration of services nor on the backs of consumers, i.e. consumers do not pay for this measure.

REGULATORY FRAMEWORK

i.) SPLIT RATE BASE VS. PRICE CAP REGULATION

A major concern to UCG, of this Northwestel proposal, is the immediate jump into price cap regulation skipping the split rate base regime stage that has transpired in the south. Although we understand the principle of capping prices; i.e. in theory this should tighten up efficiencies and increase productivity in the company and stabilize rates for consumers. We also understand that this is also the necessary step in the deregulation process. We find this to be a difficult proposition in the North, where it has been determined that a national subsidy regime is necessary. In reality, Northwestel's proposal is to mix capping of prices with the national supplementary funding regime ensuring rate of return for the company. This is something entirely different! It appears to our organization as though these policies contradict one another!

UCG submits that it would make more sense, in light of the unique circumstance in the North, to implement a split-rate base regime at this time. By separating all the entities of Northwestel, this should make it easier to regulate. By isolating such programs as the SIP from the NAS costs would offer a more true-up cost. This would also offer a superior model to the company's allocation of costs for various ratepayer groups. We realize this regime would not result in less regulation, which the company and the Commission are proposing. Northwestel comprehends that we cannot rely entirely on market forces in the north, so why are they proposing to dispose of regulation?

ii.) NECESSITY OF SOME TYPE OF REGULATORY MEASURES

As UCG stated earlier in this submission; in order for proper deregulation to roll-out in any jurisdiction, local market competition is needed as well as long distance competition. This is very unlikely to happen in the North in the foreseeable future! Therefore, we submit some type of regulatory forces are necessary in the North to:

- ensure universality of essential telephone service is protected;
- ensure evolution of basic telephone services respond to legitimate customer demand and promote social well-being; and
- prevent degradation of telecommunication service quality, affordability and reliability.

It is very improbable that consumers can rely on market forces alone. Even in the southern jurisdictions, it has been established that 10 years of competition in the LD market has not lived up to customer expectations. This will be even more prominent in the North! The Commission must acknowledge the shortcomings of market forces and put in place effective regulatory measures to ensure the continued delivery of high quality service and protect the consumer from unfair market practices by competitive service providers.

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iii.) QUALITY OF SERVICE MECHANISM WITH PRICE CAP REGIME

UCG submits that we do not agree with a price cap regime in the North at this time. If the Commission sees this issue differently, you cannot dispute that by introducing this type regime leads to lesser regulatory pressure, which in most likelihood will lead to a degradation in the quality of service...the telco simply cuts costs to increase their profits.

Therefore, if the Commission so chooses to initiate price regulation some type of incentive mechanism or perhaps in this case a disincentive mechanism is needed; i.e. such as any substandard service quality being punishable by financial penalties of up to 5% of total revenues.

iv.) SUBSIDY MECHANISM WITH A 25% MARK-UP

UCG, as stated in our allocation of costs summary, cannot rationalize a 25% mark-up added on to each of the subsidy calculation categories on page 1 Appendix IV of Northwestel Evidence.

v.) PRODUCTIVITY INCENTIVE

UCG submits a productivity value of 0% contradicts a price cap regime.

vi.) ROE

UCG submits that a return of 10.5 % for Northwestel, which was set in 1997, is above the average rate of todays regulated Canadian electric monopolies of 9.5 to 10%.

vii.) CAT RATE

UCG is optimistic that the Northwestel proposed CAT rate of under one cent per minute will initiate greater competition in the LD market.

GOVERNMENT DUPLICATE INFRASTRUCTURE

UCG is very concerned that federal money used to set up duplicate infrastructure in the North West Territories and Nunavut may adversely affect the revenue stream of Northwestel and thus the rates to Northwestel customers. Therefore, the Yukon will be left to pay the bills!

ACCESS TO THE INFORMATION HIGHWAY

It is apparent to all that information highway is continuously evolving. The North must be included in this development to consecrate Section 7 of the Act. The North, as the Commission has concluded, has unique circumstances, therefore needs unique regulatory conditions-- to ensure Canadian society benefits as a whole i.e. education, health(even more prominent in remote areas), new and enhanced data bases (which are easily accessible) for job searching and job training, telecommuting and home-based business, videoconferencing, and improved programmes for the disabled.

TELCO RATE COMPARISON
As at May 1, 1995

Attachment 7
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Description	NWTEL Rate Group	Bell	NBTel	AGT	BCTel	NFLDTel	NWTEL
Residence, Individual Line Access	1	\$10.15	\$13.45	\$13.98	\$9.15	\$11.05	\$9.55
Residence, Individual Line Access	2	\$10.15	\$13.45	\$14.27	\$9.15	\$11.05	\$10.35
Residence, Individual Line Access	3	\$10.65	\$13.45	\$14.46	\$10.35	\$11.05	\$11.25
Residence, Individual Line Access	4	\$11.65	\$15.25	\$15.07	\$10.90	\$12.20	\$12.20
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Residence, 2 Party Access	1	\$8.05	n/a	n/a	\$6.75	\$8.50	\$6.65
Residence, 2 Party Access	2	\$8.05	n/a	n/a	\$6.75	\$8.50	\$7.45
Residence, 2 Party Access	3	\$8.35	n/a	n/a	\$7.20	\$8.50	\$8.40
Residence, 2 Party Access	4	\$8.70	n/a	n/a	\$7.50	\$9.65	\$8.98
Touch-Tone Access		incl			incl	incl	incl
Residence, 4 Party Access	1	\$8.05	\$12.20	n/a	\$6.10	n/a	\$6.23
Residence, 4 Party Access	2	\$8.05	\$12.20	n/a	\$6.10	n/a	\$6.86
Residence, 4 Party Access	3	\$8.35	\$12.20	n/a	\$6.25	n/a	\$7.76
Residence, 4 Party Access	4	\$8.70	\$12.75	n/a	\$6.55	n/a	\$8.28
Touch-Tone Access		incl	incl		incl		incl
Business, Individual Line Access	1	\$21.80	\$23.80	\$24.43	\$18.10	\$24.00	\$23.95
Business, Individual Line Access	2	\$21.80	\$23.80	\$26.43	\$18.10	\$24.00	\$26.50
Business, Individual Line Access	3	\$21.80	\$23.80	\$28.43	\$20.45	\$24.00	\$29.50
Business, Individual Line Access	4	\$27.80	\$25.55	\$33.48	\$23.00	\$31.40	\$30.95
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Business, 2 party Access	1	\$18.60	n/a	n/a	n/a	\$15.00	\$17.15
Business, 2 party Access	2	\$18.60	n/a	n/a	n/a	\$15.00	\$18.90
Business, 2 party Access	3	\$18.60	n/a	n/a	n/a	\$15.00	\$21.00
Business, 2 party Access	4	\$23.40	n/a	n/a	n/a	\$17.95	\$22.00
Touch-Tone Access		incl				incl	incl
Business, 4 party Access	1	\$15.40	\$18.50	n/a	\$11.30	n/a	\$13.60
Business, 4 party Access	2	\$15.40	\$18.50	n/a	\$11.30	n/a	\$14.85
Business, 4 party Access	3	\$15.40	\$18.50	n/a	\$12.65	n/a	\$16.30
Business, 4 party Access	4	\$19.00	\$18.95	n/a	\$13.80	n/a	\$16.95
Touch-Tone Access		incl	incl		incl		incl
Multiline Network Access, 1-7 lines	1	\$44.35	\$42.95	\$38.38	\$28.80	\$30.60	\$34.30
Multiline Network Access, 1-7 lines	2	\$44.35	\$42.95	\$40.88	\$28.80	\$30.60	\$37.90
Multiline Network Access, 1-7 lines	3	\$44.35	\$42.95	\$43.88	\$33.10	\$30.60	\$42.20
Multiline Network Access, 1-7 lines	4	\$54.60	\$46.55	\$51.38	\$37.60	\$39.10	\$44.25
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Rotary Hunt		incl	incl	incl	incl	incl	incl
Multiline Network Access, 8+ lines	1	\$44.35	\$42.95	\$44.43	\$28.80	\$30.60	\$34.30
Multiline Network Access, 8+ lines	2	\$44.35	\$42.95	\$47.43	\$28.80	\$30.60	\$37.90
Multiline Network Access, 8+ lines	3	\$44.35	\$42.95	\$51.43	\$33.10	\$30.60	\$42.20
Multiline Network Access, 8+ lines	4	\$54.60	\$46.55	\$59.93	\$37.60	\$39.10	\$44.25
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Rotary Hunt		incl	incl	incl	incl	incl	incl

Note: After NWTEL's Phase I increase and 1st \$2.00 increase for Southern Telcos, whose rates are subject to change.

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TELCO RATE COMPARISON
As at November 1, 1995

Attachment 7
Page 4 of 6

Description	NWTEL Rate Group	Bell	NBTel	AGT	BCTel	NFLDTel	NWTEL
Residence, Individual Line Access	1	\$10.15	\$13.45	\$13.98	\$9.15	\$11.05	\$13.85
Residence, Individual Line Access	2	\$10.15	\$13.45	\$14.27	\$9.15	\$11.05	\$14.65
Residence, Individual Line Access	3	\$10.65	\$13.45	\$14.46	\$10.35	\$11.05	\$15.55
Residence, Individual Line Access	4	\$11.65	\$15.25	\$15.07	\$10.90	\$12.20	\$16.50
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Residence, 2 Party Access	1	\$8.05	n/a	n/a	\$6.75	\$8.50	\$8.80
Residence, 2 Party Access	2	\$8.05	n/a	n/a	\$6.75	\$8.50	\$9.60
Residence, 2 Party Access	3	\$8.35	n/a	n/a	\$7.20	\$8.50	\$10.55
Residence, 2 Party Access	4	\$8.70	n/a	n/a	\$7.50	\$9.65	\$11.13
Touch-Tone Access		incl			incl	incl	incl
Residence, 4 Party Access	1	\$8.05	\$12.20	n/a	\$6.10	n/a	\$8.38
Residence, 4 Party Access	2	\$8.05	\$12.20	n/a	\$6.10	n/a	\$9.01
Residence, 4 Party Access	3	\$8.35	\$12.20	n/a	\$6.25	n/a	\$9.91
Residence, 4 Party Access	4	\$8.70	\$12.75	n/a	\$6.55	n/a	\$10.43
Touch-Tone Access		incl	incl		incl		incl
Business, Individual Line Access	1	\$21.80	\$23.80	\$24.43	\$18.10	\$24.00	\$30.05
Business, Individual Line Access	2	\$21.80	\$23.80	\$26.43	\$18.10	\$24.00	\$32.60
Business, Individual Line Access	3	\$21.80	\$23.80	\$28.43	\$20.45	\$24.00	\$35.60
Business, Individual Line Access	4	\$27.80	\$25.55	\$33.48	\$23.00	\$31.40	\$37.05
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Business, 2 party Access	1	\$18.60	n/a	n/a	n/a	\$15.00	\$20.20
Business, 2 party Access	2	\$18.60	n/a	n/a	n/a	\$15.00	\$21.95
Business, 2 party Access	3	\$18.60	n/a	n/a	n/a	\$15.00	\$24.05
Business, 2 party Access	4	\$23.40	n/a	n/a	n/a	\$17.95	\$25.05
Touch-Tone Access		incl				incl	incl
Business, 4 party Access	1	\$15.40	\$18.50	n/a	\$11.30	n/a	\$16.65
Business, 4 party Access	2	\$15.40	\$18.50	n/a	\$11.30	n/a	\$17.90
Business, 4 party Access	3	\$15.40	\$18.50	n/a	\$12.65	n/a	\$19.35
Business, 4 party Access	4	\$19.00	\$18.95	n/a	\$13.80	n/a	\$20.00
Touch-Tone Access		incl	incl		incl		incl
Multiline Network Access, 1-7 lines	1	\$44.35	\$42.95	\$38.38	\$28.80	\$30.60	\$38.70
Multiline Network Access, 1-7 lines	2	\$44.35	\$42.95	\$40.88	\$28.80	\$30.60	\$42.30
Multiline Network Access, 1-7 lines	3	\$44.35	\$42.95	\$43.88	\$33.10	\$30.60	\$46.60
Multiline Network Access, 1-7 lines	4	\$54.60	\$46.55	\$51.38	\$37.60	\$39.10	\$48.65
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Rotary Hunt		incl	incl	incl	incl	incl	incl
Multiline Network Access, 8+ lines	1	\$44.35	\$42.95	\$44.43	\$28.80	\$30.60	\$38.70
Multiline Network Access, 8+ lines	2	\$44.35	\$42.95	\$47.43	\$28.80	\$30.60	\$42.30
Multiline Network Access, 8+ lines	3	\$44.35	\$42.95	\$51.43	\$33.10	\$30.60	\$46.60
Multiline Network Access, 8+ lines	4	\$54.60	\$46.55	\$59.93	\$37.60	\$39.10	\$48.65
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Rotary Hunt		incl	incl	incl	incl	incl	incl

Note: After NWTEL's Phase II increase and the first \$2.00 increase for Southern Telcos, whose rates are subject to change.

TELCO RATE COMPARISON
As at May 1, 1996

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Description	NWTeI Rate Group	Bell	NBTel	AGT	BCTel	NELDTel	NWTeI
Residence, Individual Line Access	1	\$12.15	\$15.45	\$15.98	\$11.15	\$13.05	\$18.10
Residence, Individual Line Access	2	\$12.15	\$15.45	\$16.27	\$11.15	\$13.05	\$18.90
Residence, Individual Line Access	3	\$12.65	\$15.45	\$16.46	\$12.35	\$13.05	\$19.80
Residence, Individual Line Access	4	\$13.65	\$17.25	\$17.07	\$12.90	\$14.20	\$20.75
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Residence, 2 Party Access	1	\$10.05	n/a	n/a	\$8.75	\$10.50	\$10.95
Residence, 2 Party Access	2	\$10.05	n/a	n/a	\$8.75	\$10.50	\$11.75
Residence, 2 Party Access	3	\$10.35	n/a	n/a	\$9.20	\$10.50	\$12.70
Residence, 2 Party Access	4	\$10.70	n/a	n/a	\$9.50	\$11.65	\$13.25
Touch-Tone Access		incl			incl	incl	incl
Residence, 4 Party Access	1	\$10.05	\$14.20	n/a	\$8.10	n/a	\$10.50
Residence, 4 Party Access	2	\$10.05	\$14.20	n/a	\$8.10	n/a	\$11.15
Residence, 4 Party Access	3	\$10.35	\$14.20	n/a	\$8.25	n/a	\$12.05
Residence, 4 Party Access	4	\$10.70	\$14.75	n/a	\$8.55	n/a	\$12.60
Touch-Tone Access		incl	incl		incl		incl
Business, Individual Line Access	1	\$23.80	\$25.80	\$26.43	\$20.10	\$26.00	\$36.10
Business, Individual Line Access	2	\$23.80	\$25.80	\$28.43	\$20.10	\$26.00	\$38.65
Business, Individual Line Access	3	\$23.80	\$25.80	\$30.43	\$22.45	\$26.00	\$41.65
Business, Individual Line Access	4	\$29.80	\$27.55	\$35.48	\$25.00	\$33.40	\$43.10
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Business, 2 party Access	1	\$20.60	n/a	n/a	n/a	\$17.00	\$23.20
Business, 2 party Access	2	\$20.60	n/a	n/a	n/a	\$17.00	\$24.95
Business, 2 party Access	3	\$20.60	n/a	n/a	n/a	\$17.00	\$27.05
Business, 2 party Access	4	\$25.40	n/a	n/a	n/a	\$19.95	\$28.05
Touch-Tone Access		incl				incl	incl
Business, 4 party Access	1	\$17.40	\$20.50	n/a	\$13.30	n/a	\$19.65
Business, 4 party Access	2	\$17.40	\$20.50	n/a	\$13.30	n/a	\$20.90
Business, 4 party Access	3	\$17.40	\$20.50	n/a	\$14.65	n/a	\$22.35
Business, 4 party Access	4	\$21.00	\$20.95	n/a	\$15.80	n/a	\$23.00
Touch-Tone Access		incl	incl		incl		incl
Multiline Network Access, 1-7 lines	1	\$46.35	\$44.95	\$40.38	\$30.80	\$32.60	\$43.10
Multiline Network Access, 1-7 lines	2	\$46.35	\$44.95	\$42.88	\$30.80	\$32.60	\$46.70
Multiline Network Access, 1-7 lines	3	\$46.35	\$44.95	\$45.88	\$35.10	\$32.60	\$51.00
Multiline Network Access, 1-7 lines	4	\$56.60	\$48.55	\$53.38	\$39.60	\$41.10	\$53.05
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Rotary Hunt		incl	incl	incl	incl	incl	incl
Multiline Network Access, 8+ lines	1	\$46.35	\$44.95	\$46.43	\$30.80	\$32.60	\$43.10
Multiline Network Access, 8+ lines	2	\$46.35	\$44.95	\$49.43	\$30.80	\$32.60	\$46.70
Multiline Network Access, 8+ lines	3	\$46.35	\$44.95	\$53.43	\$35.10	\$32.60	\$51.00
Multiline Network Access, 8+ lines	4	\$56.60	\$48.55	\$61.93	\$39.60	\$41.10	\$53.05
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Rotary Hunt		incl	incl	incl	incl	incl	incl

Note: After NWTel's Phase III increase and the second \$2 increase for Southern Telcos, whose rates are subject to change.

TELCO RATE COMPARISON
As at January 1, 1997

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Description	NWTEL Rate Group	Bell	NBTel	AGT	BCTel	NFLDTel	NWTEL
Residence, Individual Line Access	1	\$14.15	\$17.45	\$17.98	\$13.15	\$15.05	\$18.10
Residence, Individual Line Access	2	\$14.15	\$17.45	\$18.27	\$13.15	\$15.05	\$18.90
Residence, Individual Line Access	3	\$14.65	\$17.45	\$18.46	\$14.35	\$15.05	\$19.80
Residence, Individual Line Access	4	\$15.65	\$19.25	\$19.07	\$14.90	\$16.20	\$20.75
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Residence, 2 Party Access	1	\$12.05	n/a	n/a	\$10.75	\$12.50	\$10.95
Residence, 2 Party Access	2	\$12.05	n/a	n/a	\$10.75	\$12.50	\$11.75
Residence, 2 Party Access	3	\$12.35	n/a	n/a	\$11.20	\$12.50	\$12.70
Residence, 2 Party Access	4	\$12.70	n/a	n/a	\$11.50	\$13.65	\$13.25
Touch-Tone Access		incl			incl	incl	incl
Residence, 4 Party Access	1	\$12.05	\$16.20	n/a	\$10.10	n/a	\$10.50
Residence, 4 Party Access	2	\$12.05	\$16.20	n/a	\$10.10	n/a	\$11.15
Residence, 4 Party Access	3	\$12.35	\$16.20	n/a	\$10.25	n/a	\$12.05
Residence, 4 Party Access	4	\$12.70	\$16.75	n/a	\$10.55	n/a	\$12.60
Touch-Tone Access		incl	incl		incl		incl
Business, Individual Line Access	1	\$25.80	\$27.80	\$28.43	\$22.10	\$28.00	\$36.10
Business, Individual Line Access	2	\$25.80	\$27.80	\$30.43	\$22.10	\$28.00	\$38.65
Business, Individual Line Access	3	\$25.80	\$27.80	\$32.43	\$24.45	\$28.00	\$41.65
Business, Individual Line Access	4	\$31.80	\$29.55	\$37.48	\$27.00	\$35.40	\$43.10
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Business, 2 party Access	1	\$22.60	n/a	n/a	n/a	\$19.00	\$23.20
Business, 2 party Access	2	\$22.60	n/a	n/a	n/a	\$19.00	\$24.95
Business, 2 party Access	3	\$22.60	n/a	n/a	n/a	\$19.00	\$27.05
Business, 2 party Access	4	\$27.40	n/a	n/a	n/a	\$21.95	\$28.05
Touch-Tone Access		incl				incl	incl
Business, 4 party Access	1	\$19.40	\$22.50	n/a	\$15.30	n/a	\$19.65
Business, 4 party Access	2	\$19.40	\$22.50	n/a	\$15.30	n/a	\$20.90
Business, 4 party Access	3	\$19.40	\$22.50	n/a	\$16.65	n/a	\$22.35
Business, 4 party Access	4	\$23.00	\$22.95	n/a	\$17.80	n/a	\$23.00
Touch-Tone Access		incl	incl		incl		incl
Multiline Network Access, 1-7 lines	1	\$48.35	\$46.95	\$42.38	\$32.80	\$34.60	\$43.10
Multiline Network Access, 1-7 lines	2	\$48.35	\$46.95	\$44.88	\$32.80	\$34.60	\$46.70
Multiline Network Access, 1-7 lines	3	\$48.35	\$46.95	\$47.88	\$37.10	\$34.60	\$51.00
Multiline Network Access, 1-7 lines	4	\$58.60	\$50.55	\$55.38	\$41.60	\$43.10	\$53.05
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Rotary Hunt		incl	incl	incl	incl	incl	incl
Multiline Network Access, 8+ lines	1	\$48.35	\$46.95	\$48.43	\$32.80	\$34.60	\$43.10
Multiline Network Access, 8+ lines	2	\$48.35	\$46.95	\$51.43	\$32.80	\$34.60	\$46.70
Multiline Network Access, 8+ lines	3	\$48.35	\$46.95	\$55.43	\$37.10	\$34.60	\$51.00
Multiline Network Access, 8+ lines	4	\$58.60	\$50.55	\$63.93	\$41.60	\$43.10	\$53.05
Touch-Tone Access		incl	incl	incl	incl	incl	incl
Rotary Hunt		incl	incl	incl	incl	incl	incl

Note: After NWTel's Phase III increase and 3rd \$2.00 increase for Southern Telcos, whose rates are subject to change.



PROPOSED TARIFF PAGE

Northwestel Inc.

CRTC 3001

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GENERAL TARIFF EXCHANGE SERVICE

Item 207 EXCHANGE RATES

A. The following table specifies the monthly recurring rate for each primary exchange service with touch-tone access for all rate groups.

B. For primary exchange service furnished outside the base rate area, exchange line mileage charges apply in addition to the basic rate. (Refer to Section VII).

C. The initial service period for all primary exchange service is one month except as stated elsewhere in this tariff. Monthly surcharges of \$0.10 per residential access line, \$0.20 per business individual, 2-party and M-party line access line, and \$0.60 per multi-line trunk as directed in Telecom Order CRTC 95-886 are included in the rates set out below.

BUSINESS

Rate Group	Ind	2-Party	M-Party	Multi-Line (1-7 Lines)	Multi-Line (8+ Lines)	Centrex
1	31.70	25.45*	21.90*	37.20	45.90	
2	34.25	27.20*	23.15*	39.75	49.50	
3	37.25	29.30*	24.60*	42.75	53.80	
4	38.70	30.30*	25.25*	44.20	55.85	(Item 807.13)

(A)

RESIDENCE

Rate Group	Ind	2-Party	M-Party
1	17.70	15.95*	15.53*
2	18.48	16.75*	16.16*
3	19.38	17.70*	17.06*
4	20.33	18.28*	17.43*

(A)

* Rates for 2-party and multi-party customers include a credit of \$1.15 for business customers and a credit of \$0.30 for residential customers.

- D. In addition to the above rates, customers in Locality Rate Areas are subject to mileage charges as set out in Item 703.2.
- E. In addition to the above rates, customers in Rural Serving Areas are subject to the rates set out in Item 208.2.
- F. Additional charges as specified in the Company's tariffs apply for telephones or other equipment provided by the Company. Telephones associated with two-party and multi-party service must be provided by the Company.
- G. Multi-line hunt/directory number hunt service provides for sequential hunting over two or more central office lines. The multi-line hunt/directory number hunt charge applies to all lines within the Hunting Group. The multi-line hunt/directory number hunt charge is not applied to multi-line service.
- H. Multi-line hunt/directory number charge at additional \$4.00 per line per month, in addition to the rates specified in Item 207.C.

For explanation of symbols see Page 1

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Effective: 1998 08 01



PROPOSED TARIFF PAGE

Northwestel Inc.

CRTC 3001

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GENERAL TARIFF EXCHANGE SERVICE

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Item

207 EXCHANGE RATES

A. The following table specifies the monthly recurring rate for each primary exchange service with touch-tone access for all rate groups.

B. For primary exchange service furnished outside the base rate area, exchange line mileage charges apply in addition to the basic rate. (Refer to Section VII).

C. The initial service period for all primary exchange service is one month except as stated elsewhere in this tariff. Monthly surcharges of \$0.10 per residential access line, \$0.20 per business individual, 2-party and M-party line access line, and \$0.60 per multi-line trunk as directed in Telecom Order CRTC 95-886 are included in the rates set out below.

BUSINESS

Rate Group	Ind	2-Party	M-Party	Multi-Line	Centrex
1	44.70	36.30*	31.25*	53.00	
2	44.70	36.30*	31.25*	53.00	
3	44.70	36.30*	31.25*	53.00	
4	44.70	36.30*	31.25*	53.00	(Item 807.13)

(A)

RESIDENCE

Rate Group	Ind	2-Party	M-Party
1	26.33	24.28*	23.43*
2	26.33	24.28*	23.43*
3	26.33	24.28*	23.43*
4	26.33	24.28*	23.43*

(A)

* Rates for 2-party and multi-party customers include a credit of \$1.15 for business customers and a credit of \$0.30 for residential customers.

D. In addition to the above rates, customers in Locality Rate Areas are subject to mileage charges as set out in Item 703.2.

E. In addition to the above rates, customers in Rural Serving Areas are subject to the rates set out in Item 208.2.

F. Additional charges as specified in the Company's tariffs apply for telephones or other equipment provided by the Company. Telephones associated with two-party and multi-party service must be provided by the Company.

G. Multi-line hunt/directory number hunt service provides for sequential hunting over two or more central office lines. The multi-line hunt/directory number hunt charge applies to all lines within the Hunting Group. The multi-line hunt/directory number hunt charge is not applied to multi-line service.

H. Multi-line hunt/directory number charge at additional \$4.00 per line per month, in addition to the rates specified in Item 207.C.

For explanation of symbols see Page 1

Issued: 1999 04 09

Effective: 1999 08 01

Northwestel Inc.
17 January 2000

⇒ Proposed #3 Rate Increase

PN99-21
Evidence

8

discount toll plans similar to those offered in the South. The proposed toll plans would be available ubiquitously throughout its operating territory.

Currently, the average cost of long distance service for Northerners remains much higher than in the South. Customers in the North pay rates set out in the Company's basic toll schedules for most of their long distance calls.¹⁴ Although residential customers have started to enjoy spot special rates at 15 cents per minute from 3 p.m. Saturday to 8:00 a.m. Sunday.

Northwestel has implemented three consecutive rounds of rate-rebalancing since mid-1997: a \$4 local rate increase effective 31 July 1997, another \$4 local rate increase effective 1 August 1998, and a \$6 local rate increase effective 1 August 1999. Offsetting these local rate increases were substantial reductions in Northwestel's basic toll schedules. Consistent with the Commission's objective, expressed in Telecom Decision 98-1, the three rounds of rate rebalancing have brought Northwestel's basic toll rate schedules to levels broadly similar to the basic toll schedules of the former Stentor's companies. Also, the former rate disparity between the Western and Eastern area toll schedules has been substantially reduced. Accordingly, the Company is not proposing in this proceeding any further rate-rebalancing between local service rates and basic toll schedules.

It is important to note that, with the introduction of various discount calling plans (including flat-rate calling plans) in the South, the basic toll schedules of the former Stentor companies no longer reflect the actual toll rates that most residential and business customers in the South pay. Furthermore, for large business customers and other customers with large calling volumes, customized rates are commonly negotiated with the

¹⁴ Some customers subscribe to Telus and Advantage Select.

Northwestel Inc.
20 March 2006

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With Proposed \$2.00 Rate Increase

(46)
(9)

RESIDENTIAL ACCESS RATE COMPARISON

Company	Single Line Residential Rate	Company	Single Line Residential Rate
NBTel		SaskTel	
Lowest Rate	\$ 22.00	Lowest Rate	\$ 22.00
Highest Rate	\$ 22.00	Highest Rate	\$ 32.75
MT & T		Telus - AB	
Lowest Rate	\$ 25.00	Lowest Rate	\$ 23.75
Highest Rate	\$ 25.00	Highest Rate	\$ 29.90
NewTel		Telus - BC	
Lowest Rate	\$ 21.95	Lowest Rate	\$ 22.70
Highest Rate	\$ 24.95	Highest Rate	\$ 29.25
IslandTel		Prince Rupert Tel	
Lowest Rate	\$ 24.45	Lowest Rate	\$ 21.00
Highest Rate	\$ 24.45	Highest Rate	\$ 21.00
Telebec		Northwestel	
Lowest Rate	\$ 26.93	Lowest Rate	\$ 31.33
Highest Rate	\$ 34.43	Highest Rate	\$ 37.83
Bell		MTS	
Lowest Rate	\$ 21.80	Lowest Rate	\$ 20.30
Highest Rate	\$ 28.10	Highest Rate	\$ 25.00

* proposed rates

258. While Northwestel's proposed rates are at the upper limit of the above rates, this is reflective of the associated costs also being at the upper limit.

Business Rates

259. Northwestel notes that the proposed \$5.00 increase is in line with the magnitude of the proposed increases for residential access rates.

260. The following table provides a comparison of Northwestel's proposed business access rates to other business access rates across Canada. Please note that the "highest rates" include Extended Area-Service charges.

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BUSINESS ACCESS RATE COMPARISON

Company	Single Line Business Rate	Company	Single Line Business Rate
NBTel		SaskTel	
Lowest Rate	\$ 39.00	Lowest Rate	\$ 34.00
Highest Rate	\$ 39.00	Highest Rate	\$ 48.50
MT & T		Telus - AB	
Lowest Rate	\$ 49.95	Lowest Rate	\$ 32.80
Highest Rate	\$ 49.95	Highest Rate	\$ 56.15
NewTel		Telus - BC	
Lowest Rate	\$ 37.50	Lowest Rate	\$ 39.95
Highest Rate	\$ 55.20	Highest Rate	\$ 59.25
IslandTel		Prince Rupert Tel	
Lowest Rate	\$ 39.95	Lowest Rate	\$ 33.55
Highest Rate	\$ 39.95	Highest Rate	\$ 33.55
Telebec		Northwestel	
Lowest Rate	\$ 64.58	Lowest Rate	\$ 54.70*
Highest Rate	\$ 64.58	Highest Rate	\$ 61.20*
Bell		MTS	
Lowest Rate	\$ 44.55	Lowest Rate	\$ 39.85
Highest Rate	\$ 64.10	Highest Rate	\$ 48.75

* proposed rates

261. Northwestel submits that the magnitude of potential increases to business access rates is severely constrained by its dependence on a small number of business and institutional customers in its larger communities, and the value proposition for these customers associated with the adoption of emerging distance insensitive IP technologies.
262. Northwestel is particularly vulnerable to the adoption of emerging IP technologies by "branch offices" which are typical of the business landscape in the North and make up a significant proportion of the General Business Market. These customers generally have "communities of interest" with a single or finite number of locations in the south – spanning both voice and data traffic. Potential synergies associated with consolidating voice and data traffic contribute to the

EXHIBIT B

①

Table 111-0004¹Neighbourhood income and demographics, summary table, annual
(Percent unless otherwise noted)

Survey or program details:

Annual Estimates for Census Families and Individuals (T1 Family File) - 4105

Geography=Yukon Territory

Summary table	2000	2001	2002	2003	2004
Number of taxfilers ²	20,530	21,110	21,230	21,630	22,020
5-year percent change of taxfilers ²	0	1	4	7	7
Number of persons	28,810	28,730	28,830	29,190	29,520
5-year percent change of persons	-4	-5	-3	0	1
Number of persons with total income ⁵	20,450	21,040	21,140	21,530	21,930
Percentage of persons with total income \$15,000 and over ⁵	69	71	72	72	75
Percentage of persons with total income \$25,000 and over ⁵	51	55	56	56	57
Percentage of persons with total income \$35,000 and over ⁵	38	41	42	42	44
Percentage of persons with total income \$50,000 and over ⁵	22	24	25	26	28
Percentage of persons with total income \$75,000 and over ⁵	6	7	8	8	10
Percentage of persons with total income \$100,000 and over ⁵	2	2	2	2	3
Median total income, both sexes (Dollars) ^{5,6}	26,000	28,100	29,000	29,100	30,100
5-year percent change of median total income ^{5,6}	9	15	18	21	20

Source: Statistics Canada

Footnotes:

1. Information on the data source, the historical availability, definitions of the terms used, and the geographies available can be found at <http://www.statcan.ca/english/sdds/4105.htm>. For questions and comments, contact saadinfo@statcan.ca, Small Area and Administrative Data Division, Client Services, Room 1306, Main Statistics Canada Building, Ottawa, Ontario K1A 0T6.

2. Taxfilers are people who filed a tax return for the reference year and were alive at the end of the year.

5. Total income is income from all sources. A detailed definition of what is included in total income is available from the User's Guide to this series, available at <http://www.statcan.ca/english/sdds/4105.htm>.

6. Median is the middle number in a group of numbers. Where a median income, for example, is given as \$26,000, it means that exactly half of the incomes reported are greater than or equal to \$26,000, and that the other half is less than or equal to the median amount. Median incomes in the data tables are rounded to the nearest hundred dollars. Zero values are not included in the calculation of medians for individuals.

2000 2001 2002 2003 2004 (2)

	2000	2001	2002	2003	2004
Total persons with income⁵	20,450	21,040	21,140	21,530	21,930
Persons with income under \$5,000⁵	2,250	1,880	1,830	1,830	1,700
Persons with income of \$5,000 and over⁵	18,200	19,170	19,320	19,700	20,230
Persons with income of \$10,000 and over⁵	16,230	17,180	17,460	17,750	18,490
Persons with income of \$15,000 and over⁵	14,030	15,020	15,320	15,590	16,340
Persons with income of \$20,000 and over⁵	12,130	13,120	13,440	13,650	14,270
Persons with income of \$25,000 and over⁵	10,530	11,470	11,800	12,010	12,560
Persons with income of \$35,000 and over⁵	7,780	8,540	8,890	9,110	9,600
Persons with income of \$50,000 and over⁵	4,480	4,970	5,330	5,520	6,100
Persons with income of \$75,000 and over⁵	1,230	1,430	1,690	1,780	2,110
Persons with income of \$100,000 and over⁵	310	380	490	530	610
Persons with income of \$150,000 and over⁵	60	70	100	110	130
Persons with income of \$200,000 and over⁵	30	30	40	50	50
Persons with income of \$250,000 and over⁵	0	0	20	30	30
Median total income (Dollars)^{5,6}	26,000	28,100	29,000	29,100	30,100

43% ↑

Yukon Territory

3

		2000	01	02	03	04
	5-year percent change of median income^{5,6}	9	15	18	21	20
Northwest Territories	Total persons with income⁵	25,490	27,000	27,310	28,180	28,280
	Persons with income under \$5,000⁵	3,090	2,560	2,600	2,900	2,950
	Persons with income of \$5,000 and over⁵	22,400	24,440	24,710	25,280	25,330
	Persons with income of \$10,000 and over⁵	19,940	21,940	22,310	22,820	22,920
	Persons with income of \$15,000 and over⁵	17,350	19,220	19,770	20,290	20,550
	Persons with income of \$20,000 and over⁵	15,320	17,110	17,710	18,110	18,490
	Persons with income of \$25,000 and over⁵	13,660	15,400	16,130	16,480	16,850
	Persons with income of \$35,000 and over⁵	10,700	12,240	13,130	13,490	13,860
	Persons with income of \$50,000 and over⁵	7,190	8,490	9,390	9,880	10,310
	Persons with income of \$75,000 and over⁵	2,790	3,530	4,240	4,720	5,440
	Persons with income of \$100,000 and over⁵	810	1,070	1,410	1,580	1,880
	Persons with income of \$150,000 and over⁵	170	220	310	340	370
	Persons with income of \$200,000 and over⁵	70	110	140	170	180
Persons with income of \$250,000 and over⁵	50	50	70	110	120	

CANSIM Table

	over ⁵	2000	01	02	03	04
	Median total income (Dollars)^{5,6}	27,900	30,800	33,200	33,000	34,000
	5-year percent change of median income^{5,6}	x	x	29	27	24
Nunavut	Total persons with income⁵	13,830	14,980	15,170	15,560	15,780
	Persons with income under \$5,000⁵	2,430	2,070	2,090	2,070	2,090
	Persons with income of \$5,000 and over⁵	11,390	12,910	13,080	13,490	13,690
	Persons with income of \$10,000 and over⁵	9,450	10,860	11,090	11,500	11,730
	Persons with income of \$15,000 and over⁵	7,830	9,130	9,340	9,770	10,040
	Persons with income of \$20,000 and over⁵	6,540	7,650	7,990	8,310	8,560
	Persons with income of \$25,000 and over⁵	5,640	6,590	6,910	7,220	7,410
	Persons with income of \$35,000 and over⁵	4,360	5,110	5,410	5,650	5,830
	Persons with income of \$50,000 and over⁵	3,040	3,740	4,090	4,240	4,430
	Persons with income of \$75,000 and over⁵	1,230	1,670	2,080	2,160	2,540
	Persons with income of \$100,000 and over⁵	400	580	730	780	980
	Persons with income of \$150,000 and over⁵	70	80	120	100	150
	Persons with income of \$200,000 and over⁵	20	40	40	40	50

Hungry Yukoners exhaust food banks

By Leighann Chalychoff
News Reporter

Linda Hilton was driving near Range Road when she saw a "light" native woman trying to hitch a ride to the Salvation Army to eat lunch.

She stopped and helped the frail, elderly woman into her car.

"I just thought, 'This is not right,'" said Hilton, a Yukon Anti-Poverty Coalition board member.

"Some people exist on the one meal they get from Salvation Army each day."

The coalition, and other anti-poverty advocates are working to put square meals on empty tables around Whitehorse.

They are trying to start a food bank that will take out grocery bags brimming with everything needed for a balanced diet — fresh vegetables, meats, eggs and milk, on top of the standard canned fare.

Currently a handful of charities serve meals and run emergency food programs in downtown Whitehorse.

Many are already ringing at full capacity and don't have the resources to buy or store perishable foods, like vegetables, meat and milk.

"What's lacking is a true food bank which would give out the perishables and the things that round out the nutrition scale — the fruit, the veg, the milk, eggs, cheese and meat — all the things your mother says you should eat," said Sue Edelman, co-chair of the Yukon Anti-Poverty Coalition.

"We've been talking to people who live in poverty and their No. 1 priority is a real



FOOD COLLECTION ... Christine Herlitz stands inside the food bank at the Marthouse.

food bank so they can get all the nutrients they need and feed their families."

The face of poverty is changing in the city, said Edelman.

The kitchens began feeding people who had permanent disabilities that kept them from working.

Today they feed families and the working poor.

"It used to be that people who came to the soup kitchen were social-assistance recipients, that's just not the case anymore," said Edelman.

It's spending that the organization can't afford.

"We're not going to close, but we are going to limit what we put in the bags — we'll put less in the bags to help the food go as far as possible."

The Salvation Army also runs an emergency food service in Whitehorse.

During 2005, the Salvation Army spent just over 2,000 people with emergency food.

It would be more difficult in our service to the community to walk in our kitchen and see our building empty."

Salvation Army captain Robert Sessford.

But there's a lot of work to do before a food bank can start stocking its shelves and providing secure, long-term funding is the first and biggest hurdle.

"We don't want to start up a service that goes unneeded," said Edelman.

Even, the coalition must scout for a location.

"Not everybody is going to want a food bank next to their house," she added.

The Yukon Anti-Poverty Coalition will host a public meeting on Thursday, May 11 from 5 p.m. to 7 p.m. in the United Church basement to gauge public support and discuss the next steps in creating a food bank.

people in need.

Apprentices must scale back school program or face bankruptcy.

Under Maryhouse's emergency food program the city's hungry can get a grocery bag full of groceries every month.

It serves more than 200 people each month and the high demand has tapped out the organization's resources.

"We have to keep doing this because we're gonna be bankrupt if there's more going out than coming in," said Christine Herlitz, a staff worker at Marthouse.

"We're by donation, by begging for everything that we have."

But the donations have been dropping.

News Reporter

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