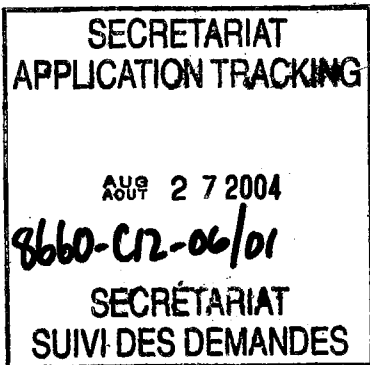




Northwestel Inc.
P.O. Box 2727
Whitehorse, YT
Y1A 4Y4



18 August 2004

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

CRTC AN11:12 27AUG'04

Dear Ms. Rhéaume:

Re: Telecom Decision CRTC 2000-24 – Final Standards for Quality of Service Indicators for use in Telephone Company Regulation.

In accordance with Telecom Decision CRTC 97-16, and the above noted Decision, Northwestel ("the Company") submits its 2nd Quarter Quality of Service results for 2004.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dallas Yeulett'.

Dallas Yeulett
Manager, Regulatory Affairs

Attachments

CRTC Report Order 2000-397

Outage Summary

| Outage Category | | Jan | Feb | Mar | Apr | May | Jun | | | | | | |
|------------------------------|----------------------------------|----------|----------|----------|----------|----------|----------|--|--|--|--|--|--|
| No. | Description | | | | | | | | | | | | |
| 1 | CCS7 Network interconnection | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| 2 | 9-1-1 Emergency services | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| 3 | 800 SCP database | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| 4 | BNS SCP database | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| 5 | LNP SCP database | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| 6 | End office | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| 7 | Toll access tandem switch | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| 8 | Interconnecting trunk facilities | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| 9 | Co-location | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| Total monthly outages | | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |

| Telco | Indicator | Group | Standard | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 |
|-------------|-----------|--------|-------------------|--------|--------|--------|--------|--------|--------|
| Northwestel | 1.1A | Urban | 90% or more | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 1.1B | Rural | 90% or more | 93 | 95 | 96 | 97 | 97 | 97 |
| Northwestel | 1.2A | Urban | 90% or more | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 1.2B | Rural | 90% or more | 94 | 95 | 94 | 96 | 96 | 95 |
| Northwestel | 1.3A | Urban | 3.3% or less | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 1.3B | Rural | 3.3% or less | 0 | 0 | 0 | 0 | 0 | 0 |
| Northwestel | 1.4 | Rural | 53% or less | 0 | 0 | 0 | 0 | 0 | 0 |
| Northwestel | 1.5 | Co | 80% or more | 84 | 89 | 82 | 84 | 80 | 82 |
| Northwestel | 1.6 | Co | 90% or more | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 1.7 | Co | 90% or more | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 2.1A | Urban | 80% or more | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 2.1B | Rural | 80% or more | 92 | 89 | 91 | 90 | 85 | 82 |
| Northwestel | 2.1C | Remote | 90% or more | 90 | 96 | 97 | 97 | 93 | 91 |
| Northwestel | 2.2A | Urban | 90% or more | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 2.2B | Rural | 90% or more | 96 | 96 | 96 | 96 | 95 | 93 |
| Northwestel | 2.3A | Urban | 5% or less | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 2.3B | Rural | 5% or less | 1 | 1 | 1 | 1 | 1 | 1 |
| Northwestel | 2.4A | Cat 1 | Not Applicable | 0 | 0 | 0 | 0 | 0 | 1 |
| Northwestel | 2.4B | Cat 2 | Not Applicable | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 2.4C | Cat 3 | Not Applicable | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 2.5 | Co | 80% or more | 83 | 84 | 80 | 80 | 79 | 81 |
| Northwestel | 2.6 | Co | 90% or more | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 3.1 | Co | 98.5% or more | 99.9 | 99.9 | 99.9 | 99.9 | 99.9 | 99.9 |
| Northwestel | 4.1 | Co | 93.8% or more | 99.9 | 99.9 | 99.9 | 99.9 | 99.9 | 99.9 |
| Northwestel | 4.3 | Co | 93.8% or more | 96.0 | 95.0 | 96.0 | 97.0 | 92.0 | 100.0 |
| Northwestel | 5.1A1 | Urban | Provisioning | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 5.1B1 | Rural | Provisioning | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Northwestel | 5.1A2 | Urban | Repair | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 5.1B2 | Rural | Repair | 0.000 | 0.000 | 0.000 | 0.013 | 0.013 | 0.000 |
| Northwestel | 5.1A3 | Urban | Local Service | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 5.1B3 | Rural | Local Service | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Northwestel | 5.1A4 | Urban | Long Distance | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 5.1B4 | Rural | Long Distance | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Northwestel | 5.1A5 | Urban | Operator Service | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 5.1B5 | Rural | Operator Service | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Northwestel | 5.1A6 | Urban | Directory Service | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 5.1B6 | Rural | Directory Service | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Northwestel | 5.1A7 | Urban | Billing Service | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 5.1B7 | Rural | Billing Service | 0.000 | 0.013 | 0.000 | 0.000 | 0.000 | 0.000 |
| Northwestel | 5.1A | Urban | Total | N/A | N/A | N/A | N/A | N/A | N/A |
| Northwestel | 5.1B | Rural | Total | 0.000 | 0.013 | 0.000 | 0.013 | 0.013 | 0.000 |
| Northwestel | 5.2 | Co | Resolved | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

Community Level Indicators

1.1 Provisioning Interval

| Community by Designation Remote | Month | | | June |
|------------------------------------|-------|------|--------|------|
| | Apr | May | Remote | |
| AKLAVIK | 80% | 100% | 100% | 100% |
| ARCTIC BAY | 100% | 71% | 100% | 100% |
| ARVIAT | 100% | 100% | 100% | 100% |
| BAKER LAKE | 100% | 83% | 92% | 100% |
| BEARSKIN LAKE | 100% | 100% | 100% | 100% |
| BEAVER CREEK | 0% | 100% | 100% | 100% |
| BOB QUIJIN LAKE | 100% | 100% | 100% | 100% |
| CAPE DORSET | 92% | 100% | 100% | 100% |
| CARMACKS | 100% | 75% | 100% | 100% |
| CASSIAR | 100% | 100% | 100% | 100% |
| CHESTERFIELD INLET | 100% | 100% | 100% | 100% |
| CLYDE RIVER | 75% | 86% | 100% | 100% |
| COLVILLE LAKE | 100% | 100% | 100% | 100% |
| CORAL HARBOUR | 100% | 100% | 100% | 100% |
| DELINE | 75% | 100% | 100% | 100% |
| DESTRUCTION BAY/BURWASH | 100% | 100% | 100% | 100% |
| ELSA /KENO | 100% | 100% | 100% | 100% |
| FARO | 80% | 50% | 100% | 100% |
| FT. GOOD HOPE | 90% | 100% | 100% | 100% |
| FT. LIARD | 86% | 80% | 100% | 100% |
| FT. MCPHERSON | 100% | 75% | 89% | 100% |
| FT. PROVIDENCE | 100% | 100% | 83% | 100% |
| FT. RESOLUTION | 100% | 75% | 75% | 100% |
| FT. WARE | 100% | 100% | 100% | 100% |
| GJOA HAVEN | 86% | 100% | 100% | 100% |
| GOOD HOPE LAKE | 0% | 75% | 100% | 100% |
| GRISE FIORD | 100% | 100% | 100% | 100% |
| HAINES JUNCTION | 100% | 87% | 56% | 100% |
| HALL BEACH | 100% | 100% | 100% | 100% |
| HOLMAN ISLAND | 100% | 100% | 100% | 100% |
| IGLOOLIK | 93% | 100% | 100% | 100% |
| JEAN MARIE RIVER | 100% | 100% | 100% | 100% |
| KIMMIRUT | 100% | 100% | 100% | 100% |
| KOALA | 100% | 100% | 100% | 100% |
| KUGLUKTUK | 91% | 100% | 92% | 100% |
| LITTLE CORNWALLIS | 100% | 100% | 100% | 100% |
| LUTSEL KE | 100% | 88% | 50% | 100% |

Community Level Indicators

1.1 Provisioning Interval

| Community by Designation Remote | Month | | | June |
|------------------------------------|------------|------------|------------|------|
| | Apr | May | Remote | |
| MAYO | 100% | 75% | 75% | 75% |
| MUNCHO LAKE/MOULD CREEK | 100% | 100% | 100% | 0% |
| NAHANNI BUTTE | 100% | 100% | 100% | 100% |
| NANISIVIK | 100% | 100% | 100% | 100% |
| OLD CROW | 100% | 75% | 100% | 100% |
| PANGNIRTUNG | 90% | 100% | 100% | 100% |
| PAULATUK | 100% | 100% | 100% | 100% |
| PELLY BAY | 100% | 100% | 100% | 80% |
| PELLY CROSSING | 100% | 100% | 100% | 50% |
| POND INLET | 96% | 67% | 100% | 100% |
| PROPHET RIVER | 100% | 100% | 100% | 100% |
| QIKIQTARJUAQ | 100% | 100% | 100% | 100% |
| RAE LAKES | 100% | 100% | 100% | 100% |
| REPULSE BAY | 67% | 67% | 67% | 67% |
| RESOLUTE | 100% | 100% | 100% | 100% |
| ROSS RIVER | 67% | 100% | 80% | 100% |
| SACHS HARBOUR | 83% | 100% | 100% | 100% |
| SANIKILJUAQ | 100% | 100% | 100% | 100% |
| SWIFT RIVER | 100% | 100% | 100% | 100% |
| TAGISH | 88% | 86% | 100% | 100% |
| TALOYOAK | 100% | 100% | 100% | 100% |
| TELEGRAPH CREEK | 100% | 100% | 100% | 100% |
| TESLIN | 100% | 100% | 75% | 100% |
| TOAD RIVER | 100% | 100% | 100% | 100% |
| TROUT LAKE | 100% | 100% | 100% | 100% |
| TSIIGHTCHIC | 100% | 100% | 100% | 100% |
| TUKTOYAKTUK | 91% | 100% | 100% | 100% |
| TULITA | 100% | 100% | 88% | 100% |
| WEKWETI | 100% | 100% | 100% | 100% |
| WHA TI | 86% | 100% | 67% | 100% |
| WHALE COVE | 100% | 100% | 100% | 100% |
| WONOWON/BLUEBERRY | 100% | 50% | 50% | 50% |
| WRIGLEY | 100% | 100% | 100% | 100% |
| Remote Total | 95% | 93% | 93% | |

| Community Level Indicators | | | | | |
|---|------------|------------|------------|-------|--|
| 1.1 Provisioning Interval | | | | | |
| Community by Designation | Month | | | | |
| | Apr | May | June | Rural | |
| CAMBRIDGE BAY | 96% | 100% | 97% | | |
| CARCROSS | 67% | 90% | 92% | | |
| DAWSON CITY | 97% | 100% | 91% | | |
| DEASE LAKE | 100% | 100% | 100% | | |
| ENTERPRISE | 100% | 100% | 100% | | |
| FT. NELSON | 96% | 92% | 100% | | |
| FT. SIMPSON | 100% | 100% | 100% | | |
| FT. SMITH | 100% | 93% | 94% | | |
| HAY RIVER | 92% | 97% | 97% | | |
| INUVIK | 95% | 100% | 98% | | |
| IQALUIT | 98% | 99% | 99% | | |
| ISKUT | 50% | 100% | 100% | | |
| KAKISA | 100% | 100% | 100% | | |
| LOWER POST | 100% | 100% | 100% | | |
| MARSH LAKE | 100% | 100% | 100% | | |
| NORMAN WELLS | 100% | 100% | 100% | | |
| RAE/EDZO | 90% | 95% | 100% | | |
| RANKIN INLET | 98% | 97% | 95% | | |
| WATSON LAKE | 100% | 100% | 100% | | |
| WHITEHORSE | 99% | 99% | 99% | | |
| YELLOWKNIFE | 98% | 98% | 98% | | |
| Rural Total | 97% | 98% | 98% | | |
| Corporate Total | 96% | 97% | 97% | | |
| CRTC Objective = 90% in 10 working days | | | | | |
| n/a = no service orders in that community in that month | | | | | |

Community Level Indicators

1.2 % of Installation Appointments Met

| Community by Designation Remote | Month | | | |
|------------------------------------|-------|------|------|--------|
| | Apr | May | June | Remote |
| AKLAVIK | 80% | 100% | 100% | 100% |
| ARCTIC BAY | 90% | 78% | 75% | 75% |
| ARVIAT | 100% | 100% | 94% | 94% |
| BAKER LAKE | 96% | 100% | 100% | 100% |
| BEARSKIN LAKE | 100% | 100% | 100% | 100% |
| BEAVER CREEK | 50% | 75% | 100% | 100% |
| BOB QUINN LAKE | 100% | 100% | 100% | 100% |
| CAPE DORSET | 92% | 100% | 100% | 100% |
| CARMACKS | 100% | 80% | 100% | 100% |
| CASSIAR | 100% | 100% | 100% | 100% |
| CHESTERFIELD INLET | 100% | 100% | 100% | 100% |
| CLYDE RIVER | 100% | 86% | 100% | 100% |
| COLVILLE LAKE | 100% | 100% | 100% | 100% |
| CORAL HARBOUR | 100% | 100% | 100% | 100% |
| DELINE | 100% | 100% | 100% | 100% |
| DESTRUCTION BAY/BURWASH | 100% | 100% | 100% | 100% |
| ELSAIKENO | 100% | 100% | 100% | 100% |
| FARO | 100% | 100% | 88% | 88% |
| FT. GOOD HOPE | 70% | 100% | 100% | 100% |
| FT. LIARD | 100% | 80% | 100% | 100% |
| FT. MCPHERSON | 92% | 100% | 100% | 100% |
| FT. PROVIDENCE | 100% | 83% | 100% | 100% |
| FT. RESOLUTION | 90% | 100% | 100% | 100% |
| FT. WARE | 100% | 100% | 100% | 100% |
| GJOA HAVEN | 86% | 83% | 100% | 100% |
| GOOD HOPE LAKE | 0% | 100% | 100% | 100% |
| GRISE FIORD | 100% | 100% | 100% | 100% |
| HAINES JUNCTION | 100% | 100% | 100% | 100% |
| HALL BEACH | 83% | 100% | 100% | 100% |
| HOLMAN ISLAND | 100% | 100% | 100% | 100% |
| IGLOOLIK | 88% | 94% | 100% | 100% |
| JEAN MARIE RIVER | 100% | 100% | 100% | 100% |
| KIMMIRUT | 100% | 100% | 100% | 100% |
| KOALA | 100% | 100% | 100% | 100% |
| KUGLUKTUK | 100% | 100% | 100% | 100% |
| LITTLE CORNWALLIS | 100% | 100% | 100% | 100% |
| LUTSEL KE | 100% | 100% | 100% | 100% |

Community Level Indicators

1.2 % of Installation Appointments Met

| Community by Designation Remote | Month | | | |
|------------------------------------|------------|------------|------------|------------|
| | Apr | May | June | Remote |
| MAYO | 100% | 100% | 100% | 100% |
| MUNCHO LAKE/MOULD CREEK | 100% | 0% | 100% | 100% |
| NAHANNI BUTTE | 100% | 100% | 100% | 100% |
| NANISIVIK | 100% | 100% | 100% | 100% |
| OLD CROW | 100% | 100% | 100% | 100% |
| PANGNIRTUNG | 82% | 96% | 87% | 87% |
| PAULATUK | 100% | 100% | 50% | 50% |
| PELLY BAY | 100% | 100% | 80% | 80% |
| PELLY CROSSING | 100% | 100% | 100% | 100% |
| POND INLET | 92% | 100% | 93% | 93% |
| PROPHET RIVER | 100% | 100% | 100% | 100% |
| QIKIQTARJUAQ | 89% | 100% | 100% | 100% |
| RAE LAKES | 100% | 100% | 100% | 100% |
| REPULSE BAY | 100% | 100% | 75% | 75% |
| RESOLUTE | 100% | 100% | 100% | 100% |
| ROSS RIVER | 100% | 100% | 100% | 100% |
| SACHS HARBOUR | 83% | 100% | 100% | 100% |
| SANIKILUAQ | 100% | 100% | 100% | 100% |
| SWIFT RIVER | 100% | 100% | 100% | 100% |
| TAGISH | 100% | 100% | 100% | 100% |
| TALOYOAK | 100% | 100% | 90% | 90% |
| TELEGRAPH CREEK | 100% | 100% | 67% | 67% |
| TESLIN | 100% | 100% | 50% | 50% |
| TOAD RIVER | 100% | 100% | 0% | 0% |
| TROUT LAKE | 100% | 100% | 100% | 100% |
| TSIGEHTCHIC | 83% | 100% | 0% | 0% |
| TUKTOYAKTUK | 100% | 100% | 100% | 100% |
| TULITA | 100% | 100% | 78% | 78% |
| WEKWETI | 100% | 80% | 100% | 100% |
| WHA TI | 100% | 100% | 100% | 100% |
| WHALE COVE | 100% | 100% | 100% | 100% |
| WONOWON/BLUEBERRY | 100% | 75% | 100% | 100% |
| WRIGLEY | 100% | 100% | 100% | 100% |
| Remote Total | 95% | 96% | 94% | 94% |

| Community Level Indicators | | | | | | |
|---|------------|------------|------------|------|------|------|
| 1.2 % of Installation Appointments Met | | | | | | |
| Community by Designation | Month | | | | | |
| | Apr | May | June | | | |
| Rural | Rural | | | | | |
| CAMBRIDGE BAY | 100% | 100% | 100% | 100% | 100% | 100% |
| CARCROSS | 100% | 100% | 93% | | | |
| DAWSON CITY | 95% | 92% | 100% | | | |
| DEASE LAKE | 89% | 100% | 100% | | | |
| ENTERPRISE | 100% | 100% | 100% | | | |
| FT. NELSON | 96% | 93% | 100% | | | |
| FT. SIMPSON | 100% | 100% | 100% | | | |
| FT. SMITH | 100% | 90% | 90% | | | |
| HAY RIVER | 95% | 100% | 100% | | | |
| INUVIK | 82% | 90% | 80% | | | |
| IQALUIT | 92% | 93% | 97% | | | |
| ISKUT | 100% | 100% | 100% | | | |
| KAKISA | 100% | 100% | 100% | | | |
| LOWER POST | 100% | 100% | 100% | | | |
| MARSH LAKE | 71% | 100% | 71% | | | |
| NORMAN WELLS | 90% | 100% | 100% | | | |
| RAE/EDZO | 94% | 95% | 100% | | | |
| RANKIN INLET | 97% | 93% | 90% | | | |
| WATSON LAKE | 100% | 100% | 95% | | | |
| WHITEHORSE | 97% | 98% | 98% | | | |
| YELLOWKNIFE | 99% | 95% | 98% | | | |
| Rural Total | 96% | 95% | 96% | | | |
| n/a = no service orders in that community in that month | | | | | | |

| Community Level Indicators | | | | |
|--|-----------|-----------|-----------|-----------|
| 1.3 Held Orders per 100 Network Access Services Main Inward Movement | | | | |
| Community by Designation | Month | | | |
| | Apr | May | June | |
| Rural | Rural | | | |
| CAMBRIDGE BAY | 0% | 0% | 0% | 0% |
| CARCROSS | 0% | 0% | 0% | 0% |
| DAWSON CITY | 0% | 0% | 0% | 0% |
| DEASE LAKE | 0% | 0% | 0% | 0% |
| ENTERPRISE | 0% | 0% | 0% | 0% |
| FT. NELSON | 0% | 0% | 0% | 0% |
| FT. SIMPSON | 0% | 0% | 0% | 0% |
| FT. SMITH | 0% | 0% | 0% | 0% |
| HAY RIVER | 0% | 0% | 0% | 0% |
| INUVIK | 0% | 0% | 0% | 0% |
| IQALUIT | 0% | 0% | 0% | 0% |
| ISKUT | 0% | 0% | 0% | 0% |
| KAKISA | 0% | 0% | 0% | 0% |
| LOWER POST | 0% | 0% | 0% | 0% |
| MARSH LAKE | 0% | 0% | 0% | 0% |
| NORMAN WELLS | 0% | 0% | 0% | 0% |
| RAE/EDZO | 0% | 0% | 0% | 0% |
| RANKIN INLET | 0% | 0% | 0% | 0% |
| WATSON LAKE | 0% | 0% | 0% | 0% |
| WHITEHORSE | 0% | 0% | 0% | 0% |
| YELLOWKNIFE | 0% | 0% | 0% | 0% |
| Rural Total | 0% | 0% | 0% | 0% |
| Corporate Total | 0% | 0% | 0% | 0% |

Community Level Indicators

1.4 Held Upgrades per 100 Requests

| Community by Designation Remote | Month | | | |
|------------------------------------|-------|-----|------|--------|
| | Apr | May | June | Remote |
| AKLAVIK | 0% | 0% | 0% | 0% |
| ARCTIC BAY | 0% | 0% | 0% | 0% |
| ARVIAT | 0% | 0% | 0% | 0% |
| BAKER LAKE | 0% | 0% | 0% | 0% |
| BEARSKIN LAKE | 0% | 0% | 0% | 0% |
| BEAVER CREEK | 0% | 0% | 0% | 0% |
| BOB QUINN LAKE | 0% | 0% | 0% | 0% |
| CAPE DORSET | 0% | 0% | 0% | 0% |
| CARMACKS | 0% | 0% | 0% | 0% |
| CASSIAR | 0% | 0% | 0% | 0% |
| CHESTERFIELD | 0% | 0% | 0% | 0% |
| CLYDE RIVER | 0% | 0% | 0% | 0% |
| COLVILLE LAKE | 0% | 0% | 0% | 0% |
| CORAL HARBOUR | 0% | 0% | 0% | 0% |
| DELINE | 0% | 0% | 0% | 0% |
| DESTRUCTION BAY/BURWASH | 0% | 0% | 0% | 0% |
| ELSAIKENO | 0% | 0% | 0% | 0% |
| FARO | 0% | 0% | 0% | 0% |
| FT. GOOD HOPE | 0% | 0% | 0% | 0% |
| FT. LIARD | 0% | 0% | 0% | 0% |
| FT. MCPHERSON | 0% | 0% | 0% | 0% |
| FT. PROVIDENCE | 0% | 0% | 0% | 0% |
| FT. RESOLUTION | 0% | 0% | 0% | 0% |
| FT. WARE | 0% | 0% | 0% | 0% |
| GJOA HAVEN | 0% | 0% | 0% | 0% |
| GOOD HOPE LAKE | 0% | 0% | 0% | 0% |
| GRISE FIORD | 0% | 0% | 0% | 0% |
| HAINES JUNCTION | 0% | 0% | 0% | 0% |
| HALL BEACH | 0% | 0% | 0% | 0% |
| HOLMAN ISLAND | 0% | 0% | 0% | 0% |
| IGLOOLIK | 0% | 0% | 0% | 0% |
| JEAN MARIE RIVER | 0% | 0% | 0% | 0% |
| KIMMIRUT | 0% | 0% | 0% | 0% |
| KOALA | 0% | 0% | 0% | 0% |
| KUGLUKTUK | 0% | 0% | 0% | 0% |
| LITTLE CORNWALLIS | 0% | 0% | 0% | 0% |
| LUTSEL K'E | 0% | 0% | 0% | 0% |

Community Level Indicators

1.4 Held Upgrades per 100 Requests

| Community by Designation Remote | Month | | | |
|------------------------------------|-----------|-----------|-----------|-----------|
| | Apr | May | June | Remote |
| MAYO | 0% | 0% | 0% | 0% |
| MUNCHO LAKE/MOULDED CREEK | 0% | 0% | 0% | 0% |
| NAHANNI BUTTE | 0% | 0% | 0% | 0% |
| NANISIVIK | 0% | 0% | 0% | 0% |
| OLD CROW | 0% | 0% | 0% | 0% |
| PANGNIRTUNG | 0% | 0% | 0% | 0% |
| PAULATUK | 0% | 0% | 0% | 0% |
| PELLY BAY | 0% | 0% | 0% | 0% |
| PELLY CROSSING | 0% | 0% | 0% | 0% |
| POND INLET | 0% | 0% | 0% | 0% |
| PROPHET RIVER | 0% | 0% | 0% | 0% |
| QIKIQTARJUAQ | 0% | 0% | 0% | 0% |
| RAE LAKES | 0% | 0% | 0% | 0% |
| REPULSE BAY | 0% | 0% | 0% | 0% |
| RESOLUTE | 0% | 0% | 0% | 0% |
| ROSS RIVER | 0% | 0% | 0% | 0% |
| SACHS HARBOUR | 0% | 0% | 0% | 0% |
| SANIKILUAQ | 0% | 0% | 0% | 0% |
| SWIFT RIVER | 0% | 0% | 0% | 0% |
| TAGISH | 0% | 0% | 0% | 0% |
| TALOYOK | 0% | 0% | 0% | 0% |
| TELEGRAPH CREEK | 0% | 0% | 0% | 0% |
| TESLIN | 0% | 0% | 0% | 0% |
| TOAD RIVER | 0% | 0% | 0% | 0% |
| TROUT LAKE | 0% | 0% | 0% | 0% |
| TSIGHEHTCHIC | 0% | 0% | 0% | 0% |
| TUKTOYAKTUK | 0% | 0% | 0% | 0% |
| TULITA | 0% | 0% | 0% | 0% |
| WEKWETI | 0% | 0% | 0% | 0% |
| WHA TI | 0% | 0% | 0% | 0% |
| WHALE COVE | 0% | 0% | 0% | 0% |
| WONOWON /BLUEBERRY | 0% | 0% | 0% | 0% |
| WRIGLEY | 0% | 0% | 0% | 0% |
| Remote Total | 0% | 0% | 0% | 0% |

| Community Level Indicators | | | | |
|---|-------|-----------|-----------|-----------|
| 1.4 Held Upgrades per 100 Requests | | | | |
| | Rural | Month | | |
| | | Apr | May | June |
| CAMBRIDGE BAY | Rural | 0% | 0% | 0% |
| CARGROSS | | 0% | 0% | 0% |
| DAWSON CITY | | 0% | 0% | 0% |
| DEASE LAKE | | 0% | 0% | 0% |
| ENTERPRISE | | 0% | 0% | 0% |
| FT. NELSON | | 0% | 0% | 0% |
| FT. SIMPSON | | 0% | 0% | 0% |
| FT. SMITH | | 0% | 0% | 0% |
| HAY RIVER | | 0% | 0% | 0% |
| INUVIK | | 0% | 0% | 0% |
| IGALUIT | | 0% | 0% | 0% |
| ISKUT | | 0% | 0% | 0% |
| KAKISA | | 0% | 0% | 0% |
| LOWER POST | | 0% | 0% | 0% |
| MARSH LAKE | | 0% | 0% | 0% |
| NORMAN WELLS | | 0% | 0% | 0% |
| RAE/EDZO | | 0% | 0% | 0% |
| RANKIN INLET | | 0% | 0% | 0% |
| WATSON LAKE | | 0% | 0% | 0% |
| WHITEHORSE | | 0% | 0% | 0% |
| YELLOWKNIFE | | 0% | 0% | 0% |
| Rural Total | | 0% | 0% | 0% |
| Corporate Total | | 0% | 0% | 0% |

Northwestel CRTC Indicators
2.1 Out of Service Trouble Reports Cleared within 24 hours Rural

| Community | Apr | May | June |
|--------------------|------------|------------|------------|
| CAMBRIDGE BAY | 92% | 100% | 100% |
| CARCROSS | 67% | 0% | 60% |
| DAWSON CITY | 69% | 72% | 67% |
| DEASE LAKE | 56% | 50% | 83% |
| ENTERPRISE | 100% | 100% | 100% |
| FT. NELSON | 90% | 79% | 93% |
| FT. SIMPSON | 50% | 50% | 67% |
| FT. SMITH | 100% | 100% | 100% |
| HAY RIVER | 100% | 94% | 90% |
| INUUVIK | 94% | 77% | 79% |
| IQALUIT | 100% | 84% | 94% |
| ISKUT | 33% | 0% | 0% |
| KAKISA | 100% | 100% | 100% |
| LOWER POST | 100% | 100% | 100% |
| MARSH LAKE | 100% | 100% | 50% |
| NORMAN WELLS | 100% | 100% | 100% |
| RAE/EDZO | 86% | 100% | 75% |
| RANKIN INLET | 93% | 80% | 57% |
| WATSON LAKE | 100% | 40% | 63% |
| WHITEHORSE | 94% | 81% | 68% |
| YELLOWKNIFE | 90% | 95% | 92% |
| Rural Total | 90% | 85% | 82% |

Community Level Indicators

2.1 Out Of Service Trouble Reports Cleared 5 Business Days

Month

Apr May June

Remote

| | | | |
|-------------------------|------|------|------|
| AKLAVIK | 100% | 100% | 100% |
| ARCTIC BAY | 100% | 75% | 100% |
| ARVIAT | 100% | 100% | 100% |
| BAKER LAKE | 100% | 100% | 100% |
| BEARSKIN LAKE | 100% | 100% | 100% |
| BEAVER CREEK | 100% | 100% | 80% |
| BOB QUINN LAKE | 100% | 100% | 100% |
| CAPE DORSET | 94% | 100% | 100% |
| CARMACKS | 100% | 100% | 100% |
| CASSIAR | 100% | 100% | 100% |
| CHESTERFIELD INLET | 100% | 100% | 100% |
| CLYDE RIVER | 100% | 100% | 100% |
| COLVILLE LAKE | 100% | 100% | 100% |
| CORAL HARBOUR | 100% | 67% | 100% |
| DELINE | 100% | 100% | 100% |
| DESTRUCTION BAY/BURWASH | 100% | 100% | 80% |
| ELSA /KENO | 100% | 100% | 100% |
| FARO | 100% | 100% | 100% |
| FT. GOOD HOPE | 86% | 100% | 100% |
| FT. LIARD | 100% | 100% | 100% |
| FT. MCPHERSON | 100% | 50% | 50% |
| FT. PROVIDENCE | 100% | 100% | 100% |
| FT. RESOLUTION | 100% | 100% | 100% |
| FT. WARE | 100% | 0% | 0% |
| GJOA HAVEN | 100% | 100% | 100% |
| GOOD HOPE LAKE | 100% | 100% | 0% |
| GRISE FIORD | 0% | 100% | 100% |
| HAINES JUNCTION | 100% | 100% | 100% |
| HALL BEACH | 100% | 100% | 100% |
| HOLMAN ISLAND | 100% | 100% | 100% |
| IGLOOLIK | 100% | 100% | 100% |
| JEAN MARIE RIVER | 100% | 100% | 100% |
| KIMMIRUT | 100% | 100% | 100% |
| KOALA | 100% | 100% | 100% |
| KUGLUKTUK | 100% | 100% | 100% |
| LITTLE CORNWALLIS | 100% | 100% | 100% |
| LUTSEL K'E | 100% | 100% | 100% |

Community Level Indicators

2.1 Out Of Service Trouble Reports Cleared 5 Business Days

Month

Apr May June

Remote

| | | | |
|-------------------------|------------|------------|------------|
| MAYO | 100% | 100% | 92% |
| MUNCHO LAKE/MOULD CREEK | 100% | 100% | 100% |
| NAHANNI BUTTE | 100% | 100% | 100% |
| NANISIVIK | 100% | 100% | 100% |
| OLD CROW | 100% | 75% | 80% |
| PANGNIRTUNG | 100% | 67% | 100% |
| PAULATUK | 100% | 100% | 100% |
| PELLEY BAY | 100% | 100% | 91% |
| PELLEY CROSSING | 100% | 100% | 100% |
| POND INLET | 100% | 100% | 100% |
| PROPHET RIVER | 100% | 100% | 100% |
| QIKIQTARJUAQ | 100% | 100% | 0% |
| RAE LAKES | 100% | 100% | 100% |
| REPULSE BAY | 100% | 100% | 100% |
| RESOLUTE | 100% | 100% | 100% |
| ROSS RIVER | 100% | 50% | 100% |
| SACHS HARBOUR | 100% | 100% | 0% |
| SANIKILUAQ | 100% | 75% | 71% |
| SWIFT RIVER | 100% | 100% | 0% |
| TAGISH | 100% | 100% | 100% |
| TALOYOAK | 100% | 100% | 100% |
| TELEGRAPH CREEK | 100% | 100% | 100% |
| TESLIN | 100% | 100% | 100% |
| TOAD RIVER | 100% | 100% | 100% |
| TROUT LAKE | 100% | 100% | 100% |
| TSIGEHTCHIC | 100% | 100% | 100% |
| TUKTOYAKTUK | 86% | 100% | 86% |
| TULITA | 100% | 100% | 100% |
| WEKWETI | 100% | 100% | 100% |
| WHA TI | 100% | 100% | 100% |
| WHALE COVE | 100% | 100% | 100% |
| WONOWON/BLUEBERRY | 100% | 100% | 100% |
| WRIGLEY | 100% | 100% | 100% |
| Remote Total | 97% | 93% | 91% |

| Community Level Indicators | | | | | | |
|---|-------------|-------------|------------|-------------|------------|------------|
| 2.2B Repair Appt Met | | | | | | |
| Community by Designation | Month | | | | | |
| | Apr | May | June | Rural | | |
| CAMBRIDGE BAY | 100% | 100% | 100% | 100% | 100% | 100% |
| CARCROSS | 100% | 100% | 100% | 100% | 100% | 100% |
| DAWSON CITY | 96% | 91% | 93% | 91% | 93% | 93% |
| DEASE LAKE | 69% | 100% | 71% | 100% | 71% | 71% |
| ENTERPRISE | 100% | 100% | 100% | 100% | 100% | 100% |
| FT. NELSON | 93% | 97% | 98% | 97% | 98% | 98% |
| FT. SIMPSON | 80% | 63% | 82% | 63% | 82% | 82% |
| FT. SMITH | 93% | 100% | 100% | 100% | 100% | 100% |
| HAY RIVER | 97% | 96% | 96% | 96% | 96% | 96% |
| INUVIK | 96% | 94% | 93% | 94% | 93% | 93% |
| IQALUIT | 98% | 97% | 94% | 97% | 94% | 94% |
| ISKUT | 67% | 0% | 67% | 0% | 67% | 67% |
| KAKISA | 100% | 100% | 100% | 100% | 100% | 100% |
| LOWER POST | 100% | 100% | 100% | 100% | 100% | 100% |
| MARSH LAKE | 100% | 100% | 75% | 100% | 75% | 75% |
| NORMAN WELLS | 88% | 80% | 75% | 80% | 75% | 75% |
| RAE/EDZO | 100% | 100% | 83% | 100% | 83% | 83% |
| RANKIN INLET | 88% | 87% | 77% | 87% | 77% | 77% |
| WATSON LAKE | 82% | 77% | 82% | 77% | 82% | 82% |
| WHITEHORSE | 99% | 96% | 95% | 96% | 95% | 95% |
| YELLOWKNIFE | 96% | 96% | 92% | 96% | 92% | 92% |
| Rural Total | 95% | 94% | 93% | 94% | 93% | 93% |
| n/a = no troubles in that month in that community | | | | | | |

Community Level Indicators

2.3 Initial Trouble Reports per 100 NAS

| Community by Designation Remote | Month | | |
|------------------------------------|-------|-----|------|
| | Apr | May | June |
| AKLAVIK | 1.2 | 0.9 | 3.8 |
| ARCTIC BAY | 1.9 | 2.2 | 1.9 |
| ARVIAT | 1.3 | 3.0 | 1.7 |
| BAKER LAKE | 1.2 | 0.9 | 1.6 |
| BEARSKIN LAKE | 0.0 | 0.0 | 0.0 |
| BEAVER CREEK | 0.0 | 1.9 | 5.0 |
| BOB QUINN LAKE | 0.0 | 0.0 | 0.0 |
| CAPE DORSET | 2.0 | 0.7 | 10.1 |
| CARMACKS | 8.6 | 4.8 | 1.5 |
| CASSIAR | 1.5 | 2.2 | 1.8 |
| CHESTERFIELD | 0.0 | 4.2 | 4.2 |
| CLYDE RIVER | 3.8 | 1.9 | 2.4 |
| COLVILLE LAKE | 2.4 | 1.0 | 0.3 |
| CORAL HARBOUR | 0.0 | 1.5 | 0.0 |
| DELINE | 2.8 | 2.5 | 0.9 |
| DESTRUCTION BAY/BURWASH | 1.4 | 0.9 | 1.7 |
| ELSAKENO | 5.3 | 5.3 | 26.3 |
| FARO | 0.0 | 0.0 | 0.3 |
| FT. GOOD HOPE | 3.3 | 2.3 | 4.0 |
| FT. LIARD | 0.7 | 1.0 | 2.7 |
| FT. MCPHERSON | 3.7 | 0.9 | 2.3 |
| FT. PROVIDENCE | 0.5 | 0.5 | 0.5 |
| FT. RESOLUTION | 2.3 | 0.7 | 2.0 |
| FT. WARE | 3.3 | 1.1 | 3.3 |
| GJOA HAVEN | 1.7 | 2.1 | 2.1 |
| GOOD HOPE LAKE | 0.0 | 2.9 | 2.9 |
| GRISE FIORD | 0.9 | 0.0 | 1.7 |
| HAINES JUNCTION | 0.9 | 1.6 | 2.2 |
| HALL BEACH | 2.1 | 5.8 | 2.9 |
| HOLMAN ISLAND | 1.8 | 4.1 | 2.7 |
| IGLOOLIK | 2.0 | 1.0 | 1.2 |
| JEAN MARIE RIVER | 0.0 | 0.0 | 0.0 |
| KIMMIRUT | 2.0 | 4.0 | 1.0 |
| KOALA | 0.1 | 0.0 | 0.0 |
| KUGLUKTUK | 0.6 | 0.3 | 0.8 |
| LITTLE CORNWALLIS | 1.1 | 0.6 | 0.0 |
| LUTSEL K'E | 0.5 | 1.5 | 1.5 |

Community Level Indicators

2.3 Initial Trouble Reports per 100 NAS

| Community by Designation Remote | Month | | |
|------------------------------------|------------|------------|------------|
| | Apr | May | June |
| MAYO | 0.3 | 2.4 | 4.0 |
| MUNCHO LAKE/MOULD CREEK | 0.0 | 4.3 | 6.5 |
| NAHANNI BUTTE | 2.2 | 0.0 | 6.5 |
| NANISIVIK | 1.5 | 0.0 | 4.6 |
| OLD CROW | 0.0 | 3.0 | 3.5 |
| PANGNIRTUNG | 0.7 | 1.5 | 1.0 |
| PAULATUK | 2.2 | 1.5 | 0.0 |
| PELLY BAY | 1.5 | 1.5 | 12.7 |
| PELLY CROSSING | 2.5 | 2.5 | 1.2 |
| POND INLET | 0.6 | 2.1 | 1.1 |
| PROPHET RIVER | 0.0 | 0.0 | 1.3 |
| QIKIQTARJUAQ | 2.6 | 1.7 | 1.3 |
| RAE LAKES | 0.8 | 2.4 | 5.6 |
| REPULSE BAY | 1.7 | 1.7 | 1.3 |
| RESOLUTE | 1.4 | 0.3 | 1.7 |
| ROSS RIVER | 0.5 | 0.9 | 1.4 |
| SACHS HARBOUR | 4.9 | 2.0 | 2.0 |
| SANIKILUAQ | 6.2 | 3.1 | 3.8 |
| SWIFT RIVER | 8.0 | 4.0 | 12.0 |
| TAGISH | 4.8 | 1.2 | 1.8 |
| TALOYOAK | 0.7 | 1.7 | 0.3 |
| TELEGRAPH CREEK | 0.6 | 0.6 | 2.3 |
| TESLIN | 3.2 | 1.3 | 2.6 |
| TOAD RIVER | 2.4 | 2.4 | 4.8 |
| TROUT LAKE | 0.0 | 2.0 | 2.0 |
| TSIGEHTCHIC | 0.8 | 0.8 | 0.0 |
| TUKTOYAKTUK | 1.3 | 1.1 | 1.8 |
| TULITA | 1.6 | 1.2 | 2.4 |
| WEKWETI | 2.7 | 1.4 | 1.4 |
| WHA TI | 3.1 | 3.6 | 3.1 |
| WHALE COVE | 2.3 | 1.1 | 2.3 |
| WONOWON/BLUEBERRY | 3.2 | 5.2 | 4.3 |
| WRIGLEY | 0.0 | 0.0 | 0.0 |
| Remote Total | 1.7 | 1.6 | 2.0 |

| Community Level Indicators | | | | |
|---|-------------|-------------|-------------|--|
| 2.3 Initial Trouble Reports per 100 NAS | | | | |
| Community by Designation | Month | | | |
| | Apr | May | June | |
| Rural | Remote | | | |
| CAMBRIDGE BAY | 1.2 | 0.7 | 1.6 | |
| CARCROSS | 2.4 | 0.3 | 2.4 | |
| DAWSON CITY | 1.6 | 2.8 | 2.5 | |
| DEASE LAKE | 2.1 | 0.6 | 2.3 | |
| ENTERPRISE | 4.7 | 0.9 | 1.9 | |
| FT. NELSON | 1.5 | 1.2 | 1.5 | |
| FT. SIMPSON | 0.4 | 0.6 | 0.8 | |
| FT. SMITH | 0.5 | 0.3 | 0.5 | |
| HAY RIVER | 1.0 | 0.7 | 1.4 | |
| INUVIK | 1.1 | 1.2 | 1.9 | |
| IQALUIT | 0.6 | 0.9 | 1.3 | |
| ISKUT | 1.9 | 2.5 | 1.9 | |
| KAKISA | 12.5 | 0.0 | 0.0 | |
| LOWER POST | 0.0 | 2.7 | 0.0 | |
| MARSH LAKE | 0.0 | 0.9 | 1.3 | |
| NORMAN WELLS | 0.7 | 0.4 | 1.0 | |
| RAE/EDZO | 1.2 | 1.0 | 1.6 | |
| RANKIN INLET | 1.1 | 0.7 | 1.3 | |
| WATSON LAKE | 2.0 | 1.5 | 2.5 | |
| WHITEHORSE | 0.9 | 1.0 | 1.1 | |
| YELLOWKNIFE | 1.0 | 1.1 | 1.3 | |
| Rural Total | 1.0 | 1.0 | 1.3 | |
| Corporate Total | 1.1% | 1.1% | 1.5% | |

| Community Level Indicators | | | | Community Level Indicators | | | |
|----------------------------|-----------|-------|----------|----------------------------|-----------|----------|----------|
| 2.4 Community Isolation | | | | | | | |
| Telco | Indicator | Group | Standard | Telco | Indicator | Group | Standard |
| Northwestel | 2.4A | Cat 1 | N/A | Northwestel | 2.4A | Cat 1 | N/A |
| Community by Designation | | | | Community by Designation | | | |
| Remote | | | | Remote | | | |
| | Apr | May | June | | Apr | May | June |
| AKLAVIK | 0 | 0 | 0 | LITTLE CORNWALLIS | 0 | 0 | 0 |
| ARCTIC BAY | 0 | 0 | 0 | LUTSEL KE | 0 | 0 | 0 |
| ARVIAT | 0 | 0 | 0 | MAYO | 0 | 0 | 0 |
| BAKER LAKE | 0 | 0 | 0 | MUNCHO LAKE/MOULD CREEK | 0 | 0 | 0 |
| BEARSKIN LAKE | 0 | 0 | 0 | NAHANNI BUTTE | 0 | 0 | 0 |
| BEAVER CREEK | 0 | 0 | 0 | NANISIVIK | 0 | 0 | 0 |
| BOB QUINN LAKE | 0 | 0 | 0 | OLD CROW | 0 | 0 | 0 |
| CAPE DORSET | 0 | 0 | 0 | PANGNIIRTUNG | 0 | 0 | 0 |
| CARMACKS | 0 | 0 | 0 | PAULATUK | 0 | 0 | 0 |
| CASSIAR | 0 | 0 | 0 | PELLY BAY | 0 | 0 | 0 |
| CHESTERFIELD INLET | 0 | 0 | 0 | PELLY CROSSING | 0 | 0 | 0 |
| CLYDE RIVER | 0 | 0 | 0 | POND INLET | 0 | 0 | 0 |
| COLVILLE LAKE | 0 | 0 | 0 | PROPHET RIVER | 0 | 0 | 0 |
| CORAL HARBOUR | 0 | 0 | 0 | QIKIQTARJUAQ | 0 | 0 | 0 |
| DELINE | 0 | 0 | 0 | RAE LAKES | 0 | 0 | 0 |
| DESTRUCTION BAY/BURWASH | 0 | 0 | 0 | REPULSE BAY | 0 | 0 | 0 |
| ELSAKENO | 0 | 0 | 1 | RESOLUTE | 0 | 0 | 0 |
| FARO | 0 | 0 | 0 | ROSS RIVER | 0 | 0 | 0 |
| FT. GOOD HOPE | 0 | 0 | 0 | SACHS HARBOUR | 0 | 0 | 0 |
| FT. LIARD | 0 | 0 | 0 | SANIKILUAQ | 0 | 0 | 0 |
| FT. MCPHERSON | 0 | 0 | 0 | SWIFT RIVER | 0 | 0 | 0 |
| FT. PROVIDENCE | 0 | 0 | 0 | TAGISH | 0 | 0 | 0 |
| FT. RESOLUTION | 0 | 0 | 0 | TALOYOAK | 0 | 0 | 0 |
| FT. WARE | 0 | 0 | 0 | TELEGRAPH CREEK | 0 | 0 | 0 |
| GJOA HAVEN | 0 | 0 | 0 | TESLIN | 0 | 0 | 0 |
| GOOD HOPE LAKE | 0 | 0 | 0 | TOAD RIVER | 0 | 0 | 0 |
| GRISE FIORD | 0 | 0 | 0 | TROUT LAKE | 0 | 0 | 0 |
| HAINES JUNCTION | 0 | 0 | 0 | TSIGEHTCHIC | 0 | 0 | 0 |
| HALL BEACH | 0 | 0 | 0 | TUKTOYAKTUK | 0 | 0 | 0 |
| HOLMAN ISLAND | 0 | 0 | 0 | TULITA | 0 | 0 | 0 |
| IGLOOLIK | 0 | 0 | 0 | WEKWETI | 0 | 0 | 0 |
| JEAN MARIE RIVER | 0 | 0 | 0 | WHA TI | 0 | 0 | 0 |
| KIMMIRUT | 0 | 0 | 0 | WHALE COVE | 0 | 0 | 0 |
| KOALA | 0 | 0 | 0 | WONOWON /BLUEBERRY | 0 | 0 | 0 |
| KUGLUKTUK | 0 | 0 | 0 | WRIGLEY | 0 | 0 | 0 |
| | | | | Remote Totals | 0 | 0 | 1 |

| Northwestel CRTC Indicators | | | | |
|------------------------------------|-----------|----------|----------|----------|
| 2.4 Community Isolation | | | | |
| Telco | Indicator | Group | Standard | |
| Northwestel | 2.4A | Cat 1 | N/A | |
| Community by Designation | | Apr | May | June |
| Rural | | | | |
| CAMBRIDGE BAY | 0 | 0 | 0 | 0 |
| CARCROSS | 0 | 0 | 0 | 0 |
| DAWSON CITY | 0 | 0 | 0 | 0 |
| DEASE LAKE | 0 | 0 | 0 | 0 |
| ENTERPRISE | 0 | 0 | 0 | 0 |
| FT. NELSON | 0 | 0 | 0 | 0 |
| FT. SIMPSON | 0 | 0 | 0 | 0 |
| FT. SMITH | 0 | 0 | 0 | 0 |
| HAY RIVER | 0 | 0 | 0 | 0 |
| INUVIK | 0 | 0 | 0 | 0 |
| IQALUIT | 0 | 0 | 0 | 0 |
| ISKUT | 0 | 0 | 0 | 0 |
| KAKISA | 0 | 0 | 0 | 0 |
| LOWER POST | 0 | 0 | 0 | 0 |
| MARSH LAKE | 0 | 0 | 0 | 0 |
| NORMAN WELLS | 0 | 0 | 0 | 0 |
| RAE/EDZO | 0 | 0 | 0 | 0 |
| RANKIN INLET | 0 | 0 | 0 | 0 |
| WATSON LAKE | 0 | 0 | 0 | 0 |
| WHITEHORSE | 0 | 0 | 0 | 0 |
| YELLOWKNIFE | 0 | 0 | 0 | 0 |
| Rural Totals | 0 | 0 | 0 | 0 |
| Corporate Total | 0 | 0 | 0 | 1 |

| <u>Telco</u> | <u>Indicator</u> | <u>Group</u> | <u>Standard</u> | <u>Apr-04</u> | <u>May-04</u> | <u>Jun-04</u> |
|--------------|------------------|--------------|-----------------|---------------|---------------|---------------|
| Northwestel | 4.1 | Corp | 93.8% or more | 99.9% | 99.9% | 99.9% |

Question

Business

Number of Business customers surveyed
% who had used DA (question 39)
Sample Number who had used DA (rounded down)
> than or equal to Satisfactory response (question 40)

Residential

Number of Residential customers surveyed
% who had used DA (question 45)
Sample Number who had used DA (rounded down)
> than or equal to Satisfactory response (question 46)

Total: > than or equal to Satisfactory response

| Apr-04 | May-04 | Jun-04 |
|---------------|---------------|---------------|
| | | |
| 50 | 50 | 50 |
| 50% | 38% | 36% |
| 25 | 19 | 18 |
| 96% | 83% | 100% |
| | | |
| 150 | 151 | 151 |
| 32% | 31% | 34% |
| 48 | 47 | 51 |
| 98% | 96% | 100% |
| | | |
| 97% | 92% | 100% |

Community Level Indicators
5.1 Customer Complaints by Community (complaints per 1000 NAS)

| Community | Designation | Indicator | Standard | Apr | May | June |
|------------|-------------|-----------|----------|-------|-------|------|
| Whitehorse | Remote | 5.1B2 | Repair | 0.056 | 0 | 0 |
| Dawson | Remote | 5.1B2 | Repair | 0 | 0.76 | 0 |
| Total | Co | 5.1B | Total | 0.013 | 0.013 | 0 |
| Resolved | Total | 5.2 | | 100% | 100% | 100% |