

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

10 May 2005

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

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 1st Quarter Quality of Service results for 2005.

Sincerely,

Dallas Yeulett Manager, Regulatory Affairs

Attachments

CRTC Report Order 2000-397

Outage Summary

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

			C	ompetitors			Other custo	mers affected	
Outage Category No.	Name	Location	Time of outage	Time restored	Duration	Reason	Name	Time restored	Duration

Telco	Indicator	Group	Standard	<u>Jan-05</u>	Feb-05	Mar-05
Northwestel	1.1A	Urban	90% or more	N/A	N/A	N/A
Northwestel	1.1B	Rural	90% or more	96%	97%	98%
Northwestel	1.2A	Urban	90% or more	N/A	N/A	N/A
Northwestel	1.2B	Rural	90% or more	96%	99%	98%
Northwestel	1.3A	Urban	3.3% or less	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	81%	84%	77.0%
Northwestel	1.6	Co	90% or more	N/A	N/A	N/A
Northwestel	1.7	Co	90% or more	N/A	N/A	N/A
Northwestel	2.1A	Urban	80% or more	N/A	N/A	N/A
Northwestel	2.1B	Rural	80% or more	90%	95%	92%
Northwestel	2.1C	Remote	90% or more	89%	91%	85%
Northwestel	2.2A	Urban	90% or more	N/A	N/A	N/A
Northwestel	2.2B	Rural	90% or more	94%	96%	93%
Northwestel	2.3A	Urban	5% or less	N/A	N/A	N/A
Northwestel	2.3B	Rural	5% or less	1	1	1
Northwestel	2.4A	Cat 1	Not Applicable	2	0	0
Northwestel	2.4B	Cat 2	Not Applicable	N/A	N/A	N/A
Northwestel	2.4C	Cat 3	Not Applicable	N/A	N/A	N/A
Northwestel	2.5	Co	80% or more	82%	81%	82%
Northwestel	2.6	Co	90% or more	N/A	N/A	N/A
Northwestel	3.1	Co	98.5% or more	99.9%	99.9%	99.9%
Northwestel	4.1	Co	93.8% or more	99.9%	99.9%	99.9%
Northwestel	4.3	Co	93.8% or more	96.0%	96.0%	97.0%
Northwestel	5.1A1	Urban	Provisioning	N/A	N/A	N/A
Northwestel	5.1B1	Rural	Provisioning	0.000	0.000	0.000
Northwestel	5.1A2	Urban	Repair	N/A	N/A	N/A
Northwestel	5.1B2	Rural	Repair	0.000	0.000	0.000
Northwestel	5.1A3	Urban	Local Service	N/A	N/A	N/A
Northwestel	5.1B3	Rural	Local Service	0.000	0.000	0.000
Northwestel	5.1A4	Urban	Long Distance	N/A	N/A	N/A
Northwestel	5.1B4	Rural	Long Distance	0.000	0.000	0.000
Northwestel	5.1A5	Urban	Operator Service	N/A	N/A	N/A
Northwestel	5.1B5	Rural	Operator Service	0.000	0.000	0.000
Northwestel	5.1A6	Urban	Directory Service	N/A	N/A	N/A
Northwestel	5.1B6	Rural	Directory Service	0.000	0.000	0.000
Northwestel	5.1A7	Urban	Billing Service	N/A	N/A	N/A
Northwestel	5.1B7	Rural	Billing Service	0.000	0.013	0.000
Northwestel	5.1A	Urban	Total	N/A	N/A	N/A
Northwestel	5.1B	Rural	Total	0.000	0.000	0.013
Northwestel	5.2	Co	Resolved	100.0	100.0	100.0

Community Le		tors		Community Lev		ors	
1.1 Provision	ing Interval			1.1 Provision	ing Interval		
		Month				Month	
Community by Designation	Jan	Feb	Mar	Community by Designation	Jan	Feb	Mar
Remote		Remote		Remote		Remote	
AKLAVIK	100%	100%	100%	MAYO	100%	67%	50%
ARCTIC BAY	100%	100%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	89%	75%	100%	NANISIVIK	100%	100%	100%
BEARSKIN LAKE	100%	100%	100%	OLD CROW	100%	100%	100%
BEAVER CREEK	100%	100%	100%	PANGNIRTUNG	100%	100%	100%
BOB QUINN LAKE	0%	100%	100%	PAULATUK	100%	100%	100%
CAPE DORSET	93%	100%	100%	PELLY BAY	50%	100%	100%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	100%	100%	POND INLET	100%	100%	100%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	33%	100%	100%
CLYDE RIVER	93%	100%	100%	QIKIQTARJUAQ	100%	100%	100%
COLVILLE LAKE	100%	100%	91%	RAE LAKES	50%	100%	100%
CORAL HARBOUR	100%	100%	100%	REPULSE BAY	67%	78%	100%
DELINE	100%	100%	100%	RESOLUTE	100%	100%	100%
DESTRUCTION BAY/BURWASH	100%	100%	100%	ROSS RIVER	100%	100%	100%
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	100%	100%	100%
FARO	100%	100%	75%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	100%	90%	86%	SWIFT RIVER	100%	100%	100%
FT. LIARD	78%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	100%	100%	TALOYOAK	100%	100%	100%
FT. PROVIDENCE	89%	100%	100%	TELEGRAPH CREEK	100%	100%	67%
FT. RESOLUTION	83%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	100%	100%	100%	TOAD RIVER	100%	100%	100%
GJOA HAVEN	100%	100%	100%	TROUT LAKE	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TSIIGEHTCHIC	100%	100%	100%
GRISE FIORD	100%	100%	100%	Τυκτογακτυκ	100%	100%	100%
HAINES JUNCTION	80%	100%	83%	TULITA	100%	86%	100%
HALL BEACH	100%	100%	100%	WEKWETI	100%	100%	100%
HOLMAN ISLAND	100%	83%	100%	WHA TI	100%	75%	100%
IGLOOLIK	100%	100%	100%	WHALE COVE	0%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WONOWON/BLUEBERRY	83%	0%	75%
KIMMIRUT	100%	100%	100%	WRIGLEY	100%	100%	100%
KOALA	100%	100%	100%	Remote Total	94%	95%	97%
KUGLUKTUK	100%	91%	100%				/2
LITTLE CORNWALLIS	100%	100%	100%				
LUTSEL K'E	100%	100%	100%				l

Community Lev	vel Indicat	tors					
1.1 Provisioni	ing Interval						
	Ī	Month					
Community by Designation	Jan	Feb	Mar				
Rural		Rural			 		
CAMBRIDGE BAY	100%	93%	100%				
CARCROSS	100%	100%	100%				
DAWSON CITY	100%	100%	100%				
DEASE LAKE	75%	100%	100%				
ENTERPRISE	100%	100%	100%				
FT. NELSON	96%	95%	96%				
FT. SIMPSON	83%	100%	95%		 		
FT. SMITH	100%	92%	100%				
HAY RIVER	100%	96%	100%				
INUVIK	96%	95%	100%				
IQALUIT	97%	99%	97%				
ISKUT	100%	100%	100%				
KAKISA	100%	100%	100%				
LOWER POST	100%	100%	100%				
MARSH LAKE	100%	100%	100%				
NORMAN WELLS	100%	100%	100%				
RAE/EDZO	100%	100%	100%				
RANKIN INLET	98%	100%	100%				
WATSON LAKE	100%	100%	100%				
WHITEHORSE	96%	100%	100%				
YELLOWKNIFE	98%	100%	97%				
Rural Total	97%	98%	99%				
Corporate Total	96%	97%	98%	 	 		
CRTC Objective = 90% in					 		
10 working days							
n/a = no service orders in that				 	 		
community in that month					 	 	

1.2 % of Installatio	n Appointn	nents Met		1.2 % of Installation	Appointments	s Met	
		Month				Month	
Community by Designation	Jan	Feb	Mar	Community by Designation	Jan	Feb	Mar
Remote		Remote		Remote		Remote	
AKLAVIK	100%	100%	100%	MAYO	100%	100%	100%
ARCTIC BAY	100%	100%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	100%	100%	100%	NANISIVIK	100%	100%	100%
BEARSKIN LAKE	100%	100%	100%	OLD CROW	100%	100%	100%
BEAVER CREEK	100%	100%	100%	PANGNIRTUNG	100%	100%	100%
BOB QUINN LAKE	0%	100%	100%	PAULATUK	100%	100%	100%
CAPE DORSET	93%	100%	100%	PELLY BAY	100%	100%	100%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	100%	100%	POND INLET	93%	100%	100%
CHESTERFIELD INLET	67%	100%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	82%	100%	100%	QIKIQTARJUAQ	100%	100%	100%
COLVILLE LAKE	100%	100%	100%	RAE LAKES	100%	100%	100%
CORAL HARBOUR	100%	100%	91%	REPULSE BAY	100%	100%	100%
DELINE	100%	100%	100%	RESOLUTE	100%	100%	100%
DESTRUCTION BAY/BURWASH	100%	100%	100%	ROSS RIVER	100%	100%	100%
ELSA/KENO	100%	100%	100%	SACHS HARBOUR	100%	100%	100%
FARO	86%	100%	75%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	100%	100%	100%	SWIFT RIVER	100%	100%	100%
FT. LIARD	100%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	75%	100%	100%	TALOYOAK	100%	100%	100%
FT. PROVIDENCE	100%	100%	86%	TELEGRAPH CREEK	50%	100%	100%
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	100%	100%	100%	TOAD RIVER	100%	100%	100%
GJOA HAVEN	75%	100%	100%	TROUT LAKE	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TSIIGEHTCHIC	100%	100%	100%
GRISE FIORD	100%	100%	100%	Τυκτογακτυκ	100%	100%	86%
HAINES JUNCTION	100%	100%	100%	TULITA	100%	71%	100%
HALL BEACH	100%	100%	100%	WEKWETI	100%	100%	100%
HOLMAN ISLAND	100%	100%	100%	WHA TI	100%	75%	100%
IGLOOLIK	100%	100%	100%	WHALE COVE	100%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WONOWON/BLUEBERRY	83%	100%	100%
KIMMIRUT	100%	100%	100%	WRIGLEY	100%	100%	100%
KOALA	100%	100%	100%	Remote Total	96%	99%	98%
KUGLUKTUK	100%	100%	93%				
LITTLE CORNWALLIS	100%	100%	100%				
LUTSEL K'E	100%	100%	100%				

Community L	evel Indi	cators	
1.2 % of Installation			
		Month	
Community by Designation	Jan	Feb	Mar
Rural		Rural	
CAMBRIDGE BAY	100%	100%	100%
CARCROSS	100%	100%	100%
DAWSON CITY	100%	100%	100%
DEASE LAKE	60%	100%	100%
ENTERPRISE	100%	100%	100%
FT. NELSON	96%	100%	100%
FT. SIMPSON	92%	87%	90%
FT. SMITH	100%	100%	100%
HAY RIVER	97%	100%	97%
INUVIK	98%	100%	95%
IQALUIT	99%	96%	99%
ISKUT	67%	0%	0%
KAKISA	100%	100%	100%
LOWER POST	100%	100%	100%
MARSH LAKE	100%	100%	100%
NORMAN WELLS	100%	100%	100%
RAE/EDZO	100%	100%	100%
RANKIN INLET	86%	100%	100%
WATSON LAKE	100%	78%	93%
WHITEHORSE	97%	100%	100%
YELLOWKNIFE	93%	100%	94%
Rural Total	96%	98%	98%
n/a = no service orders in that			
community in that month			

Quality of Service 1st Quarter - 2005

Community Lev				Community Lev			
1.3 Held Orders per 100 Network Acces	s Services Ma		ovement	1.3 Held Orders per 100 Network Acces	ss Services Mai		vement
		Month				Month	
Community by Designation	Jan	Feb	Mar	Community by Designation	Jan	Feb	Mar
Remote		Remote		Remote		Remote	
AKLAVIK	0%	0%	0%	MAYO	0%	0%	0%
ARCTIC BAY	0%	0%	0%	MUNCHO LAKE /MOULD CREEK	0%	0%	0%
ARVIAT	0%	0%	0%	NAHANNI BUTTE	0%	0%	0%
BAKER LAKE	0%	0%	0%	NANISIVIK	0%	0%	0%
BEARSKIN LAKE	0%	0%	0%	OLD CROW	0%	0%	0%
BEAVER CREEK	0%	0%	0%	PANGNIRTUNG	0%	0%	0%
BOB QUINN LAKE	0%	0%	0%	PAULATUK	0%	0%	0%
CAPE DORSET	0%	0%	0%	PELLY BAY	0%	0%	0%
CARMACKS	0%	0%	0%	PELLY CROSSING	0%	0%	0%
CASSIAR	0%	0%	0%	POND INLET	0%	0%	0%
CHESTERFIELD	0%	0%	0%	PROPHET RIVER	0%	0%	0%
CLYDE RIVER	0%	0%	0%	QIKIQTARJUAQ	0%	0%	0%
COLVILLE LAKE	0%	0%	0%	RAE LAKES	0%	0%	0%
CORAL HARBOUR	0%	0%	0%	REPULSE BAY	0%	0%	0%
DELINE	0%	0%	0%	RESOLUTE	0%	0%	0%
DESTRUCTION BAY/BURWASH	0%	0%	0%	ROSS RIVER	0%	0%	0%
ELSA/KENO	0%	0%	0%	SACHS HARBOUR	0%	0%	0%
FARO	0%	0%	0%	SANIKILUAQ	0%	0%	0%
FT. GOOD HOPE	0%	0%	0%	SWIFT RIVER	0%	0%	0%
FT. LIARD	0%	0%	0%	TAGISH	0%	0%	0%
FT. MCPHERSON	0%	0%	0%	TALOYOAK	0%	0%	0%
FT. PROVIDENCE	0%	0%	0%	TELEGRAPH CREEK	0%	0%	0%
FT. RESOLUTION	0%	0%	0%	TESLIN	0%	0%	0%
FT. WARE	0%	0%	0%	TOAD RIVER	0%	0%	0%
GJOA HAVEN	0%	0%	0%	TROUT LAKE	0%	0%	0%
GOOD HOPE LAKE	0%	0%	0%	TSIIGEHTCHIC	0%	0%	0%
GRISE FIORD	0%	0%	0%	TUKTOYAKTUK	0%	0%	0%
HAINES JUNCTION	0%	0%	0%	TULITA	0%	0%	0%
HALL BEACH	0%	0%	0%	WEKWETI	0%	0%	0%
HOLMAN ISLAND	0%	0%	0%	WHA TI	0%	0%	0%
IGLOOLIK	0%	0%	0%	WHALE COVE	0%	0%	0%
JEAN MARIE RIVER	0%	0%	0%	WONOWON /BLUEBERRY	0%	0%	0%
KIMMIRUT	0%	0%	0%	WRIGLEY	0%	0%	0%
KOALA	0%	0%	0%	Remote Total	0%	0%	0%
KUGLUKTUK	0%	0%	0%		• / •	070	
LITTLE CORNWALLIS	0%	0%	0%				
LUTSEL K'E	0%	0%	0%				
	0.0	070	070				

Community Le	vel Indicat	ors			
1.3 Held Orders per 100 Network Acc			ovement		
· · · · · · · · · · · · · · · · · · ·		Month			
Community by Designation	Jan	Feb	Mar		
Rural		Rural			
CAMBRIDGE BAY	0%	0%	0%		
CARCROSS	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%		
IQALUIT	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%		

Community Le				Community Lev			
1.4 Held Upgrades	per 100 Rec	quests		1.4 Held Upgrades p	ber 100 Requ	uests	
		Month				Month	
Community by Designation	Jan	Feb	Mar	Community by Designation	Jan	Feb	Mar
Remote		Remote		Remote		Remote	
AKLAVIK	0%	0%	0%	MAYO	0%	0%	0%
ARCTIC BAY	0%	0%	0%	MUNCHO LAKE/MOULD CREEK	0%	0%	0%
ARVIAT	0%	0%	0%	NAHANNI BUTTE	0%	0%	0%
BAKER LAKE	0%	0%	0%	NANISIVIK	0%	0%	0%
BEARSKIN LAKE	0%	0%	0%	OLD CROW	0%	0%	0%
BEAVER CREEK	0%	0%	0%	PANGNIRTUNG	0%	0%	0%
BOB QUINN LAKE	0%	0%	0%	PAULATUK	0%	0%	0%
CAPE DORSET	0%	0%	0%	PELLY BAY	0%	0%	0%
CARMACKS	0%	0%	0%	PELLY CROSSING	0%	0%	0%
CASSIAR	0%	0%	0%	POND INLET	0%	0%	0%
CHESTERFIELD	0%	0%	0%	PROPHET RIVER	0%	0%	0%
CLYDE RIVER	0%	0%	0%	QIKIQTARJUAQ	0%	0%	0%
COLVILLE LAKE	0%	0%	0%	RAE LAKES	0%	0%	0%
CORAL HARBOUR	0%	0%	0%	REPULSE BAY	0%	0%	0%
DELINE	0%	0%	0%	RESOLUTE	0%	0%	0%
DESTRUCTION BAY/BURWASH	0%	0%	0%	ROSS RIVER	0%	0%	0%
ELSA/KENO	0%	0%	0%	SACHS HARBOUR	0%	0%	0%
FARO	0%	0%	0%	SANIKILUAQ	0%	0%	0%
FT. GOOD HOPE	0%	0%	0%	SWIFT RIVER	0%	0%	0%
FT. LIARD	0%	0%	0%	TAGISH	0%	0%	0%
FT. MCPHERSON	0%	0%	0%	TALOYOAK	0%	0%	0%
FT. PROVIDENCE	0%	0%	0%	TELEGRAPH CREEK	0%	0%	0%
FT. RESOLUTION	0%	0%	0%	TESLIN	0%	0%	0%
FT. WARE	0%	0%	0%	TOAD RIVER	0%	0%	0%
GJOA HAVEN	0%	0%	0%	TROUT LAKE	0%	0%	0%
GOOD HOPE LAKE	0%	0%	0%	TSIIGEHTCHIC	0%	0%	0%
GRISE FIORD	0%	0%	0%	TUKTOYAKTUK	0%	0%	0%
HAINES JUNCTION	0%	0%	0%	TULITA	0%	0%	0%
HALL BEACH	0%	0%	0%	WEKWETI	0%	0%	0%
HOLMAN ISLAND	0%	0%	0%	WHA TI	0%	0%	0%
IGLOOLIK	0%	0%	0%	WHALE COVE	0%	0%	0%
JEAN MARIE RIVER	0%	0%	0%	WONOWON /BLUEBERRY	0%	0%	0%
KIMMIRUT	0%	0%	0%	WRIGLEY	0%	0%	0%
KOALA	0%	0%	0%	Remote Total	0%	0%	0%
KUGLUKTUK	0%	0%	0%		• / •		370
LITTLE CORNWALLIS	0%	0%	0%				
LUTSEL K'E	0%	0%	0%				
	070	070	0,0				

Community L	evel Indic	ators	
1.4 Held Upgrade			
	•	Month	
	Jan	Feb	Mar
Rural		Rural	
CAMBRIDGE BAY	0%	0%	0%
CARCROSS	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%
IQALUIT	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	Jan	Feb	Mar
CAMBRIDGE BAY	100%	50%	100%
CARCROSS	100%	100%	100%
DAWSON CITY	50%	50%	89%
DEASE LAKE	67%	50%	100%
ENTERPRISE	0%	100%	100%
FT. NELSON	81%	100%	76%
FT. SIMPSON	100%	100%	83%
FT. SMITH	100%	100%	100%
HAY RIVER	89%	100%	98%
INUVIK	100%	100%	100%
IQALUIT	100%	100%	95%
ISKUT	100%	100%	50%
KAKISA	100%	100%	100%
LOWER POST	100%	100%	100%
MARSH LAKE	100%	100%	67%
NORMAN WELLS	100%	100%	100%
RAE/EDZO	100%	80%	100%
RANKIN INLET	94%	77%	91%
WATSON LAKE	67%	100%	88%
WHITEHORSE	84%	99%	94%
YELLOWKNIFE	93%	100%	90%
Rural Total	90%	95%	92%

Community Lev	vel Indicat	tors		2.1 Out Of Service Trouble Reports Cleared 5 Business Days				
2.1 Out Of Service Trouble Repo	orts Cleared 5 E	Business Da	ys					
		Month			Month			
Community by Designation	Jan	Feb	Mar	Community by Designation	Jan	Feb	Mar	
Remote		Remote		Remote		Remote		
AKLAVIK	100%	100%	100%	MAYO	100%	100%	100%	
ARCTIC BAY	100%	100%	40%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%	
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	100%	100%	
BAKER LAKE	100%	100%	100%	NANISIVIK	100%	100%	100%	
BEARSKIN LAKE	100%	100%	100%	OLD CROW	100%	100%	100%	
BEAVER CREEK	100%	100%	100%	PANGNIRTUNG	100%	100%	80%	
BOB QUINN LAKE	100%	100%	100%	PAULATUK	0%	100%	50%	
CAPE DORSET	33%	67%	65%	PELLY BAY	100%	100%	100%	
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%	
CASSIAR	100%	100%	100%	POND INLET	100%	0%	100%	
CHESTERFIELD INLET	0%	0%	0%	PROPHET RIVER	100%	100%	100%	
CLYDE RIVER	100%	100%	100%	QIKIQTARJUAQ	100%	100%	0%	
COLVILLE LAKE	100%	100%	100%	RAE LAKES	100%	100%	75%	
CORAL HARBOUR	100%	100%	100%	REPULSE BAY	100%	100%	100%	
DELINE	75%	100%	83%	RESOLUTE	100%	100%	100%	
DESTRUCTION BAY/BURWASH	0%	100%	100%	ROSS RIVER	86%	100%	100%	
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	100%	100%	100%	
FARO	100%	100%	100%	SANIKILUAQ	100%	100%	50%	
FT. GOOD HOPE	78%	100%	100%	SWIFT RIVER	100%	100%	100%	
FT. LIARD	100%	100%	100%	TAGISH	100%	33%	100%	
FT. MCPHERSON	100%	100%	100%	TALOYOAK	100%	100%	67%	
FT. PROVIDENCE	100%	100%	100%	TELEGRAPH CREEK	100%	100%	100%	
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%	
FT. WARE	100%	100%	100%	TOAD RIVER	100%	0%	100%	
GJOA HAVEN	100%	100%	100%	TROUT LAKE	100%	100%	100%	
GOOD HOPE LAKE	100%	100%	100%	TSIIGEHTCHIC	100%	100%	100%	
GRISE FIORD	100%	100%	100%	Τυκτογακτυκ	81%	75%	88%	
HAINES JUNCTION	90%	100%	100%	TULITA	100%	100%	75%	
HALL BEACH	50%	50%	60%	WEKWETI	100%	100%	100%	
HOLMAN ISLAND	50%	100%	100%	WHA TI	100%	100%	71%	
IGLOOLIK	67%	100%	100%	WHALE COVE	100%	100%	100%	
JEAN MARIE RIVER	100%	100%	100%	WONOWON/BLUEBERRY	100%	83%	100%	
KIMMIRUT	100%	100%	100%	WRIGLEY	100%	100%	100%	
KOALA	100%	100%	100%	Remote Total	89%	91%	85%	
KUGLUKTUK	100%	100%	100%					
LITTLE CORNWALLIS	100%	100%	100%					
LUTSEL K'E	100%	100%	100%					

Community Lev				2.2B Repair Appt Met					
2.2B Repair	r Appt Me	et							
Month				i			Month		
Community by Designation	Jan	Feb	Mar	Community by Designation	Jan	Feb	Mar		
Remote		Remote		Remote		Remote			
AKLAVIK	100%	100%	100%	MAYO	100%	100%	100%		
ARCTIC BAY	100%	100%	33%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%		
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	100%	100%		
BAKER LAKE	100%	100%	100%	NANISIVIK	100%	100%	100%		
BEARSKIN LAKE	100%	100%	100%	OLD CROW	100%	100%	100%		
BEAVER CREEK	100%	100%	100%	PANGNIRTUNG	100%	100%	88%		
BOB QUINN LAKE	100%	100%	100%	PAULATUK	67%	100%	78%		
CAPE DORSET	86%	67%	73%	PELLY BAY	100%	100%	100%		
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%		
CASSIAR	100%	100%	100%	POND INLET	100%	60%	100%		
CHESTERFIELD INLET	0%	33%	50%	PROPHET RIVER	100%	100%	100%		
CLYDE RIVER	100%	100%	100%	QIKIQTARJUAQ	100%	100%	50%		
COLVILLE LAKE	100%	100%	0%	RAE LAKES	100%	100%	100%		
CORAL HARBOUR	100%	100%	100%	REPULSE BAY	100%	100%	88%		
DELINE	60%	100%	89%	RESOLUTE	100%	100%	100%		
DESTRUCTION BAY/BURWASH	100%	100%	100%	ROSS RIVER	100%	100%	100%		
ELSA/KENO	100%	100%	100%	SACHS HARBOUR	67%	100%	100%		
FARO	100%	100%	100%	SANIKILUAQ	100%	100%	80%		
FT. GOOD HOPE	73%	100%	50%	SWIFT RIVER	100%	100%	100%		
FT. LIARD	83%	100%	80%	TAGISH	100%	100%	100%		
FT. MCPHERSON	100%	100%	100%	TALOYOAK	100%	100%	75%		
FT. PROVIDENCE	100%	100%	100%	TELEGRAPH CREEK	100%	100%	100%		
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%		
FT. WARE	100%	100%	100%	TOAD RIVER	100%	0%	100%		
GJOA HAVEN	67%	100%	100%	TROUT LAKE	100%	100%	50%		
GOOD HOPE LAKE	100%	100%	100%	TSIIGEHTCHIC	100%	100%	100%		
GRISE FIORD	100%	100%	100%	TUKTOYAKTUK	81%	64%	90%		
HAINES JUNCTION	93%	100%	100%	TULITA	100%	100%	86%		
HALL BEACH	83%	50%	60%	WEKWETI	100%	100%	100%		
HOLMAN ISLAND	75%	100%	100%	WHA TI	100%	100%	60%		
IGLOOLIK	71%	100%	0%	WHALE COVE	100%	50%	100%		
JEAN MARIE RIVER	100%	100%	100%	WONOWON/BLUEBERRY	100%	100%	100%		
KIMMIRUT	100%	100%	100%	WRIGLEY	100%	100%	100%		
KOALA	100%	100%	100%	Remote Total	92%	93%	88%		
KUGLUKTUK	100%	100%	100%						
LITTLE CORNWALLIS	100%	100%	100%						
LUTSEL K'E	100%	100%	100%			1			

Community Level Indicators					
2.2B Repair					
		Month			
Community by Designation	Jan	Feb	Mar		
Rural		Rural			
CAMBRIDGE BAY	100%	100%	100%		
CARCROSS	100%	100%	100%		
DAWSON CITY	100%	77%	90%		
DEASE LAKE	80%	50%	100%		
ENTERPRISE	100%	100%	100%		
FT. NELSON	94%	100%	88%		
FT. SIMPSON	100%	100%	100%		
FT. SMITH	93%	100%	100%		
HAY RIVER	92%	97%	95%		
INUVIK	100%	100%	100%		
IQALUIT	95%	98%	96%		
ISKUT	100%	100%	100%		
KAKISA	100%	100%	100%		
LOWER POST	100%	100%	100%		
MARSH LAKE	100%	100%	100%		
NORMAN WELLS	100%	83%	100%		
RAE/EDZO	100%	100%	67%		
RANKIN INLET	96%	92%	85%		
WATSON LAKE	71%	94%	82%		
WHITEHORSE	95%	96%	97%		
YELLOWKNIFE	100%	100%	97%		
Rural Total	95%	97%	95%		
n/a = no troubles in that month in					
that community					

Community Le				2.3 Initial Trouble Reports per 100 NAS					
2.3 Initial Trouble R	eports per	Month		2.3 Initial Trouble Reports per 100 NAS					
	lon	Feb	Mar	Community by Decimation	Jan	Feb	Mar		
Community by Designation Remote	Jan	Remote	IVIAI	Community by Designation Remote	Jan	Remote	war		
AKLAVIK	0.3	0.3	1.1	MAYO	1.6	0.8	1.1		
ARCTIC BAY	0.3	0.0	2.3	MUNCHO LAKE/MOULD CREEK	0.0	1.9	5.6		
ARVIAT	1.1	0.6	1.7	NAHANNI BUTTE	0.0	2.2	0.0		
BAKER LAKE	1.1	0.0	1.9	NANISIVIK	2.1	12.5	2.1		
BEARSKIN LAKE	0.0	0.0	0.0	OLD CROW	0.0	0.0	1.0		
BEAVER CREEK	2.0	0.0	0.0	PANGNIRTUNG	0.0	1.7	2.2		
BOB QUINN LAKE	2.0	13.3	6.7	PAULATUK	2.1	0.7	6.4		
CAPE DORSET	0.7	0.0	0.0	PELLY BAY	0.8	3.0	1.1		
CARMACKS	1.3	1.1	4.9	PELLY CROSSING	0.0	0.6	0.0		
CASSIAR	1.3	0.4	1.4	POND INLET	0.0	1.3	0.0		
CHESTERFIELD	0.0	8.0	0.0	POND INLET PROPHET RIVER	3.8	1.3	3.8		
	0.0	1.2	1.6		0.4	0.8	0.8		
	1.7		1.0	QIKIQTARJUAQ RAE LAKES	0.4		0.8		
COLVILLE LAKE CORAL HARBOUR	6.3	0.3 4.8	1.6	REPULSE BAY	0.0	0.8 2.6	3.4		
	1.2	4.o 0.9	4.5		1.4	2.0	0.7		
DELINE DESTRUCTION BAY/BURWASH	1.2	0.9	2.5	RESOLUTE ROSS RIVER	3.8	0.9	0.7		
ELSA/KENO	0.0	0.0	0.0	SACHS HARBOUR	2.8	0.9	10.1		
		0.0	0.0	SANIKILUAQ	0.3	0.0	10.1		
FARO	0.6								
FT. GOOD HOPE	3.5	1.0	1.3	SWIFT RIVER	0.0	0.0	0.0		
FT. LIARD	2.0	0.0	1.7	TAGISH	1.1	4.0	2.3		
FT. MCPHERSON	0.9	0.7	0.9		1.0	2.9	1.3		
FT. PROVIDENCE	0.0	0.3	0.5	TELEGRAPH CREEK	2.1	22.9	3.7		
FT. RESOLUTION	0.3	0.0	0.3	TESLIN	0.9	1.3	0.9		
FT. WARE	4.6	2.3	0.0	TOAD RIVER	2.6	2.6	0.0		
GJOA HAVEN	0.6	0.6	1.0	TROUT LAKE	0.0	9.3	4.7		
	3.0	6.1	0.0	TSIIGEHTCHIC	0.0	0.8	0.8		
	5.8	1.7	0.8	TUKTOYAKTUK	4.0	2.1	1.5		
HAINES JUNCTION	2.1	0.1	0.4	TULITA	1.8	4.4	5.1		
HALL BEACH	2.5	0.8	2.1	WEKWETI	1.3	1.3	0.0		
HOLMAN ISLAND	1.7	0.0	1.3	WHA TI	0.5	0.5	5.3		
	1.1	1.0	0.2	WHALE COVE	0.0	1.1	3.8		
JEAN MARIE RIVER	2.6	0.0	0.0	WONOWON/BLUEBERRY	7.1	2.2	3.0		
KIMMIRUT	0.0	1.5	2.4	WRIGLEY	4.6	1.1	0.0		
KOALA	0.0	0.0	0.0	Remote Total	1.2	1.2	1.5		
KUGLUKTUK	0.8	0.0	1.0						
LITTLE CORNWALLIS	0.0	0.0	0.0						
LUTSEL K'E	0.9	0.5	0.5						
						ļ			

Community Le	evel Indio	ators		
2.3 Initial Trouble R	eports per '	00 NAS		
		Month		
Community by Designation	Jan	Feb	Mar	
Rural		Remote		
CAMBRIDGE BAY	0.4	0.1	0.3	
CARCROSS	1.7	0.3	2.0	
DAWSON CITY	0.5	0.8	1.2	
DEASE LAKE	0.8	0.3	0.6	
ENTERPRISE	0.9	0.0	1.8	
FT. NELSON	1.0	0.6	1.2	
FT. SIMPSON	0.6	0.4	0.9	
FT. SMITH	0.5	0.3	0.3	
HAY RIVER	0.3	1.0	1.5	
INUVIK	0.5	0.9	1.2	
IQALUIT	0.4	0.5	1.0	
ISKUT	0.6	0.6	1.7	
KAKISA	0.0	0.0	0.0	
LOWER POST	0.0	1.5	0.0	
MARSH LAKE	0.0	0.6	1.3	
NORMAN WELLS	0.4	0.5	0.1	
RAE/EDZO	0.8	0.8	0.4	
RANKIN INLET	0.9	1.1	0.6	
WATSON LAKE	0.6	1.5	1.6	
WHITEHORSE	0.6	0.8	0.9	
YELLOWKNIFE	0.6	0.5	0.5	
Rural Total	0.6	0.7	0.9	
Corporate Total	0.7	0.9	1.0	

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Community Lev 2.4 Communit		ors		Community Level Indicators			
Z.4 Communit Telco		Group	Standard		Indicator	Group	Standard
Northwestel	2.4A	Cat 1	N/A	Northwestel	2.4A	Cat 1	N/A
Northwester	2.4A		IN/A	Northwester	2.4A	Call	IN/A
Community by Designation	Jan	Feb	Mar	Community by Designation	Jan	Feb	Mar
Remote		Remote		Remote			
AKLAVIK	0	0	0	LITTLE CORNWALLIS	0	0	0
ARCTIC BAY	0	0	0	LUTSEL K'E	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	PANGNIRTUNG	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
ELSA/KENO	0	0	0	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	1	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	1	0	0
HAINES JUNCTION	0	0	0	TSIIGEHTCHIC	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
	ŭ	Ŭ	U	Remote Totals	2	Ŭ	0
					-		U

NorthwesTel CRTC Indicators 2.4 Community Isolation				
Northwestel	2.4A	Cat 1	N/A	
Community by Designation	Jan	Feb	Mar	
Rural				
CAMBRIDGE BAY	0	0	0	
CARCROSS	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	
IQALUIT	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 Totals	0	0	0	
Corporate Total	2	0	0	

Telco	Indicator	Group	Standard	Jan-05	Feb-05	Mar-05	
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

Jan-05	Feb-05	Mar-05
52	50	50
44%	36%	36%
23	18	18
91%	94%	100%
150	150	150
65%	61%	53%
97	91	79
97%	96%	97%
96%	96%	97%

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

Community	Designation	Indicator	Standard	Jan	Feb	Mar
Wonowon	Rural	5.1B1	Billing	0	3.85	0
Dawson	Rural	5.1B1	Billing	0	0	0.72
Total	Со	5.1B	Total	0	0.013	0.013