



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

<u>Telco</u>	<u>Indicator</u>	<u>Group</u>	<u>Standard</u>	<u>Jan-05</u>	<u>Feb-05</u>	<u>Mar-05</u>
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 Level Indicators				Community Level Indicators			
1.1 Provisioning Interval				1.1 Provisioning Interval			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		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%	TUKTOYAKTUK	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%				
LITTLE CORNWALLIS	100%	100%	100%				
LUTSEL K'E	100%	100%	100%				

Community Level Indicators							
1.1 Provisioning Interval							
Community by Designation	Month						
	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							

Community Level Indicators				Community Level Indicators			
1.2 % of Installation Appointments Met				1.2 % of Installation Appointments Met			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		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%	TUKTOYAKTUK	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 Level Indicators				Community Level Indicators			
1.3 Held Orders per 100 Network Access Services Main Inward Movement				1.3 Held Orders per 100 Network Access Services Main Inward Movement			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		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%				
LITTLE CORNWALLIS	0%	0%	0%				
LUTSEL K'E	0%	0%	0%				

Community Level Indicators							
1.3 Held Orders per 100 Network Access Services Main Inward Movement							
	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 Level Indicators				Community Level Indicators			
1.4 Held Upgrades per 100 Requests				1.4 Held Upgrades per 100 Requests			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		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%				
LITTLE CORNWALLIS	0%	0%	0%				
LUTSEL K'E	0%	0%	0%				

Community Level Indicators							
1.4 Held Upgrades per 100 Requests							
	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 Level Indicators				Community Level Indicators			
2.1 Out Of Service Trouble Reports Cleared 5 Business Days				2.1 Out Of Service Trouble Reports Cleared 5 Business Days			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		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%	TUKTOYAKTUK	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 Level Indicators				Community Level Indicators			
2.2B Repair Appt Met				2.2B Repair Appt Met			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		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%	TSIGEHTCHIC	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%				

Community Level Indicators							
2.2B Repair Appt Met							
	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 Level Indicators							
2.3 Initial Trouble Reports per 100 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				

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			
Jan	Feb	Mar		Jan	Feb	Mar	
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
				Remote Totals	2	0	0

Northwestel CRTC Indicators							
2.4 Community Isolation							
Telco	Indicator	Group	Standard				
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	Jan-05	Feb-05	Mar-05
Business			
Number of Business customers surveyed	52	50	50
% who had used DA (question 39)	44%	36%	36%
Sample Number who had used DA (rounded down)	23	18	18
> than or equal to Satisfactory response (question 40)	91%	94%	100%
Residential			
Number of Residential customers surveyed	150	150	150
% who had used DA (question 45)	65%	61%	53%
Sample Number who had used DA (rounded down)	97	91	79
> than or equal to Satisfactory response (question 46)	97%	96%	97%
Total: > than or equal to Satisfactory response	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	Co	5.1B	Total	0	0.013	0.013