



Vice President, Regulatory Affairs
Vice-présidente des Affaires réglementaires
MTS Allstream Inc.

14 August 2006 By Epass

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

Dear Ms. Rhéaume:

Subject: 2nd Qtr 2006 - Retail Quality of Service Indicators

Pursuant to Telecom Decisions CRTC 97-16, 2000-24, 2001-217 and 2005-17, *Retail quality of service rate adjustment plan and related issues*, regarding the reporting of quality of service indicators for retail services, attached are the results for the second quarter of 2006 for MTS Allstream Inc.

Yours truly,

Attachment

c.c.: Al Symonds, CRTC

Angela Donnelly.

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## MTS Allstream 2006 - Second Quarter Retail Quality of Service Indicators

			NTS	MTS	MTS	MTS	MTS	MTS	MTS	MTS	MTS	MTS	MTS	MTS	MTS	MTS	MTS	MTS	STM	MTS		MTS							MTS				MTS									lelco
1	5.1B	5.1A	5.187	5.1A7	5.1B6	5.1A6	5.1B5	5.1A5	5.1B4	5.1A4	5.1B3	5.1A3	5.1B2	5.1A2	5.1B1	5.1A1	4.3	4.2	4.1	3.1	2.6	2.5	2.4C	2.4B	2.4A	2.3B	2.3A	2.2B	2.2A	2.1B	2.1A	1.7	1.6	1.5	1.4	1.3B	1.3A	1.2B	1.2A	1.1B	1.1A	Indic
>	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	လ	င္ပ	င္ပ	Co	င္ပ	လ	ယ	2	>	Rural	Urban	Rural	Urban	Rural	Urban	၀	င္ပ	င	Rural	Rural	Urban	Rural	Urban	Rural	Urban	Group
	Total	Total	Billing Service	Billing Service	Directory Service	Directory Service	Operator Service	Operator Service	Long Distance	Long Distance	Local Service	Local Service	Repair	Repair	Provisioning	Provisioning	93.8% or more	80% or more	93.8% or more	98.5% or more	90% or more	80% or more	Not Applicable	Not Applicable	Not Applicable	5% or less	5% or less	90% or more	90% or more	80% or more	80% or more	90% or more	90% or more	80% or more	53% or less	3.3% or less	3.3% or less	90% or more	90% or more	90% or more	90% or more	Standard
300	0.003	0.008	0	0.003	0	0.002	0	0	0.002	0.002	0.002	0	0	0.002	0	0	95.7	80	97.8	100	60	81	0	0	10	1.5	_	95	95	82	84	98	. 97	81	N/A	2.5	0.2	95	99	99	99	Jan-06
100	0.002	0.002	0	0	0	0.002	0	0	0	0	0	0	0	0	0.002	0	100	80	98.6	100	100	85	0	0	4	1.2	0.8	93	93	82	83	98	98	80	N/A	သ	0.1	97	99	99	99	Feb-06
100	0.003	0.003	0.002	0.002	0	0	0	0	0	0	0	0.002	0.002	0	0	0	100	80	98.5	100	100	81	0	0	14	1.6	_	94	94	82	75	98	98	73	N/A	3.0	0.1	98	99	99	99	Mar-06
100.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	87.50	80.30	98.50	99.99	71.40	73.90	0.00	0.00	3.00	1.60	1.2	93.80	93.10	80.00	75.60	99.10	97.10	81.10	N/A	4.00	0.2	97.50	99.10	99.30	98.30	Apr-06
100 00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	98.20	80.20	98.50	99.98	70.00	79.10	0.00	0.00	3.00	2.00	1.2	94.00	93.20	81.90	81.50	98.40	96.90	82.20	N/A	2.7	0.2	97.10	99.40	99.70	98.40	May-06
100 00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	80.40	99.20	99.99	50.00	83.80	0.00	0.00	2.00	1.90	1.2	94.00	94.40	75.80	70.60	95.60	99.60	80.10	N/A	2.7	0.2	97.50	99.70	99.20	98.80	Jun-06
																																										Jul-06
																																										Aug-06
																																										Sep-06
																																										Oct-06
																																										Nov-06
																																										Dec-06

## MTS Allstream 2006 - Second Quarter Retail Quality of Service Indicators

Indicator	Group	Description
1.1A	Urban	Number of days required to provide service from the date of customer's request.
1.1B	Rural	Number of days required to provide service from the date of customer's request.
1.2A	Urban	The total number of appointments booked and the number met, with percentage of those met relative to the total booked.
1.2B	Rural	The total number of appointments booked and the number met, with percentage of those met relative to the total booked.
1.3A	Urban	The number of outstanding requests for NAS which were not met on the due date because of facility shortages, expressed as a percentage of 100 NAS Inward Movement (orders)
1.3B	Rural	as a percentage of 100 NAS Inward Movement (org
1.4	Rural	Held upgrades per 100 upgrade requests - only reported by telephone companies with party lines in rural areas
1.5	င္ပ	The percentage of calls to a business office answered in 20 seconds or less.
1.6	လ	
1.7	ဂ္ဂ	On time activation of PICs for alternative providers of long distance service.
2.1A	Urban	Out of service trouble reports cleared with 24 hours.
2.1B	Rural	Out of service trouble reports cleared with 24 hours.
2.2A	Urban	The number and percentage of repair appointments met.
2.2B	Rural	The number and percentage of repair appointments met.
2.3A	Urban	Initial customer trouble reports per 100 NAS.
2.3B	Rural	Initial customer trouble reports per 100 NAS.
2.4A	-	Category 1 - Local network outage causing small community isolation lasting 60 minutes or longer.
2.4B	2	es or longer.
2.4C	ω	Category 3 - Local network outage relating to 30,00 lines lasting 60 minutes or longer.
2.5	Co	The percentage of calls to a repair bureau answered in 20 seconds or less.
2.6	င္ပ	The total number of repair appointments booked and the number met, with percentage of those met relative to the total booked for customers who are also competitors
3.1	လ	one delay of three seconds or less.
4.1	၀	The percentage of customer listings in the white pages of company directories published without errors or omissions.
4.2	S	The percentage of calls to Operator Services answered in 20 seconds or less.
4.3	လ	The percentage of customers calling Directory Assistance who receive the right phone number.
5.1A1	Urban	
5.181	Rural	Provisioning customer complaints per 1000 NAS.
5.1A2	Urban	Repair customer complaints per 1000 NAS.
5.182	Rural	Repair customer complaints per 1000 NAS.
5.1A3	Urban	Local service customer complaints per 1000 NAS.
5.1B3	Rural	Local service customer complaints per 1000 NAS.
5.1A4	Urban	Long distance service customer complaints per 1000 NAS.
5.184	Rural	Long distance service customer complaints per 1000 NAS.
5.1A5	Urban	Operator service customer complaints per 1000 NAS.
5.1B5	Rural	Operator service customer complaints per 1000 NAS.
5.1A6	Urban	Directory service customer complaints per 1000 NAS.
5.1B6	Rural	Directory service customer complaints per 1000 NAS.
5.1A7	Urban	Billing service customer complaints per 1000 NAS.
5.187	Rural	Billing service customer complaints per 1000 NAS.
5.1A	Urban	Total customer complaints per 1000 NAS.
5.1B	Rural	Total customer complaints per 1000 NAS.
5.2	၀	Percentage of customer complaints resolved within 20 working days