



Northwestel Inc.
P.O. Box 2727
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15 February 2006

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

SECRETARIAT
IM / TELECOM

FEB 15 2006
8660-C/2-06/01
GI / TELECOM
SECRETARIAT

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 4th Quarter Quality of Service results for 2005.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Dallas Yeulett'.

Dallas Yeulett
Manager, Regulatory Affairs

Attachments

CRTC Report Order 2000-397

Outage Summary

Outage Category		Oct	Nov	Dec						
No.	Description									
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						

Teleco	Indicator	Description	Group	Standard	Oct-05	Nov-05	Dec-05
Northwestel	1.1A		Urban	90% or more	N/A	N/A	N/A
Northwestel	1.1B	Prov Interval	Rural	90% or more	91	95	95
Northwestel	1.2A		Urban	90% or more	N/A	N/A	N/A
Northwestel	1.2B	Inst App Met	Rural	90% or more	91	93	94
Northwestel	1.3A		Urban	3.3% or less	N/A	N/A	N/A
Northwestel	1.3B	Held Orders	Rural	3.3% or less	0.1	0.1	0.2
Northwestel	1.4	Held Upgrades	Rural	5% or less	0	0	0
Northwestel	1.5	TSF Bus Off	Co	80% or more	77	76	88
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	oos<24hrs	Rural	80% or more	91	92	94
Northwestel	2.1C	oos<5 bus days	Remote	90% or more	87	90	83
Northwestel	2.2A		Urban	90% or more	N/A	N/A	N/A
Northwestel	2.2B	Repair App Met	Rural	90% or more	90	92	91
Northwestel	2.3A		Urban	5% or less	N/A	N/A	N/A
Northwestel	2.3B	Initial Report Rate	Rural	5% or less	1	1	1
Northwestel	2.4A	Community Isolations	Cat 1	Not Applicable	3	0	1
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	TSF Repair	Co	90% or more	84	81	83
Northwestel	2.6		Co	90% or more	N/A	N/A	N/A
Northwestel	3.1	Dial Tone Delay	Co	98.5% or more	99.9	99.9	99.9
Northwestel	4.1	Directory Accuracy	Co	93.8% or more	99.9	99.9	99.9
Northwestel	4.3	Directory Assistance Survey	Co	93.8% or more	98	98	95
Northwestel	5.1A1		Urban	Provisioning	N/A	N/A	N/A
Northwestel	5.1B1	Cutomer Complaints	Rural	Provisioning	0.000	0.027	0.013
Northwestel	5.1A2		Urban	Repair	N/A	N/A	N/A
Northwestel	5.1B2	Cutomer Complaints	Rural	Repair	0.000	0.000	0.000
Northwestel	5.1A3		Urban	Local Service	N/A	N/A	N/A
Northwestel	5.1B3	Cutomer Complaints	Rural	Local Service	0.000	0.000	0.000
Northwestel	5.1A4		Urban	Long Distance	N/A	N/A	N/A
Northwestel	5.1B4	Cutomer Complaints	Rural	Long Distance	0.000	0.000	0.000
Northwestel	5.1A5		Urban	Operator Service	N/A	N/A	N/A
Northwestel	5.1B5	Cutomer Complaints	Rural	Operator Service	0.000	0.000	0.000
Northwestel	5.1A6		Urban	Directory Service	N/A	N/A	N/A
Northwestel	5.1B6	Cutomer Complaints	Rural	Directory Service	0.000	0.000	0.000
Northwestel	5.1A7		Urban	Billing Service	N/A	N/A	N/A
Northwestel	5.1B7	Cutomer Complaints	Rural	Billing Service	0.000	0.000	0.000
Northwestel	5.1A		Urban	Total	N/A	N/A	N/A
Northwestel	5.1B	Cutomer Complaints	Rural	Total	0.000	0.000	0.000
Northwestel	5.2	Cutomer Complaints	Co	Resolved	100.0	100.0	100.0

Northwestel 2005 Notes

October – December 2005

Indicator 2.1C

The Quality of service target of 90% out of service troubles cleared within 5 business days in Remote communities was missed on seven of twelve months in 2005. The indicator was missed for the following months:

January Results:	89%
March Results:	85%
June Results:	88%
August Results:	88%
September Results:	86%
October Results:	88%
December Results:	83%

In the month of January, 2005 the indicator was missed primarily due to technician availability. In 5 of the 45 Remote communities where Northwestel has recruited and hired Community Service Technicians the technicians were unavailable. In addition, in the community of Tuktoyaktuk 3 out of service troubles were cleared beyond the 5-business day target due extreme weather conditions in that community.

In the month of March, 2005 the indicator for out of service troubles cleared within 5 business days in Remote communities was missed primarily due to one Community Service Technician in the community of Cape Dorset that was medically sick. As a result of that illness 6 out of service troubles were missed in the month of March. In addition Community Service Technician availability had a negative impact in 7 Remote communities.

In the month of June, 2005 the indicator for out of service troubles cleared within 5 business days in Remote communities was missed primarily due to Community Service Technician availability in 12 separate Remote communities.

In the month of August, 2005 the indicator for out of service troubles cleared within 5 business days in Remote communities was missed primarily due to Community Service Technician availability in 15 separate Remote communities.

In the month of September, 2005 the indicator for out of service troubles cleared within 5 business days in Remote communities was missed primarily due to Community Service Technician availability in 12 separate Remote communities.

In the month of October, 2005 the indicator for out of service troubles cleared within 5 business days in Remote communities was missed primarily due to Community Service Technician availability in 9 separate Remote communities.

In the month of December, 2005 the indicator for out of service troubles cleared within 5 business days in Remote communities was missed primarily due to Community Service Technician availability in 10 separate Remote communities.

As is illustrated in the above paragraphs Northwestel faces its biggest challenges in meeting Indicator 2.1C in the Remote communities where Northwestel has recruited and hired Community Service Technicians. Factors that impact Community Service Technician availability include training, vacations, illness, the Community Service Technician's non-Northwestel-related employment obligations within the community and low trouble report volumes. The impact of CST availability is significant in its effect on Indicator 2.1C in that in 39 of the 45 Remote communities where Community Service Technicians are stationed, on average those communities receive less than 5 out of service troubles per month.

Employee attraction and retention has had a negative impact on Northwestel's ability to achieve the 90% target for Indicator 2.1C. In 2005, Northwestel had 15 Community Technicians, in 12 separate communities tender their resignations for their service positions. In addition Northwestel terminated 3 Community Service Technicians. The result of these resignations and terminations was a staff turnover of 41% in these 45 Remote communities in 2005. As a result of the resignations and terminations in 2005 Northwestel recruited and hired 10 new Community Service Technicians, and re-hired 3 Community Service Technicians who had served in that capacity with Northwestel in the recent past.

Northwestel's year-end result for out of service troubles cleared within 5 business days in the 45 Remote communities where Community Service Technicians are stationed was 88%.

Action Plans

In order to attract and retain a stable Northern workforce and to improve results for Indicator 2.1C in the Remote communities where workload dictates the requirement for a Community Service Technician position, Northwestel has implemented the following:

- Developed improved Community Service Technician Training Plan
- Identified Personal Computer requirements for all Community Service Technicians to improve two-way communications between the technician and Northwestel.

The Company also implemented an outside cable plant maintenance strategy to improve service and reduce trouble reports by repairing or replacing outside cable plant in Remote communities where outside cable plant has been identified as a concern.

Community Level Indicators				Community Level Indicators			
1.1 Provisioning Interval				1.1 Provisioning Interval			
Community by Designation		Month		Community by Designation		Month	
Remote		Oct	Nov	Remote		Oct	Nov
		Remote				Remote	
Dec		Dec		Dec		Dec	
AKLAVIK		100%	100%	89%		75%	100%
ARCTIC BAY		70%	60%	70%	MUNCHO LAKE/MOULD CREEK	0%	100%
ARVIAT		81%	100%	94%	NAHANNI BUTTE	100%	100%
BAKER LAKE		85%	91%	88%	NANISIVIK	80%	100%
BEARSKIN LAKE		n/a	n/a	n/a	OLD CROW	100%	89%
BEAVER CREEK		100%	100%	100%	PANGNIRTUNG	100%	100%
BOB QUINN LAKE		100%	100%	100%	PAULATUK	100%	50%
CAPE DORSET		100%	100%	100%	KUGAARUK (PELLY BAY)	83%	100%
CARMACKS		88%	92%	94%	PELLY CROSSING	100%	0%
CASSIAR		63%	60%	89%	POND INLET	93%	100%
CHESTERFIELD INLET		100%	100%	100%	PROPHET RIVER	100%	0%
CLYDE RIVER		63%	100%	88%	QIKIQTARJUAQ	80%	100%
COLVILLE LAKE		100%	100%	100%	REPULSE BAY	70%	100%
CORAL HARBOUR		100%	100%	100%	RESOLUTE	90%	100%
DELINE		91%	94%	100%	ROSS RIVER	100%	100%
DESTRUCTION BAY/BURWASH		100%	75%	100%	SACHS HARBOUR	75%	67%
ELSA /KENO		0%	100%	100%	SANIKILUAQ	100%	100%
FARO		100%	100%	50%	SWIFT RIVER	100%	100%
FT. GOOD HOPE		75%	70%	75%	TAGISH	100%	100%
FT. LIARD		100%	100%	100%	TALOYOAK	67%	100%
FT. MCPHERSON		94%	100%	90%	TELEGRAPH CREEK	50%	100%
FT. PROVIDENCE		78%	100%	82%	TESLIN	100%	100%
FT. RESOLUTION		100%	100%	100%	TOAD RIVER	100%	100%
FT. WARE		100%	100%	100%	TROUT LAKE	100%	100%
GAMETI (RAE LAKES)		100%	100%	86%	TSIIGENTCHIC	100%	100%
GJOA HAVEN		90%	92%	89%	TUKTOYAKTUK	89%	85%
GOOD HOPE LAKE		100%	100%	100%	TULITA	86%	67%
GRISE FIORD		75%	100%	100%	WEKWETI	67%	100%
HAINES JUNCTION		100%	100%	100%	WHA TI	50%	100%
HALL BEACH		100%	80%	100%	WHALE COVE	100%	100%
HOLMAN ISLAND		100%	100%	100%	WONOWON/BLUEBERRY	56%	100%
IGLOOLIK		85%	92%	95%	WRIGLEY	80%	100%
JEAN MARIE RIVER		100%	100%	100%	Remote Total	87%	91%
KIMMIRUT		67%	100%	83%			
KOALA		100%	100%	100%			
KUGLUKTUK		85%	89%	100%			
LITTLE CORNWALLIS		n/a	n/a	n/a			
LUTSEL K'E		100%	100%	100%			

Community Level Indicators						
1.1 Provisioning Interval						
Community by Designation	Month					
	Oct	Nov	Dec	Rural		
BECHOKO (RAE/EDZO)	89%	96%	100%			
CAMBRIDGE BAY	95%	94%	97%			
CARCROSS	100%	100%	100%			
DAWSON CITY	100%	97%	96%			
DEASE LAKE	92%	100%	100%			
ENTERPRISE	100%	67%	100%			
FT. NELSON	98%	97%	98%			
FT. SIMPSON	100%	97%	98%			
FT. SMITH	97%	98%	96%			
HAY RIVER	100%	98%	84%			
INUVIK	94%	98%	99%			
IQALUIT	95%	98%	96%			
ISKUT	100%	80%	80%			
KAKISA	100%	100%	100%			
LOWER POST	100%	100%	100%			
MARSH LAKE	88%	100%	100%			
NORMAN WELLS	100%	93%	100%			
RANKIN INLET	98%	92%	96%			
WATSON LAKE	89%	100%	100%			
WHITEHORSE	96%	98%	96%			
YELLOWKNIFE	90%	95%	97%			
Rural Total	93%	97%	95%			
Corporate Total	91%	95%	93%			
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	Remote	Month			
		Oct	Nov	Dec	Remote
AKLAVIK		100%	100%	100%	
ARCTIC BAY		90%	83%	70%	
ARVIAT		85%	93%	100%	
BAKER LAKE		62%	100%	100%	
BEARSKIN LAKE		n/a	n/a	n/a	
BEAVER CREEK		100%	100%	75%	
BOB QUINN LAKE		100%	100%	100%	
BURWASH/DESTRUCTION BAY		100%	100%	75%	
CAPE DORSET		100%	92%	94%	
CARMACKS		100%	88%	89%	
CASSIAR		100%	100%	100%	
CHESTERFIELD INLET		60%	100%	100%	
CLYDE RIVER		86%	89%	100%	
COLVILLE LAKE		100%	100%	100%	
CORAL HARBOUR		100%	94%	100%	
DELINE		100%	75%	100%	
ELSAKENO		0%	100%	100%	
FARO		83%	100%	71%	
FT. GOOD HOPE		70%	90%	71%	
FT. LIARD		100%	86%	100%	
FT. MCPHERSON		83%	100%	90%	
FT. PROVIDENCE		90%	70%	83%	
FT. RESOLUTION		100%	100%	100%	
FT. WARE		80%	100%	100%	
GAMETI (RAE LAKES)		100%	86%	100%	
GJOA HAVEN		90%	85%	94%	
GOOD HOPE LAKE		100%	100%	0%	
GRISE FIORD		75%	100%	100%	
HAINES JUNCTION		100%	94%	100%	
HALL BEACH		83%	60%	100%	
HOLMAN ISLAND		100%	100%	80%	
IGLOOLIK		79%	100%	96%	
JEAN MARIE RIVER		100%	100%	100%	
KIMMIRUT		67%	100%	83%	
KOALA		100%	100%	100%	
KUGLUKTUK		73%	90%	100%	
LITTLE CORNWALLIS		n/a	n/a	n/a	
LUTSEL K'E		100%	100%	100%	
MAYO		67%	83%	86%	
MUNCHO LAKE/MOULD CREEK		50%	100%	100%	
NAHANNI BUTTE		0%	100%	100%	
NANISIVIK		60%	100%	80%	
OLD CROW		88%	78%	100%	
PANGNIIRTUNG		95%	89%	100%	
PAULATUK		100%	50%	100%	
PELLY BAY		71%	71%	78%	
PELLY CROSSING		100%	100%	100%	
POND INLET		73%	86%	100%	
PROPHET RIVER		100%	50%	100%	
QIKIQTARJUAG		80%	100%	88%	
REPULSE BAY		90%	100%	100%	
RESOLUTE		91%	78%	100%	
ROSS RIVER		100%	83%	100%	
SACHS HARBOUR		75%	100%	50%	
SANIKILJAG		83%	100%	100%	
SWIFT RIVER		100%	50%	100%	
TAGISH		100%	100%	100%	
TALOYOK		88%	100%	100%	
TELEGRAPH CREEK		100%	100%	100%	
TESLIN		88%	100%	75%	
TOAD RIVER		100%	100%	100%	
TROUT LAKE		100%	100%	100%	
TSIINGHTCHIC		75%	71%	60%	
TUKTOYAKTUK		67%	85%	83%	
TULITA		86%	33%	0%	
WEKWETI		67%	100%	75%	
WHA TI		50%	75%	100%	
WHALE COVE		50%	75%	100%	
WONOWON/BLUEBERRY		90%	83%	88%	
WRIGLEY		80%	100%	100%	
Remote Total		81%	81%	81%	

Community Level Indicators

1.2 % of Installation Appointments Met

Community Level Indicators

1.2 % of Installation Appointments Met

Community Level Indicators				
1.2 % of Installation Appointments Met				
Community by Designation	Month			
	Oct	Nov	Dec	
Rural				
BECHOKO (RAE/EDZO)	78%	92%	87%	
CAMBRIDGE BAY	91%	97%	97%	
CARCROSS	100%	100%	100%	
DAWSON CITY	91%	97%	100%	
DEASE LAKE	92%	100%	100%	
ENTERPRISE	75%	33%	100%	
FT. NELSON	91%	93%	94%	
FT. SIMPSON	100%	90%	93%	
FT. SMITH	95%	94%	96%	
HAY RIVER	94%	89%	91%	
INUVIK	92%	95%	90%	
IQALUIT	91%	100%	96%	
ISKUT	80%	100%	40%	
KAKISA	100%	100%	100%	
LOWER POST	100%	100%	100%	
MARSH LAKE	89%	100%	100%	
NORMAN WELLS	93%	88%	82%	
RANKIN INLET	96%	97%	92%	
WATSON LAKE	74%	88%	96%	
WHITEHORSE	96%	95%	96%	
YELLOWKNIFE	94%	94%	95%	
Rural Total	93%	93%	94%	
Corporate Total	91%	93%	94%	
n/a = no service orders in that community in that month				

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 Remote	Month		
	Oct	Nov	Dec
Community by Designation Remote	Remote		
	Oct	Nov	Dec
AKLAVIK	0%	0%	0%
ARCTIC BAY	0%	0%	0%
ARVIAT	0%	0%	0%
BAKER LAKE	0%	0%	0%
BEARSKIN LAKE	n/a	n/a	n/a
BEAVER CREEK	0%	0%	0%
BOB QUINN LAKE	0%	0%	0%
CAPE DORSET	0%	0%	0%
CARMACKS	0%	0%	0%
CASSIAR	0%	0%	0%
CHESTERFIELD	0%	0%	0%
CLYDE RIVER	0%	0%	0%
COLVILLE LAKE	0%	0%	0%
CORAL HARBOUR	0%	0%	0%
DELINE	0%	0%	0%
DESTRUCTION BAY/BURWASH	0%	0%	0%
ELSAKENO	0%	0%	0%
FARO	0%	0%	0%
FT. GOOD HOPE	0%	0%	0%
FT. LIARD	0%	0%	0%
FT. MCPHERSON	0%	0%	0%
FT. PROVIDENCE	0%	0%	0%
FT. RESOLUTION	0%	0%	0%
FT. WARE	0%	0%	0%
GJOA HAVEN	0%	0%	0%
GOOD HOPE LAKE	0%	0%	0%
GRISE FIORD	0%	0%	0%
HAINES JUNCTION	0%	0%	0%
HALL BEACH	0%	0%	0%
HOLMAN ISLAND	0%	0%	0%
IGLOOLIK	0%	0%	0%
JEAN MARIE RIVER	0%	0%	0%
KIMMIRUT	0%	0%	0%
KOALA	0%	0%	0%
KUGLUKTUK	0%	0%	0%
LITTLE CORNWALLIS	n/a	n/a	n/a
LUTSEL K'E	0%	0%	0%
MAYO	0%	0%	0%
MUNCHO LAKE/MOULD CREEK	0%	0%	0%
NAHANNI BUTTE	0%	0%	0%
NANISIVIK	0%	0%	0%
OLD CROW	0%	0%	0%
PANGNIRTUNG	0%	0%	0%
PAULATUK	0%	0%	0%
PELLY BAY	0%	0%	0%
PELLY CROSSING	0%	0%	0%
POND INLET	0%	0%	0%
PROPHET RIVER	0%	0%	0%
QIKIQTARJUAQ	0%	0%	0%
RAE LAKES	0%	0%	0%
REPULSE BAY	0%	0%	0%
RESOLUTE	0%	0%	0%
ROSS RIVER	0%	0%	0%
SACHS HARBOUR	0%	0%	0%
SANIKILUAQ	0%	0%	0%
SWIFT RIVER	0%	0%	0%
TAGISH	0%	0%	0%
TALOYOAK	0%	0%	0%
TELEGRAPH CREEK	0%	0%	0%
TESLIN	0%	0%	0%
TOAD RIVER	0%	0%	0%
TROUT LAKE	0%	0%	0%
TSIIGEHTCHIC	0%	0%	0%
TUKTOYAKTUK	0%	0%	0%
TULITA	0%	0%	0%
WEKWETI	0%	0%	0%
WHALE TI	0%	0%	0%
WHALE COVE	0%	0%	0%
WONOWON/BLUEBERRY	0%	0%	0%
WRIGLEY	0%	0%	0%
Remote Total	0%	0%	0%

Community Level Indicators				
1.3 Held Orders per 100 Network Access Services Main Inward Movement				
Community by Designation	Month			
	Oct	Nov	Dec	
Rural				
BECHOKO (RAE/EDZO)	0%	4%	0%	
CAMBRIDGE BAY	0%	0%	0%	
CARCROSS	0%	0%	0%	
DAWSON CITY	0%	0%	3%	
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	14%	0%	6%	
RANKIN INLET	0%	0%	2%	
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 Remote	Oct	Month	
		Nov	Dec
Remote	Remote	Remote	Remote
AKLAVIK	0%	0%	0%
ARCTIC BAY	0%	0%	0%
ARVIAT	0%	0%	0%
BAKER LAKE	0%	0%	0%
BEARSKIN LAKE	n/a	n/a	n/a
BEAVER CREEK	0%	0%	0%
BOB QUINN LAKE	0%	0%	0%
BURWASH/DESTRUCTION BAY	0%	0%	0%
CAPE DORSET	0%	0%	0%
CARMACKS	0%	0%	0%
CASSIAR	0%	0%	0%
CHESTERFIELD	0%	0%	0%
CLYDE RIVER	0%	0%	0%
COLVILLE LAKE	0%	0%	0%
CORAL HARBOUR	0%	0%	0%
DELINE	0%	0%	0%
ELSAKENO	0%	0%	0%
FARO	0%	0%	0%
FT. GOOD HOPE	0%	0%	0%
FT. LIARD	0%	0%	0%
FT. MCPHERSON	0%	0%	0%
FT. PROVIDENCE	0%	0%	0%
FT. RESOLUTION	0%	0%	0%
FT. WARE	0%	0%	0%
GAMETI (RAE LAKES)	0%	0%	0%
GJOA HAVEN	0%	0%	0%
GOOD HOPE LAKE	0%	0%	0%
GRISE FIOR	0%	0%	0%
HAINES JUNCTION	0%	0%	0%
HALL BEACH	0%	0%	0%
HOLMAN ISLAND	0%	0%	0%
IGLOOLIK	0%	0%	0%
JEAN MARIE RIVER	0%	0%	0%
KIMMIRUT	0%	0%	0%
KOALA	0%	0%	0%
KUGLUKTUK	0%	0%	0%
LITTLE CORNWALLIS	n/a	n/a	n/a
LUTSEL K'E	0%	0%	0%
MAYO	0%	0%	0%
MUNCHO LAKE/MOULD CREEK	0%	0%	0%
NAHANNI BUTTE	0%	0%	0%
NANISIVIK	0%	0%	0%
OLD CROW	0%	0%	0%
PANGNIRTUNG	0%	0%	0%
PAULATUK	0%	0%	0%
PELLY BAY	0%	0%	0%
PELLY CROSSING	0%	0%	0%
POND INLET	0%	0%	0%
PROPHET RIVER	0%	0%	0%
QIKIQTARJUAQ	0%	0%	0%
REPULSE BAY	0%	0%	0%
RESOLUTE	0%	0%	0%
ROSS RIVER	0%	0%	0%
SACHS HARBOUR	0%	0%	0%
SANIKILUAQ	0%	0%	0%
SWIFT RIVER	0%	0%	0%
TAGISH	0%	0%	0%
TALOYOAK	0%	0%	0%
TELEGRAPH CREEK	0%	0%	0%
TESLIN	0%	0%	0%
TOAD RIVER	0%	0%	0%
TROUT LAKE	0%	0%	0%
TSIIGEHTCHIC	0%	0%	0%
TUKTOYAKTUK	0%	0%	0%
TULITA	0%	0%	0%
WEKWETI	0%	0%	0%
WHA TI	0%	0%	0%
WHALE COVE	0%	0%	0%
WONOWON/BLUEBERRY	0%	0%	0%
WRIGLEY	0%	0%	0%
Remote Total	0%	0%	0%

Community Level Indicators				
1.4 Held Upgrades per 100 Requests				
	Month			
	Oct	Nov	Dec	
Rural	Rural			
BECHOKO (RAE/EDZO)	0%	0%	0%	0%
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%
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%

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

Community	Oct	Nov	Dec
BECHOKO (RAE/EDZO)	57%	75%	50%
CAMBRIDGE BAY	25%	40%	100%
CARCROSS	100%	100%	100%
DAWSON CITY	91%	100%	100%
DEASE LAKE	71%	100%	100%
ENTERPRISE	100%	100%	100%
FT. NELSON	97%	96%	88%
FT. SIMPSON	50%	100%	89%
FT. SMITH	96%	88%	100%
HAY RIVER	95%	96%	97%
INUVIK	80%	92%	100%
IQALUIT	89%	95%	95%
ISKUT	100%	100%	71%
KAKISA	100%	100%	100%
LOWER POST	100%	100%	100%
MARSH LAKE	100%	100%	0%
NORMAN WELLS	100%	100%	100%
RANKIN INLET	96%	77%	100%
WATSON LAKE	92%	50%	83%
WHITEHORSE	97%	97%	97%
YELLOWKNIFE	93%	95%	92%
Rural Total	81%	85%	84%

Community Level Indicators		2.1 Out Of Service Trouble Reports Cleared 5 Business Days				Community Level Indicators				2.1 Out Of Service Trouble Reports Cleared 5 Business Days			
Community by Designation Remote		Month				Community by Designation Remote		Month					
		Oct	Nov	Dec	Remote			Oct	Nov	Dec	Remote		
AKLAVIK		100%	100%	100%	100%	MAYO		100%	100%	100%	100%		
ARCTIC BAY		50%	100%	25%	100%	MUNCHO LAKE/MOULD CREEK		100%	100%	100%	100%		
ARVIAT		100%	100%	100%	100%	NAHANNI BUTTE		100%	100%	100%	100%		
BAKER LAKE		100%	100%	100%	100%	NANISIVIK		0%	100%	100%	100%		
BEARSKIN LAKE		n/a	n/a	n/a	n/a	OLD CROW		100%	83%	100%	100%		
BEAVER CREEK		100%	100%	100%	100%	PANGNIRTUNG		100%	100%	100%	100%		
BOB QUINN LAKE		100%	100%	100%	100%	PAULATUK		100%	0%	0%	0%		
BURWASH/DESTRUCTION BAY		100%	100%	100%	100%	PELLY BAY		100%	100%	100%	100%		
CAPE DORSET		50%	100%	76%	100%	PELLY CROSSING		100%	100%	100%	100%		
CARMACKS		100%	100%	100%	100%	POND INLET		100%	100%	100%	67%		
CASSIAR		100%	100%	0%	100%	PROPHET RIVER		100%	100%	100%	100%		
CHESTERFIELD INLET		100%	71%	100%	100%	QIKIQTARJUAQ		50%	100%	100%	81%		
CLYDE RIVER		100%	100%	100%	100%	REPULSE BAY		75%	75%	100%	100%		
COLVILLE LAKE		100%	100%	100%	100%	RESOLUTE		100%	100%	100%	100%		
CORAL HARBOUR		100%	100%	100%	100%	ROSS RIVER		100%	100%	100%	100%		
DELINE		75%	50%	100%	100%	SACHS HARBOUR		100%	100%	100%	67%		
ELSA /KENO		100%	100%	100%	100%	SANIKILUAQ		50%	100%	100%	60%		
FARO		100%	100%	100%	100%	SWIFT RIVER		100%	100%	100%	100%		
FT. GOOD HOPE		90%	57%	100%	100%	TAGISH		100%	100%	100%	67%		
FT. LIARD		67%	100%	100%	100%	TALOYOAK		100%	100%	100%	100%		
FT. MCPHERSON		100%	75%	100%	100%	TELEGRAPH CREEK		100%	100%	100%	100%		
FT. PROVIDENCE		75%	75%	100%	100%	TESLIN		100%	100%	100%	100%		
FT. RESOLUTION		100%	100%	100%	100%	TOAD RIVER		100%	100%	100%	100%		
FT. WARE		100%	100%	100%	100%	TROUT LAKE		100%	100%	100%	100%		
GAMETI (RAE LAKES)		100%	100%	100%	100%	TSIIGEHTCHIC		100%	100%	100%	100%		
GJOA HAVEN		80%	83%	100%	100%	TUKTOYAKTUK		25%	75%	67%	67%		
GOOD HOPE LAKE		100%	50%	100%	100%	TULITA		83%	67%	100%	100%		
GRISE FORD		100%	100%	100%	100%	WEKWETI		100%	100%	100%	100%		
HAINES JUNCTION		100%	100%	100%	100%	WHA TI		100%	100%	100%	100%		
HALL BEACH		75%	80%	100%	100%	WHALE COVE		100%	75%	100%	100%		
HOLMAN ISLAND		100%	100%	100%	100%	WONOWON/BLUEBERRY		100%	100%	100%	80%		
IGLOOLIK		100%	100%	100%	100%	WRIGLEY		100%	100%	100%	100%		
JEAN MARIE RIVER		100%	100%	100%	100%	Remote Total		87%	90%	85%	85%		
KIMMIRUT		50%	100%	20%	100%								
KOALA		100%	100%	100%	100%								
KUGLUKTUK		100%	100%	100%	100%								
LITTLE CORNWALLIS		n/a	n/a	n/a	n/a								
LUTSEL K'E		100%	100%	50%	100%								

Community Level Indicators				Community Level Indicators			
2.2B Repair Appt Met				2.2B Repair Appt Met			
Community by Designation Remote	Month			Community by Designation Remote	Month		
	Oct	Nov	Dec		Oct	Nov	Dec
AKLAVIK	75%	100%	100%	MAYO	100%	100%	100%
ARCTIC BAY	100%	50%	20%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	91%	100%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	95%	100%	100%	NANISIVIK	50%	100%	100%
BEARSKIN LAKE	n/a	n/a	n/a	OLD CROW	88%	82%	100%
BEAVER CREEK	95%	100%	100%	PANGNIRTUNG	100%	100%	100%
BOB QUINN LAKE	100%	100%	100%	PAULATUK	100%	0%	0%
CAPE DORSET	36%	100%	63%	PELLY BAY	100%	100%	100%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	100%	0%	POND INLET	50%	100%	67%
CHESTERFIELD INLET	100%	36%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	100%	100%	80%	QIKIGTARJUAQ	80%	100%	83%
COLVILLE LAKE	100%	100%	100%	REPULSE BAY	86%	80%	100%
CORAL HARBOUR	93%	100%	67%	RESOLUTE	100%	100%	100%
DELINE	58%	50%	100%	ROSS RIVER	100%	100%	100%
BURWASH/DESTRUCTION BAY	100%	100%	100%	SACHS HARBOUR	50%	100%	75%
ELSAKENO	100%	100%	100%	SANIKILUAQ	73%	100%	70%
FARO	100%	100%	100%	SWIFT RIVER	100%	100%	100%
FT. GOOD HOPE	89%	33%	100%	TAGISH	100%	100%	100%
FT. LIARD	80%	100%	100%	TALOYOAK	50%	100%	60%
FT. MCPHERSON	92%	86%	100%	TELEGRAPH CREEK	100%	100%	100%
FT. PROVIDENCE	67%	100%	100%	TESLIN	91%	80%	100%
FT. RESOLUTION	100%	100%	100%	TOAD RIVER	100%	100%	100%
FT. WARE	100%	100%	100%	TROUT LAKE	100%	100%	100%
GAMETI (RAE LAKES)	100%	100%	0%	TSIIGENTCHIC	100%	100%	100%
GJOA HAVEN	64%	70%	100%	TUKTOYAKTUK	60%	57%	33%
GOOD HOPE LAKE	100%	50%	100%	TULITA	100%	75%	100%
GRISE FIORD	100%	100%	100%	WEKWETI	100%	100%	100%
HAINES JUNCTION	90%	100%	88%	WHA TI	100%	75%	80%
HALL BEACH	40%	80%	80%	WHALE COVE	100%	100%	100%
HOLMAN ISLAND	75%	50%	100%	WONOWON/BLUEBERRY	100%	100%	100%
IGLOOLIK	92%	100%	75%	WRIGLEY	100%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	Remote Total	85%	83%	81%
KIMMIRUT	33%	100%	20%				
KOALA	100%	100%	100%				
KUGLUKTUK	85%	100%	100%				
LITTLE CORNWALLIS	n/a	n/a	n/a				
LUTSEL'KE	100%	71%	40%				
Community Level Indicators				Community Level Indicators			
2.2B Repair Appt Met				2.2B Repair Appt Met			

Community by Designation	Month		
	Oct	Nov	Dec
Rural			
BECHOKO (RAE/EDZO)	75%	93%	57%
CAMBRIDGE BAY	50%	67%	80%
CARCROSS	100%	100%	100%
DAWSON CITY	96%	100%	100%
DEASE LAKE	73%	100%	100%
ENTERPRISE	100%	100%	100%
FT. NELSON	93%	95%	95%
FT. SIMPSON	75%	89%	87%
FT. SMITH	91%	94%	100%
HAY RIVER	97%	94%	98%
INUVIK	74%	89%	93%
IQALUIT	98%	95%	93%
ISKUT	100%	100%	75%
KAKISA	100%	100%	100%
LOWER POST	100%	100%	100%
MARSH LAKE	100%	100%	67%
NORMAN WELLS	78%	93%	82%
RANKIN INLET	94%	84%	100%
WATSON LAKE	90%	75%	100%
WHITEHORSE	96%	97%	98%
YELLOWKNIFE	93%	96%	92%
Rural Total	92%	94%	91%
Corporate	90%	92%	91%

Community Level Indicators				Community Level Indicators					
2.3 Initial Trouble Reports per 100 NAS				2.3 Initial Trouble Reports per 100 NAS					
Community by Designation	Remote	Month			Community by Designation	Remote	Month		
		Oct	Nov	Dec			Oct	Nov	Dec
AKLAVIK		1.1	0.8	0.6	MAYO		2.1	2.4	1.1
ARCTIC BAY		1.1	0.8	1.9	MUNCHO LAKE/MOULD CREEK		1.9	0.0	0.0
ARVIAT		1.1	1.5	0.5	NAHANNI BUTTE		4.3	0.0	0.0
BAKER LAKE		2.2	1.5	0.9	NANISIVIK		4.2	0.0	0.0
BEARSKIN LAKE		n/a	n/a	n/a	OLD CROW		3.8	5.2	1.0
BEAVER CREEK		1.4	0.0	0.0	PANGNIRTUNG		2.1	1.9	1.4
BOB QUINN LAKE		0.0	0.0	0.0	PAULATUK		0.0	0.7	0.7
BURWASH/DESTRUCTION BAY		2.7	0.0	0.0	PELLY BAY		3.4	2.7	1.9
CAPE DORSET		2.1	2.1	5.6	PELLY CROSSING		0.6	0.0	0.0
CARMACKS		0.7	1.1	1.4	POND INLET		0.5	0.5	0.4
CASSIAR		0.0	0.0	4.0	PROPHET RIVER		0.0	1.3	0.0
CHESTERFIELD		3.1	4.3	0.8	QIKIQTARJUAQ		4.1	5.3	7.4
CLYDE RIVER		0.3	1.0	1.7	REPULSE BAY		3.0	2.1	1.7
COLVILLE LAKE		1.6	1.6	0.0	RESOLUTE		0.3	1.0	0.0
CORAL HARBOUR		4.2	1.2	0.9	ROSS RIVER		0.5	0.5	1.9
DELINE		3.3	0.6	1.1	SACHS HARBOUR		3.7	0.9	3.7
ELSA/KENO		15.8	15.8	0.0	SANIKILUAQ		3.8	4.5	3.5
FARO		0.6	0.6	0.3	SWIFT RIVER		0.0	0.0	4.0
FT. GOOD HOPE		5.8	6.7	4.2	TAGISH		0.6	2.3	1.1
FT. LIARD		1.7	0.3	0.3	TALOYOAK		0.7	1.6	1.6
FT. MCPHERSON		2.7	1.6	1.8	TELEGRAPH CREEK		2.1	3.7	1.6
FT. PROVIDENCE		1.5	1.3	0.3	TESLIN		3.5	1.6	0.9
FT. RESOLUTION		1.0	2.0	0.0	TOAD RIVER		2.6	0.0	5.3
FT. WARE		3.4	2.3	0.0	TROUT LAKE		2.3	0.0	0.0
GAMETI (RAE LAKES)		0.0	0.0	0.8	TSIGEHTCHIC		5.4	0.8	0.8
GJOA HAVEN		2.3	4.8	0.2	TUKTOYAKTUK		1.5	1.1	0.9
GOOD HOPE LAKE		0.0	6.1	3.0	TULITA		3.3	2.9	0.0
GRISE FORD		0.8	0.0	0.0	WEKWETI		2.6	3.8	1.3
HAINES JUNCTION		1.5	1.6	1.2	WHA TI		2.7	1.1	1.1
HALL BEACH		2.1	4.2	2.1	WHALE COVE		0.5	2.1	2.7
HOLMAN ISLAND		1.7	0.8	3.0	WONOWON/BLUEBERRY		0.8	1.9	1.6
IGLOOLIK		2.1	1.0	0.6	WRIGLEY		2.3	3.4	2.3
JEAN MARIE RIVER		5.3	0.0	0.0	Remote Total		17.7	18.8	13.2
KIMMIRUT		1.5	0.5	2.4					
KOALA		0.0	0.0	0.0					
KUGLUKTUK		1.6	0.8	0.4					
LITTLE CORNWALLIS		n/a	n/a	n/a					
LUTSEL K'E		0.9	3.3	2.4					

Community Level Indicators				
2.3 Initial Trouble Reports per 100 NAS				
Community by Designation	Month			
	Oct	Nov	Dec	Jan
Rural				
BECHOKO (RAE/EDZO)	1.7	1.9	1.0	
CAMBRIDGE BAY	0.6	0.5	0.3	
CARCROSS	1.0	1.0	0.7	
DAWSON CITY	1.6	0.9	0.6	
DEASE LAKE	1.8	0.2	0.2	
ENTERPRISE	2.8	0.0	0.9	
FT. NELSON	1.1	1.0	0.7	
FT. SIMPSON	0.6	0.6	1.1	
FT. SMITH	1.2	0.7	0.7	
HAY RIVER	1.0	0.9	1.2	
INUUVIK	1.2	0.6	0.3	
IQALUIT	1.1	1.0	0.8	
ISKUT	0.6	2.2	4.4	
KAKISA	0.0	2.9	0.0	
LOWER POST	1.5	0.0	0.0	
MARSH LAKE	1.3	0.6	0.9	
NORMAN WELLS	0.7	1.2	0.9	
RANKIN INLET	1.9	1.4	0.5	
WATSON LAKE	1.9	1.1	1.6	
WHITEHORSE	1.1	1.0	0.9	
YELLOWKNIFE	1.1	1.0	0.7	
Rural Total	1.1	1.0	0.9	
Corporate Total	1.3	1.1	1.8	

Community Level Indicators				Community Level Indicators			
2.4 Community Isolation				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			
	Oct	Nov	Dec		Oct	Nov	Dec
AKLAVIK	0	0	0	LITTLE CORNWALLIS	n/a	n/a	n/a
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	n/a	n/a	n/a	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	1	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	REPULSE BAY	0	0	0
BURWASH/DESTRUCTION BAY	0	0	0	RESOLUTE	0	0	0
ELSA/KENO	0	0	0	ROSS RIVER	0	0	0
FARO	0	0	0	SACHS HARBOUR	0	0	0
FT. GOOD HOPE	1	0	0	SANIKILUAQ	0	0	0
FT. LIARD	0	0	0	SWIFT RIVER	0	0	0
FT. MCPHERSON	0	0	0	TAGISH	0	0	0
FT. PROVIDENCE	0	0	0	TALOYOAK	0	0	1
FT. RESOLUTION	0	0	0	TELEGRAPH CREEK	0	0	0
FT. WARE	0	0	0	TESLIN	0	0	0
GAMETI (RAE LAKES)	0	0	0	TOAD RIVER	0	0	0
GJOA HAVEN	0	0	0	TROUT LAKE	0	0	0
GOOD HOPE LAKE	0	0	0	TSIGEHTCHIC	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 Totals	2	0	1
KUGLUKTUK	0	0	0				

Northwestel CRTC Indicators				
2.4 Community Isolation				
Telco	Indicator 2.4A	Group Cat 1	Standard	
Northwestel			N/A	
Community by Designation				
Rural				
	Oct	Nov	Dec	
BEHOKO (RAE/EDZO)	0	0	0	
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	1	0	0	
RANKIN INLET	0	0	0	
WATSON LAKE	0	0	0	
WHITEHORSE	0	0	0	
YELLOWKNIFE	0	0	0	
Rural Totals	1	0	0	
Corporate Total	0	0	0	

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

Community	Designation	Indicator	Standard	Oct	Nov	Dec
Gjoa Haven	Remote	5.1B1	Provisioning	0	2.22	0
Dawson	Rural	5.1B1	Provisioning	0	0.67	0
Telegraph Creek	Rural	5.1B1	Provisioning	0	0	5.8
Total	Co	5.1B	Total	0	0.027	0.013
Total	Co	5.2	Total % Resolved	100	100	100