



Brian Armstrong
Director of
Regulatory Affairs

2121 Saskatchewan Drive
Regina, Saskatchewan
S4P 3Y2
Telephone: (306) 777-2115
Fax: (306) 791-1457 / (306) 565-6216
Internet: document.control@sasktel.sk.ca

26 October 2007

Filed Electronically

Mr. Robert A. Morin
Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa, ON K1A 0N2

Dear Mr. Morin:

Re: SaskTel Competitor Quality of Service (CQOS) Results – 3rd Quarter 2007

1. Pursuant to the procedures established in paragraph 86 of Telecom Decision CRTC 2005 20, *Finalization of quality of service rate rebate plan for competitors*, Saskatchewan Telecommunications (SaskTel) hereby files its third quarter 2007 Competitor Quality of Service results.
2. Contained in the report are the numerator, denominator, and result for each indicator. Pursuant to section 39 of the *Telecommunications Act*, this detailed competitor information is provided in confidence to the Commission. An abridged version without numerator and denominator information has also been provided for the public record. The Competitors have been provided with an unabridged section of the report pertaining to their own specific operations.
3. SaskTel would like to note that there are no penalties payable in this reporting period; however, some specific individual indicators have been adjusted as permitted in Telecom Decision CRTC 2007-54, *CISC Business Process Working Group – Non-consensus report BPRE064a to revise competitor quality of service indicator business rules per Telecom Decision 2006-59*. These indicators have been denoted by an asterisk (*) in the specific competitor results columns.
4. In accordance with the Commission's procedures, SaskTel is submitting this filing in confidence to the Commission via Epass; a machine-readable file copy of the non-confidential and abridged portions of this submission are being provided to the competitors via Internet E-mail.

All of which is respectfully submitted,

[Original signed by B. Armstrong]

Brian Armstrong
Director of Regulatory Affairs
GV/njf
Attachment
cc: Competitors

*** End of Document ***

SaskTel Competitor Quality of Service Indicator Results - Aggregate Indicators - 3rd Quarter - 2007

Indicator No.	Standard	Title	July	August	September
1.6	90% or more	Competitor Installation Appointments Met	100	89	87
2.6	90% or more	Competitor Repair Appointments Met	98	100	96

SaskTel Competitor Quality of Service Indicator Results - 3rd Quarter 2007

BELL	Indicator No.	Standard	Title	July			August			September		
				N	D	Result	N	D	Result	N	D	Result
	1.19	90% or more	Confirmed Due Dates Met - CDN Services & Type C Loops	#	#	100	#	#	100	#	#	100
	1.19(a)	90% or more	CDN Services & Type C Loops - Late Completion	#	#	NA	#	#	NA	#	#	NA
	2.10	4-hour MTTR or less	Mean-Time-To-Repair - CDN Services & Type C Loops	#	#	2.41	#	#	0.77	#	#	1.55
	2.12	n/a	Service Failures Within First 30 Days	#	#	6	#	#	0	#	#	13

Legend

N = Numerator
D = Denominator
NA = No activity

Filed in Confidence with the Commission

SaskTel Competitor Quality of Service Indicator Results - 3rd Quarter 2007

Globility			July				August				September				
Indicator No.	Standard	Title	N		D	Result	N		D	Result	N		D	Result	
1.19	90% or more	Confirmed Due Dates Met - CDN Services & Type C Loops		#		#	NA		#		#	NA		#	NA
1.19(a)	90% or more	CDN Services & Type C Loops - Late Completion		#		#	NA		#		#	NA		#	NA
2.10	4-hour MTTR or less	Mean-Time-To-Repair - CDN Services & Type C Loops		#		#	NA		#		#	NA		#	NA
2.12	n/a	Service Failures Within First 30 Days		#		#	NA		#		#	NA		#	NA

Legend

N = Numerator

D = Denominator

NA = No activity

Filed in Confidence with the Commission

SaskTel Competitor Quality of Service Indicator Results - 3rd Quarter 2007

MTS ALLSTREAM			July				August				September			
Indicator No.	Standard	Title	N	D	Result	N	D	Result	N	D	Result	N	D	Result
1.10	90% or more	Local Number Portability (LNP) Order (Standalone) Service Interval Met	#	*	# 100	#		# 100	#	*	# 100	#	*	# 100
1.10A	90%	Local Number Portability Order (Standalone) Late Completions	#		# 100	#		# NA	#		# NA	#		# 100
1.11	90%	Competitor Interconnection Trunk Order Service Interval Met	#		# NA	#		# NA	#		# NA	#		# NA
1.11A	90%	Interconnection Trunk Order Late Completions	#		# NA	#		# NA	#		# NA	#		# NA
1.12	90%	Local Service Requests (LSRs) Confirmed Due Dates Met	#		# 99	#		# 99	#		# 96	#		# 96
1.17	5% or less	Local Service Request (LSR) Rejection Rate	#		# 4.6	#		# 4.8	#		# 5.4	#		# 5.4
1.18	90%	Local Service Request (LSR) Turnaround Time Met	#		# 97	#		# 98	#		# 82	#		# 82
1.19	90%	Confirmed Due Dates Met - CDN Services & Type C Loops	#		# 100	#		# 100	#		# 100	#		# 100
1.19(a)	90%	CDN Services & Type C Loops - Late Completion	#		# NA	#		# NA	#		# NA	#		# NA
2.7	80% or more	Trouble Reports Cleared within 24 hours	#		# NA	#		# NA	#		# NA	#		# NA
2.7A	90%	Trouble Report Late Clearances	#		# NA	#		# NA	#		# NA	#		# NA
2.9	90%	Reports Cleared Within 48 hours	#		# NA	#		# NA	#		# NA	#		# NA
2.10	4-hour MTTR or less	Mean-Time-To-Repair - CDN Services & Type C Loops	#		# NA	#		# 0.56	#		# 0.84	#		# 0.84
2.12	n/a	Service Failures Within First 30 Days	#		# 0	#		# 0	#		# 0	#		# 0

Legend

N = Numerator
D = Denominator
NA = No activity

* Denominator has been adjusted by 1 as per Decision 2007-54.

Filed in Confidence with the Commission

SaskTel Competitor Quality of Service Indicator Results - 3rd Quarter 2007

Primus			July				August				September						
Indicator No.	Standard	Title	N		D		Result	N		D		Result	N		D		Result
1.19	90% or more	Confirmed Due Dates Met - CDN Services & Type C Loops		#		#	NA		#		#	NA		#		#	NA
1.19(a)	90% or more	CDN Services & Type C Loops - Late Completion		#		#	NA		#		#	NA		#		#	NA
2.10	4-hour MTTR or less	Mean-Time-To-Repair - CDN Services & Type C Loops		#		#	NA		#		#	NA		#		#	NA
2.12	n/a	Service Failures Within First 30 Days		#		#	NA		#		#	NA		#		#	NA

Legend

N = Numerator

D = Denominator

NA = No activity

Filed in Confidence with the Commission

SaskTel Competitor Quality of Service Indicator Results - 3rd Quarter 2007

ROGERS			July				August				September				
Indicator No.	Standard	Title	N		D	Result	N		D	Result	N		D	Result	
1.19	90% or more	Confirmed Due Dates Met - CDN Services & Type C Loops		#	#	100		#	#	100		#	*	#	100
1.19(a)	90% or more	CDN Services & Type C Loops - Late Completion		#	#	NA		#	#	NA		#	*	#	0
2.10	4-hour MTTR or less	Mean-Time-To-Repair - CDN Services & Type C Loops		#	#	3.31		#	#	NA		#		#	1
2.12	n/a	Service Failures Within First 30 Days		#	#	0		#	#	0		#		#	0

Legend

N = Numerator

D = Denominator

NA = No activity

* Denominator has been adjusted by 1 as per Decision 2007-54.

Filed in Confidence with the Commission

SaskTel Competitor Quality of Service Indicator Results - 3rd Quarter 2007

Shaw			July				August				September			
Indicator No.	Standard	Title	N	D	Result	N	D	Result	N	D	Result			
1.10	90% or more	Local Number Portability (LNP) Order (Standalone) Service Interval Met	#	#	100	#	#	100	#	#	100			
1.10A	90%	Local Number Portability Order (Standalone) Late Completions	#	#	NA	#	#	NA	#	#	NA			
1.11	90%	Competitor Interconnection Trunk Order Service Interval Met	#	#	100	#	#	100	#	#	100			
1.11A	90%	Interconnection Trunk Order Late Completions	#	#	NA	#	#	NA	#	#	NA			
1.12	90%	Local Service Requests (LSRs) Confirmed Due Dates Met	#	#	99	#	#	100	#	#	96			
1.17	5% or less	Local Service Request (LSR) Rejection Rate	#	#	4.5	#	#	9.4	#	#	7.6			
1.18	90%	Local Service Request (LSR) Turnaround Time Met	#	#	96	#	#	97	#	#	88			
1.19	90% or more	Confirmed Due Dates Met - CDN Services & Type C Loops	#	#	NA	#	#	NA	#	#	100			
1.19(a)	90% or more	CDN Services & Type C Loops - Late Completion	#	#	NA	#	#	NA	#	#	NA			
2.7	80%	Competitor Out-of-Service Trouble Reports Cleared within 24 hours	#	#	NA	#	#	NA	#	#	NA			
2.7A	90%	Competitor Out-of-Service Trouble Report Late Clearances	#	#	NA	#	#	NA	#	#	NA			
2.9	90%	Competitor Degraded Trouble Reports Cleared Within 48 hours	#	#	NA	#	#	NA	#	#	NA			
2.10	4-hour MTTR or less	Mean-Time-To-Repair - CDN Services & Type C Loops	#	#	NA	#	#	NA	#	#	NA			
2.12	n/a	Service Failures within First 30 days	#	#	NA	#	#	NA	#	#	NA			

Legend

N = Numerator

D = Denominator

NA = No activity

Filed in Confidence with the Commission

SaskTel Competitor Quality of Service Indicator Results - 3rd Quarter 2007

TELUS			July				August				September			
Indicator No.	Standard	Title	N	D	Result	N	D	Result	N	D	Result			
1.19	90% or more	Confirmed Due Dates Met - CDN Services & Type C Loops	#	#	100	#	#	100	#	#	100			
1.19(a)	90% or more	CDN Services & Type C Loops - Late Completion	#	#	NA	#	#	NA	#	#	NA			
2.10	4-hour MTTR or less	Mean-Time-To-Repair - CDN Services & Type C Loops	#	#	3.42	#	#	2.33	#	#	0.80			
2.12	n/a	Service Failures Within First 30 Days	#	#	0	#	#	50	#	#	0			

Legend

N = Numerator

D = Denominator

NA = No activity

Filed in Confidence with the Commission

SaskTel Competitor Quality of Service Indicator Results - 3rd Quarter 2007

YAK			July				August				September						
Indicator No.	Standard	Title	N		D		Result	N		D		Result	N		D		Result
1.19	90% or more	Confirmed Due Dates Met - CDN Services & Type C Loops		#		#	NA		#		#	NA		#		#	NA
1.19(a)	90% or more	CDN Services & Type C Loops - Late Completion		#		#	NA		#		#	NA		#		#	NA
2.10	4-hour MTTR or less	Mean-Time-To-Repair - CDN Services & Type C Loops		#		#	NA		#		#	NA		#		#	NA
2.12	n/a	Service Failures Within First 30 Days		#		#	NA		#		#	NA		#		#	NA

Legend

N = Numerator

D = Denominator

NA = No activity

Filed in Confidence with the Commission

Indicator 1.6: Competitor Installation Appointments Met

Definition: The total number of installation appointments booked and the number met, with percentage of those met relative to the total booked for customers who are also competitors.

Measurement Method: Completed orders are sorted to determine the actual number and percentage completed on the appointed date.

Geographical Basis: Company-wide, no geographic distinction.

Final Standard: 90% or more.

Indicator 1.10: Local Service Request (LSR) Turnaround Time Met

Definition: The percentage of time that due dates relating to orders for the standalone porting of numbers are met within the applicable standard service interval

Measurement Method: Completed standalone LNP orders are compiled and the percentage of those that were completed within the applicable standard service interval is reported. Orders for which the requested due date is beyond the applicable standard service interval are excluded from this measure.

Geographical Basis: Company-wide, no geographic distinction

Final Standard: 90% or more.

Indicator 1.10A - Local Number Portability Order (Standalone) Late Completions

Definition: The percentage of orders for standalone porting of numbers that missed the confirmed due date, which are completed within one working day of the confirmed due date.

Measurement Method: Completed (standalone) local number portability orders that missed their confirmed due dates are compiled, and the percentage of those that were completed within one working day of their respective confirmed due dates is reported.

Geographical Basis: Company-wide, no geographic distinction

Final Standard: 90% or more.

Indicator 1.11 Competitor Interconnection Trunk Order Service Interval Met

Definition: The percentage of time that the agreed upon due date for the turn-up of Local Network Interconnection (LNI) trunks are met. LNI trunks include all the trunk side trunks such as the Bill-and-Keep Trunks, Extended Area Service (EAS) Termination and Transport Trunks, Local and Toll Transit Trunks, Emergency Service Trunks and Message Relay Trunks as well as any other trunk side type or line side type trunk used to start, complete or enhance the LNI such as signalling trunks or trunks to accommodate traffic overflow

Measurement Method: Tracking of due dates met. The due date interval is 20 business days or shorter for line side type trunks, when augments to existing trunk groups are required where facilities exist and 35 business days when new trunk groups are required where no facilities exist.

Geographical Basis: CLEC by CLEC Company-wide, no geographic distinction.

Final Standard: 90 % or more.

Indicator 1.11A Interconnection Trunk Order Late Completions

Definition: The percentage of orders for the turn-up of Local Network Interconnection (LNI) trunks for which the due date is missed, but which are completed within five working days of the due date.

Measurement Method: Completed orders for LNI Trunks which were not completed on their due dates are compiled, and the percentage of those orders which were then completed within the next five working days of their respective due date is reported

Geographical Basis: CLEC by CLEC Company-wide, no geographic distinction.

Final Standard: 90 % or more.

Indicator 1.12 Local Service Requests (LSRs) Confirmed Due Dates Met

Definition: The percentage of instances that the agreed upon and confirmed due date is met for the provisioning of LSRs other than LSRs for new/migrated loops and for standalone LNP orders measured by indicators 1.8, 1.9 and 1.10. The due date means the agreed upon and confirmed due date that is different than the standard due date measured under indicators 1.8, 1.9 and 1.10.

Measurement Method: Completed LSRs other than LSRs for new/migrated loops and for standalone LNP orders measured by indicators 1.8, 1.9 and 1.10 are compiled, and the percentage of those which were completed by the agreed upon and confirmed due date is reported. LSRs are to be counted as complete only if all constituent elements of the LSR order are complete

Geographical Basis: Company-wide, no geographic distinction

Final Standard: 90% or more

Indicator 1.17 - Local Service Request (LSR) Rejection Rate

Definition: The percentage of LSRs submitted by CLECs that are returned due to errors identified by the ILECs and based on an error that can be objectively demonstrated and that requires some corrective action that warrants the re-issue of an order.

Measurement Method: LSRs received and rejected are tracked and reported.

Geographical Basis: Company-wide, no geographic distinction.

Final Standard: 5% or less

Indicator 1.18 Local Service Request (LSR) Turnaround Time Met

Definition: The percentage of instances that the applicable LSR confirmation interval is met, as defined in the Canadian Local Ordering Guidelines (C-LOG), and in accordance with applicable Commission decisions.

Measurement Method: Local Service Confirmations (LSCs) are compiled, and the percentage of these which were returned within the applicable standard interval, is reported

Geographical Basis: Company-wide, no geographic distinction.

Final Standard: 90% or more.

Indicator 1.19: Confirmed Due Dates Met - CDN Services and Type C Loops

Definition: The percentage of time that the confirmed due dates are met for the provisioning of CDN services and Type C loops.

Measurement Method: Completed service requests for CDN services and Type C loops are compiled and the percentage of those which were completed by the confirmed due date is reported.

Geographical Basis: CLEC by CLEC Company-wide, no geographic distinction.

Final Standard: 90% or more.

Indicator 1.19 (a): CDN Services and Type C Loops - Late Completion

Definition: The percentage of time that CDN services and Type C loop orders for which the due date as measured in Indicator 1.19 was missed, but which were completed within one working day of the confirmed due date. The due date means the standard service due date, unless the parties have agreed to an earlier or later due date.

Measurement Method: Completed service requests for CDN services and Type C loops that are not completed by their due dates are compiled, and the percentage of those which were completed within one working day of their respective confirmed due dates is reported.

Geographical Basis: CLEC by CLEC Company-wide, no geographic distinction.

Final Standard: 90% or more.

Indicator 2.7 - Competitor Out-of-Service Trouble Reports Cleared within 24 hours

Definition: The total of initial out-of-service trouble reports and those cleared within 24 hours. Percentages of those cleared relative to this total. Initial out-of-service trouble reports are reports relative to unbundled loops and their sub-categories as well as LNI trunks.

Measurement Method: Compilation of trouble report data gathered at each repair bureau

Geographical Basis: CLEC by CLEC Company-wide, no geographic distinction.

Final Standard: 80% or more.

Indicator 2.7A - Competitor Out-of-Service Trouble Report Late Clearances

Definition: The percentage of trouble reports for type A and B unbundled loops and their sub-categories as well as LNI trunks that are not cleared within 24 hours (i.e., outside the performance standard of indicator 2.7), but which are cleared within the subsequent 24 hours.

Measurement Method: Trouble reports are compiled for type A and B unbundled loops and their sub-categories as well as for LNI trunks outside the performance standard of indicator 2.7, and the percentage of these Trouble Reports that are cleared within a subsequent 24-hour period

Geographical Basis: CLEC by CLEC Company-wide, no geographic distinction.

Final Standard: 90% or more.

Indicator 2.9 - Competitor Degraded Trouble Reports Cleared Within 48 hours

Definition: The total number of CLECs degraded trouble reports cleared by ILECs within 48 hours of notification. Degraded trouble reports are reports relative to unbundled loops and their sub-categories as well as LNI trunks.

Measurement Method: Total degraded trouble reports are sorted to determine the actual numbers and the percentage of reports cleared.

Geographical Basis: CLEC by CLEC Company-wide, no geographic distinction.

Final Standard: 90% or more.

Indicator 2.10: Mean Time To Repair (MTTR) - CDN Services and Type C Loops

Definition: The mean time to repair on a monthly basis CDN services out-of-service trouble report.

Measurement Method: All incoming calls to the business offices are measured to determine the percentage of calls answered in 20 seconds or less.

Geographical Basis: CLEC by CLEC Company-wide, no geographic distinction.

Final Standard: 4-hour MTTR or less

Indicator 2.12: Service Failures within First 30 days

Definition: The percentage of services that have failed and/or degraded within 30 calendar days of delivery of the service.

Measurement Method: Total of failed and/or degraded trouble reports are sorted to determine the percentage of services that have failed and/or degraded within 30 calendar days of the completion of a new or change service request for the service. The results are expressed as a percentage of the total number of new and change service requests completed the previous month.

Geographical Basis: CLEC by CLEC Company-wide, no geographic distinction.

Final Standard: n/a

Indicator 2.6: Competitor Repair Appointments Met

Definition: The total number of appointments booked and the number met, with percentage of those met relative to the total booked.

Measurement Method: Completed orders are sorted to determine the actual number and percentage completed on the appointed date.

Geographical Basis: Company-wide, no geographic distinction.

Final Standard: 90% or more.