

Brian Armstrong
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14 November 2007

Via Epass

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

Dear Mr. Morin:

Re: SaskTel Retail Quality of Service Results – Third Quarter 2007

1. Pursuant to the procedures established in *Saskatchewan Telecommunications – Transitions to federal regulation – Reporting quality of service*, Telecom Decision CRTC 2002-53, and as confirmed in *Retail quality of service rate adjustment plan and related issues*, Telecom Decision CRTC 2005-17, Saskatchewan Telecommunications (SaskTel) hereby files its third quarter 2007 Retail Quality of Service results. The results are presented in the attached report.
2. Concurrent with this filing, SaskTel is submitting a machine-readable version of this filing electronically with the Commission, which is being submitted via the CRTC's Epass system.

All of which is respectfully submitted.

Sincerely,

[Original signed by B. Armstrong]

Brian Armstrong
Director of Regulatory Affairs
/njf

Attachment

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Telco	Indic	Group	Standard	Jul-07	Aug-07	Sep-07
SaskTel	1.1A	Urban	90% or more	90	90	90
SaskTel	1.1B	Rural	90% or more	96	97	96
SaskTel	1.2A	Urban	90% or more	99	99	99
SaskTel	1.2B	Rural	90% or more	98	98	98
SaskTel	1.3A	Urban	3.3% or less	0.81	0.51	0.11
SaskTel	1.3B	Rural	3.3% or less	2.70	2.18	0.65
SaskTel	1.4*	Rural	53% or less	N/A	N/A	N/A
SaskTel	1.5	Co	80% or more	85	81	76
SaskTel	1.7	Co	90% or more	99	99	99
SaskTel	2.1A	Urban	80% or more	69	88	86
SaskTel	2.1B	Rural	80% or more	72	87	90
SaskTel	2.2A	Urban	90% or more	95	96	95
SaskTel	2.2B	Rural	90% or more	95	95	96
SaskTel	2.3A	Urban	5% or less	0.65	0.79	0.65
SaskTel	2.3B	Rural	5% or less	1.02	1.07	0.85
SaskTel	2.4A	1	Small Community	15	13	17
SaskTel	2.4B	2	10,000 Lines	0	0	0
SaskTel	2.4C	3	30,000 Lines	0	0	0
SaskTel	2.5	Co	80% or more	84	81	83
SaskTel	3.1	Co	98.5% or more	99.9	99.9	99.9
SaskTel	4.1	Co	93.8% or more	99.9	99.9	99.9
SaskTel	4.2	Co	80% or more	82	81	82
SaskTel	4.3	Co	93.8% or more	98.2	99.3	98.3
SaskTel	5.1A1	Urban	Provisioning	0.002	0.000	0.000
SaskTel	5.1B1	Rural	Provisioning	0.002	0.003	0.000
SaskTel	5.1A2	Urban	Repair	0.002	0.003	0.005
SaskTel	5.1B2	Rural	Repair	0.009	0.000	0.000
SaskTel	5.1A3	Urban	Local Service	0.005	0.000	0.000
SaskTel	5.1B3	Rural	Local Service	0.000	0.007	0.000
SaskTel	5.1A4	Urban	Long Distance	0.000	0.000	0.000
SaskTel	5.1B4	Rural	Long Distance	0.000	0.000	0.002
SaskTel	5.1A5	Urban	Operator Service	0.000	0.000	0.000
SaskTel	5.1B5	Rural	Operator Service	0.000	0.000	0.000
SaskTel	5.1A6	Urban	Directory Service	0.000	0.000	0.000
SaskTel	5.1B6	Rural	Directory Service	0.000	0.000	0.000
SaskTel	5.1A7	Urban	Billing Service	0.007	0.002	0.007
SaskTel	5.1B7	Rural	Billing Service	0.005	0.003	0.003
SaskTel	5.1A	Urban	Total	0.016	0.007	0.012
SaskTel	5.1B	Rural	Total	0.016	0.014	0.005
SaskTel	5.2	Co	90% or more	94	100	100
Notes :						
* Indicator 1.4 Not Applicable SaskTel has no party lines.						