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REGULATORY AFFAIRS  
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February 15, 2006

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

SECRETARIAT  
IM / TELECOM

FEB 15 2006  
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GI / TELECOM  
SECRETARIAT

Dear Ms. Rheume:

**Subject: Telecom Decision CRTC 97-16 – Quality of Service**

In accordance with Telecom Decision CRTC 97-16, Quality of Service Indicators for Use in Telephone Company Regulation, TBayTel files its Quality of Service – Fourth Quarter 2005 results.

Also, as directed by Decision 97-16, this information has been filed with the Commission in electronic format for public viewing and comparison with the results of other telephone companies.

Sincerely,

Stephen Scofich  
Regulatory Analyst

Attachment

cc: Betty Lafaver

## TBayTel - QUALITY OF SERVICE INDICATORS

	October/05	November/05	December/05
<b>Indicator 1.1B: Provisioning Interval</b> Number of days required to provide service from the date of customer's request	96	97	92
CRTC Standard: 90% or more completed within 10 working days			
<b>Indicator 1.2B: Installation Appointments Met</b> The total number of appointments booked and the number met, with percentage of those met relative to the total booked	96	97	97
CRTC Standard: 90% or more			
<b>Indicator 1.3B: Held Orders per 100 Network Access Services Inward Movement</b> 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)	0.0	0.1	0.0
CRTC Standard: 3 3% or Less			
<b>Indicator 1.4: Held Upgrades per 100 Upgrade Requests - Rural</b> The number of rural outstanding requests for higher grades of service (e.g., from 4-party to 2-party service) unfilled for more than 30 days	0	0	0
CRTC Standard: 53% or less			
<b>Indicator 1.5: Access to Business Office</b> The percentage of calls to a business office answered in 20 seconds or less	71(2)	65(2)	58(2)
CRTC Standard: 80% or more answered in 20 seconds			
<b>Indicator 1.6: Competitor Installation Appointments Met</b> 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	Note (1)	Note (1)	Note (1)
CRTC Standard: 90% or more			

## TBayTel - QUALITY OF SERVICE INDICATORS

	October/05	November/05	December/05
<b>Indicator 1.7: On-Time Activation of PICs for Alternate Providers of Long Distance Service (APLDS)</b>	100	100	100
PIC activation is the provisioning process whereby the incumbent telephone companies switch a customer's long distance service over to a competitor. The service provisioning interval should be two business days for routine PIC activation and 11 to 16 days for complex services such as Centrex and Megalink.			
CRTC Standard: 90% or more			
<b>Indicator 2.1B: Out-of-Service Trouble Reports Cleared Within 24 Hours</b>	75	75	75
The total of initial out-of-service trouble reports and those cleared within 24 hours. Percentage of those cleared relative to this total			
CRTC Standard: 80% or more in 24 hours			
<b>Indicator 2.2B: Repair Appointments Met</b>	83(2)	84(2)	83(2)
The actual number and percentage of repair appointments met			
CRTC Standard: 90% or more			
<b>Indicator 2.3B: Initial Customer Trouble Reports per 100 Network Access Service (NAS)</b>	1.19	1.24	0.89
A report of a trouble indicating improper functioning of service on which there was no outstanding trouble report			
CRTC Standard: 5% or less			
<b>Indicator 2.4 Community Isolation</b>	0	0	0
Community isolation resulting from trunk failure that lasts one hour or more			
<b>Indicator 2.5: Access to Repair Bureau</b>	89	90	88
The percentage of calls to a repair bureau answered in 20 seconds or less			
CRTC Standard: 80% or more in 20 seconds			
<b>Indicator 2.6: Competitor Repair Appointments Met</b>	Note (1)	Note (1)	Note (1)
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			
CRTC Standard: 90% or more			

## TBayTel - QUALITY OF SERVICE INDICATORS

	October/05	November/05	December/05
<b>Indicator 3.1: Dial Tone Delay</b>	<b>99.99</b>	<b>99.99</b>	<b>99.96</b>
The percentage of attempted calls during the busy hour experiencing dial tone delay of three seconds or less			
CRTC Standard:	98.5% or more		
<b>Indicator 4.1: Directory Accuracy</b>	<b>99.7</b>	<b>99.7</b>	<b>99.6</b>
The percentage of customer listings in the white pages of company directories published without errors or omissions			
CRTC Standard:	93.8% or more		
<b>Indicator 4.2: Access to Directory Assistance</b>	<b>99.3</b>	<b>99.4</b>	<b>99.3</b>
The percentage of calls to Directory Assistance that are answered in 20 seconds or less			
CRTC Standard:	80% or more		
<b>Indicator 4.3: Directory Assistance - Accuracy</b>	<b>98.6</b>	<b>100.0</b>	<b>92.9</b>
The percentage of directory listings provided to customers without error			
CRTC Standard:	93.8% or more without error		
<b>Indicator 5.1: Customer Complaints</b>			
The number of complaints addressed to officers and department heads of the telephone companies and the Commission			
<b>Complaints per 1000 NAS</b>			
Provisioning	0.01163	0.00000	0.00000
Repair Service	0.00000	0.00000	0.00000
Local Service	0.01163	0.00000	0.00000
Long Distance Service	0.00000	0.00000	0.00000
Operator Service	0.00000	0.00000	0.00000
Directory Service	0.00000	0.00000	0.00000
Billing Service	0.00000	0.00000	0.00000
<b>TOTAL</b>	<b>0.02326</b>	<b>0.00000</b>	<b>0.00000</b>
<b>Indicator 5.2: Customer Complaints Resolved</b>	<b>100</b>	<b>100</b>	<b>100</b>
The percentage of Indicator 5.1 complaints, oral and written addressed to the telephone companies resolved within 20 working days			
CRTC Standard:	90% or more		

**TBayTel**  
**2005 NOTES**

**October, November and December 2005**

**(1) Indicator 1.6 and 2.6: Competitor Installation & Repair Appointments Met**

Thunder Bay Telephone has no competitors as identified by Telecom Decision CRTC 97-16, at this time, and therefore these Indicators are not applicable for TBT.

**(2) Indicator 1.5 Access to Business Office  
Indicator 2.2B: Repair Appointments Met**

Exception reports for Indicators 1.5 and 2.2B have been included with TBayTel's Third quarter 2005 Quality of Service Indicator results.

**TBayTel****Indicator 1.5: Access to Business Office**

**Year:** 2005  
**Period:** 4th Quarter  
**Standard:** 80%

<b><u>Month</u></b>	<b><u>Result</u></b>
July	71%
August	65%
September	58%

**Explanation of results:**

Launch of new bundling campaign as of October 31, 2006 had an impact on call volumes and length of calls with inquiries into the new campaign.

The equivalent of 2 Full Time Employees are dedicated to a new unified billing system project.

December staffing levels were reduced due to Holiday absences

The MIS went down a few times in the month of December and therefore call data had to be manual reproduced.

**Action Plan:**

TBayTel is in the process of converting to a new Customer Relationship Management system which will allow for faster completion of service changes and requests: estimated time of deployment is March 2006. It is anticipated that this change will decrease AHT (average handle time) and improve ASA (Average Speed of Answer).

Non-call work has been deferred to Overtime to ensure all CSRs are answering calls.

In order to correct issues with the loss of call data a new MIS will be procured in 2006.

**Time Frame:**

Deployment of a new Customer Relationship Management system is estimated for March 2006.

**TBayTel****Indicator 2.2B: Repair Appointments Met**

**Year:** 2005  
**Period:** 4th Quarter  
**Standard:** 90%

<b><u>Month</u></b>	<b><u>Result</u></b>
July	83%
August	84%
September	83%

**Explanation of results:**

Installation work continued to be high leaving very few days were technicians could be transferred over to repair.

**Action Plan:**

TBayTel is implementing a new Work Force Management System that will assist dispatch at the beginning of the 1st quarter of 2006. This will help internal efficiencies with dispatching.

**Time Frame:**

The Work Force Management System is targeted for deployment by the 1st quarter of 2006.