

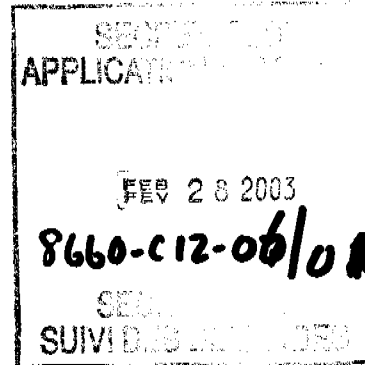


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Willie Grieve
 Vice President
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February 26, 2003

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



Dear Ms. Rhéaume:

Subject: Scope of the Proceeding to Establish the Final Retail Quality of Service Regime

At paragraph 748 of Telecom Decision CRTC 2002-34, Regulatory framework for second price cap period, (the "Price Cap Decision"), the Commission concluded that:

... periodic audits of quality of service results would enhance the effectiveness of the rate adjustment plan. The Commission will gather input from parties on the methodology of an audit process, in the proceeding to establish a final retail quality of service regime.

TELUS Communications Inc. ("TELUS" or the "Company") is of the view, that the Commission should commence the proceeding to establish a final retail quality of service regime as soon as possible, so that it can be implemented in a timely fashion and provide some certainty to the ILECs and other interested parties respecting the specifics of the new regime. To that end, TELUS recommends that the following matters be included within the scope of this proceeding, in addition to the matters relating to the audit methodology.

The length of the initial reporting period must soon be established. TELUS is in receipt of a letter from Saskatchewan Telecommunications ("SaskTel"), dated September 20, 2002, wherein SaskTel recommends an initial reporting period of 18 months. TELUS supported SaskTel's recommendation as a party to the Companies' letter on this matter dated September 30, 2002. TELUS recommends that a determination of this matter be concluded as soon as possible to provide all

parties with a common basis for developing proposals for finalizing the retail quality of service regime.

In the proceeding leading to the Price Cap Decision, both TELUS and the Companies recommended that a *force majeure* provision be established as part of the final retail quality of service regime. The Commission did not rule in the Price Cap Decision on the necessity of a *force majeure* provision in the quality of service regime. TELUS considers that that matter of a *force majeure* provision and related matters respecting the treatment of competitors, as customers of the ILEC when *force majeure* is invoked, must be included in the scope of the upcoming proceeding.

Finally, TELUS recommends that the Commission undertake a review of the rate adjustment structure, as provided in Appendix 3 of the Price Cap Decision, in order to ensure that the structure achieves the purposes for which it was designed.

TELUS looks forward to participating in this important proceeding and encourages the Commission to issue the necessary public notice as soon as possible.

Yours truly,



for

Willie Grieve
Vice-President
Public Policy & Regulatory Affairs

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