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March 15, 2006

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

Dear Ms. Rhéaume:

Re: Quality of Service Results - Exception Reporting

Effective 1 March 2006, TELUS Communications Inc. (the "Former carrier") assigned and transferred all of its assets and liabilities, including all of its service contracts, to the TELUS Communications Company ("TCC"), where after TCC carried on the businesses of the Former carrier in the territories in which the Former carriers operated.

Pursuant to paragraph 90 of Telecom Decision CRTC 97-16 (Decision 97-16) and affirmed in paragraph 192 of Telecom Decision CRTC 2005-17 (Decision 2005-17), TELUS Communications Company ("TELUS" or "the Company") hereby files its February 2006 report for the Quality of Service (QOS) indicators the Company is required to report on a monthly basis.

The monthly results for the affected indicators, the explanations for the results and corrective action plans for those indicators that are below standard are provided as follows:

- Indicator 1.2B - Installation Appointments Met (Attachment 1)
- Indicator 1.3B - Held Orders per 100 Network Access Services (NAS) Inward Movement (Attachment 2)
- Indicator 2.1 A and B - Out-of-Service Trouble Reports Cleared within 24 Hours (Attachment 3)
- Indicator 2.2 A and B - Repair Appointments Met (Attachment 4)

Please note that January results for Indicator 2.1 A and B Out-of-Service Trouble Reports Cleared within 24 Hours have been revised to align sign offs

with actual completion dates for some stale dated reports. The impact is that 2.1A results improved by 1% and 2.1B improved by 2%.

TELUS remains committed to providing unparalleled levels of service such that the delivery of customer service excellence becomes a hallmark for TELUS in 2006 and beyond.

Yours truly,

[Original signed by]

Terry Connolly
Director, Regulatory Affairs

Attachments

cc: CRTC, Public Examination Room, Ottawa, Edmonton, Vancouver

TCC
Quality of Service Monthly Results
(%)

Year: 2005-2006

Standard: 90% or more

| Month | Indicator – 1.2B Rural Installation Appointments Met |
|--------------|-------------------------------------------------------------|
| | B |
| December | 88% |
| January | 89% |
| February | 91% |

Explanation of Results:

February:

- Installation appointments met – rural were above standard in February, the first time since June 2005. These results reflect effective internal deployment of TELUS team members and return to normal winter weather conditions.

January:

- January results improved to within 1% of standard. Ongoing return to work activities and excessive rainfall in the lower BC mainland in early January diverted resources from installation activities to repairs and prevented results from being above standard.

December:

- Rural Installation Appointments Met results held the line as TELUS team members continued their return to work. Results are expected to be at or above standard in subsequent months as operations return to normal.

TCC
Quality of Service Monthly Results
(%)

Year: 2005-2006

Standard: 3.3% or less

| Month | Indicator – 1.3B Rural Held Orders per 100 Network Access Services (NAS) Inward Movement |
|--------------|-----------------------------------------------------------------------------------------------------|
| | B |
| December | 4.9% |
| January | 3.3% |
| February | 2.0% |

Explanation of Results:

February:

- Ongoing internal process improvements driven by the TELUS triage team have resulted in rural held orders well within minimum standards.

January:

- Results exceeded the standard due in part to a “triage” team formed to tackle held order backlogs by retiring/re-classifying orders and providing substitute interim services.

December:

- December results slipped marginally as unionized team members returned to work and focussed on retiring held order backlogs. Results are expected to improve in subsequent months as operations return to normal.

TCC
Quality of Service Monthly Results
(%)

Year: 2005-2006

Standard: 80% or more

| Month | Indicator – 2.1 Out-of-Service Trouble Reports Cleared within 24 Hours | |
|--------------|-------------------------------------------------------------------------------|-------------|
| | A | B |
| December | 72% | 63% |
| January | 74%* | 59%* |
| February | 84% | 78% |

*Note: January results have been updated to reflect completed trouble reports that should have been signed off at the time of completion. These results were originally reported as: 73% (2.1A) and 57% (2.1B).

Explanation of Results:

February

- February results demonstrated strong improvement over previous months with out of service trouble reports – urban above standard for the first time since May 2005. Similarly, rural results were within 2% of standard, reflecting the success of manpower deployment and infrastructure upgrade programs.

January:

- Results were mixed for the month with urban recording a 1% improvement over the previous month and rural results regressing by 6%. Rural results were impacted by a 48% volume increase in BC repair volumes over December triggered in part to excessive rainfall in the lower mainland. TELUS is implementing measures to return to normal operations as quickly as possible by implementing overtime to address service demands, deploying team members to better utilize their capabilities, retaining external contractors and rolling out infrastructure replacement/ upgrade programs.

December:

- Both urban and rural results demonstrated improvement from the previous month. Results are expected to show steady improvement as operations return to normal.

TCC
Quality of Service Monthly Results
(%)

Year: 2005-2006

Standard: 90% or more

| Month | Indicator – 2.2 Repair Appointments Met | |
|--------------|------------------------------------------------|----------|
| | A | B |
| December | 86% | 82% |
| January | 87% | 85% |
| February | 91% | 89% |

Explanation of Results:

February:

- Repair appointments met – urban were above standard for the first time since August 2005; rural results improved 4% over the previous month. TELUS continues to manage internal resources and implement process improvements to drive superior quality of service results.

January:

- Results continue to show improvement as TELUS implements initiatives to return to work as quickly as possible. These initiatives include structural re-organization, deploying team members to better balance work flows, implementing mandatory overtime and retaining outside contractors.

December:

- Both urban and rural results improved over the previous month as more resources became available to address repair trouble reports.