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April 13, 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 March 2006 report for the Quality of Service (QOS) indicators the Company is required to report on a monthly basis.

TELUS is pleased to report that all retail indicators for the month were above standard. 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,

A handwritten signature in black ink, appearing to read "Terry Connolly".

Terry Connolly
Director, Regulatory Affairs

Attachments

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

TELUS
Quality of Service Monthly Results
(%)

Year: 2006

Standard: 90% or more

Month	Indicator – 1.2B Rural Installation Appointments Met
	B (Rural)
January	89%
February	91%
March	93%

Explanation of Results:

March:

- Results continue to trend above standard due in part to judicious scheduling of TELUS team members to meet projected demand.

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.

TELUS
Quality of Service Monthly Results
(%)

Year: 2006

Standard: 3.3% or less

Month	Indicator – 1.3B Rural Held Orders per 100 Network Access Services (NAS) Inward Movement
	B (Rural)
January	3.3%
February	2.0%
March	2.1%

Explanation of Results:

March:

- TELUS continues to maintain rural held orders at minimum levels by actively managing controllable factors that result in held orders.

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.

TELUS
Quality of Service Monthly Results
(%)

Year: 2006

Standard: 80% or more

Month	Indicator – 2.1 Out-of-Service Trouble Reports Cleared within 24 Hours	
	A (Urban)	B (Rural)
January	74%*	59%*
February	84%	78%
March	90%	89%

*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:

March:

- Both urban and rural out-of-service trouble reports cleared within 24 hours were above standard, including rural results above standard for the first time in 10 months. Contributing factors include more effective manpower deployment, leverage of the new collective agreement and ongoing infrastructure upgrades.

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.

TELUS
Quality of Service Monthly Results
(%)

Year: 2006

Standard: 90% or more

Month	Indicator – 2.2 Repair Appointments Met	
	A (Urban)	B (Rural)
January	87%	85%
February	91%	89%
March	93%	92%

Explanation of Results:

March:

- Building on a positive trend, repair appointments met – rural were above standard for the first time in 10 months. Repair appointment volumes for urban and rural moderated in March following relatively high demand since Q3 2005.

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.