



21-10020-100 Street NW
Edmonton, Alberta
Canada T5J 0N5

Terry Connolly
Director, Regulatory Affairs
Telecom Policy and Regulatory Affairs

www.telus.com

(780) 493-3735 Telephone
(780) 493-5380 Facsimile
terry.connolly@telus.com

August 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 March 1, 2006, TELUS Communications Inc. (the "Former carrier" or "TCI") assigned and transferred all of its network assets and substantially all of its other assets and liabilities, including substantially all of its service contracts, to TELUS Communications Company ("TCC" or the "Company"), where after TCC carried on business of the Former carrier in the territories in which the Former carrier operated.

TCC is issuing one cover letter to represent both TCC BC/Alberta and TCC Quebec results. Results will be presented separately for TCC BC/Alberta and TCC Quebec.

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 July 2006 report for the Quality of Service (QOS) indicators the Company is required to report on a monthly basis. TCC Quebec has no exceptions to report.

TCC BC/Alberta monthly results for the affected indicators and the explanations for the results are provided as follows:

- Indicator 2.1B - Out-of-Service Trouble Reports Cleared within 24 Hours - Rural
- Indicator 2.2B - Repair Appointments Met - Rural
- Indicator 2.5 - Access to Repair Bureau

Indicator 1.2B - Installation Appointments Met – Rural and
2.1A - Out-of-Service Trouble Reports Cleared within 24 Hours – Urban are not reported as results are now above standard for 6 of the previous 12 months.

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 BC/Alberta
Quality of Service Monthly Results
(%)**

Year: 2006

Standard: 80% or more

Month	Indicator – 2.1 Out-of-Service Trouble Reports Cleared within 24 Hours
	B (Rural)
May	85%
June	76% ¹
July	71%

Explanation of Results:

¹June results – rural have been adjusted from 75% to 76% due to corrections made to stale repair troubles.

July:

- Results were below standard in July. Repair volumes have increased 46% since April which has created challenging conditions to schedule manpower to address demand.

June:

- Urban results were above standard for the month. Rural results deteriorated in part due to localized flooding in southern Alberta.

May:

- May results reflect sustained and stable processes put in place to quickly remedy out-of-service troubles.

**TCC BC/Alberta
Quality of Service Monthly Results
(%)**

Year: 2006

Standard: 90% or more

Month	Indicator – 2.2 Repair Appointments Met B (Rural)
May	93%
June	92% ² .
July	90%

Explanation of Results:

²June results – rural have been adjusted from 91% to 92% due to corrections made to stale repair troubles.

July:

- TELUS continues to maintain service above the minimum standard despite significant increases in repair volumes.

June:

- The indicator continues to track above standard as repair appointments are prioritized to ensure TELUS' commitment to the customer are met.

May:

- Repair appointments met – rural continue to show strong results primarily due to accurate pairing of manpower to the predicted workload.

**TCC BC/Alberta
Quality of Service Monthly Results
(%)**

Year: 2006

Standard: 80% or more

Month	Indicator – 2.5 Access to Repair Bureau
May	76%
June	79%
July	70%

Explanation of Results:

July:

Implementation of a new platform negatively impacted IVR and call routing stability and resulted in increased call volumes. Platform redundancy has been introduced which will improve TELUS' performance when responding to inbound calls.