



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

www.telus.com

Terry Connolly
Director, Regulatory Affairs
Telecom Policy and Regulatory Affairs

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

June 15, 2007

Mr. Robert Morin
Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa, ON K1A 0N2

Dear Mr. Morin:

Re: Quality of Service Results - Exception Reporting

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 May 2007 report for the Quality of Service (QOS) indicators the Company is required to report on a monthly basis.

The Company is issuing one cover letter to represent both BC/Alberta and Quebec although results continue to be presented separately.

TELUS Quebec has no exceptions to report. TELUS BC/Alberta monthly results for the affected indicator and the explanations are provided for:

- Indicator 2.1B - Out-of-Service Trouble Reports Cleared within 24 Hours – (Rural)

This will be the final monthly exception report issued by TELUS, providing June results are above the minimum standard. A satisfactory June result will fulfill the condition where seven out of 12 consecutive months are not below the minimum standard thus removing the requirement for monthly exception reporting.

TELUS remains committed to providing unparalleled levels of service such that the delivery of customer service excellence becomes a hallmark for TELUS in 2007 and beyond.

Yours truly,

[Original signed by]

Terry Connolly
Director, Regulatory Affairs

Attachment

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

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

Year: 2007

Standard: 80% or more

Month	Indicator – 2.1 Out-of-Service Trouble Reports Cleared within 24 Hours B (Rural)
March	90%
April	89%
May	83%

Explanation of Results:

May:

- TELUS' results again exceeded the minimum standard as focus on operational processes contributed to robust repair performance.

April:

- Strong repair performance continued in April through an unrelenting process focus and proactive field repairs. These factors enabled TELUS to address out-of-service troubles in a timely manner.

March:

- Despite continued weather related challenges TELUS exceeded the standard by re-allocating resources and incurring additional overtime.