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2005 11 03

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

SECRETARIAT
IM / TELECOM

860-C12-06/01

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GI / TELECOM
SECRETARIAT

Dear Ms. Rhéaume:

Subject: Competition-Related Quality of Service Results – Third Quarter 2005

1. In accordance with the procedures established in Decision 2005-20, *Finalization of quality of service rate rebate plan for competitors* regarding the reporting of quality of service indicators for competition-related intervals and standards, Aliant Telecom Inc. submits its report on Competition-Related Quality of Service Indicators for 3rd Quarter 2005 in the attachment.
2. An abridged version of the report deleting the competitor-specific numerator and denominator information has been provided for the public record. The Competitors have been provided with the unabridged sections of the report pertaining to their own specific operations. Aliant Telecom is sending a machine-readable file copy of its submission to the Commission and the Competitors via Internet email. The confidential attachment is provided to the Commission on an IBM formatted disk.

Yours truly,

Attachments

c.c.: Competitors

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Alliant Telecom Inc. Wholesale
III Quarter 2005

Telco	Indic	Group	Standard	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Alliant Telecom Inc.	1.8	EastLink	90% or more	100	100	100	100	100	100	100	100	100			
Alliant Telecom Inc.		GroupTelecom	90% or more	100	100	100	100	100	100	100	100	83			
Alliant Telecom Inc.		Allstream	90% or more	100	100	100	100	100	100	80	100	100			
Alliant Telecom Inc.	1.9	EastLink	90% or more				100					100			
Alliant Telecom Inc.		GroupTelecom	90% or more			100	100		100	100		100			
Alliant Telecom Inc.		Allstream	90% or more	100	100	100	100	100	100	100	100	100			
Alliant Telecom Inc.	1.10	EastLink	90% or more		100	100	95	90	67		100	91			
Alliant Telecom Inc.		GroupTelecom	90% or more			100	100	100	100	100	100	100			
Alliant Telecom Inc.		Allstream	90% or more		100	100	100	100	100	100	100				
Alliant Telecom Inc.	1.11	EastLink	90% or more	0	0						50				
Alliant Telecom Inc.		GroupTelecom	90% or more												
Alliant Telecom Inc.		Allstream	90% or more												
Alliant Telecom Inc.	1.12	EastLink	90% or more	100	100	97	93	94	94	97	97	98			
Alliant Telecom Inc.		GroupTelecom	90% or more	100	100	100	97	98	100	95	100	97			
Alliant Telecom Inc.		Allstream	90% or more	100	100	100	99	100	100	99	99	100			
Alliant Telecom Inc.	1.13	EastLink	90% or more			100		100							
Alliant Telecom Inc.		GroupTelecom	90% or more												
Alliant Telecom Inc.		Allstream	90% or more												
Alliant Telecom Inc.	1.14	EastLink	0.25% or less							0	0	0			
Alliant Telecom Inc.		GroupTelecom	0.25% or less							0	0	0			
Alliant Telecom Inc.		Allstream	0.25% or less							0	0	0			
Alliant Telecom Inc.	1.10A	EastLink	90% or more									100			
Alliant Telecom Inc.		GroupTelecom	90% or more												
Alliant Telecom Inc.		Allstream	90% or more												
Alliant Telecom Inc.	1.11A	EastLink	90% or more								0				
Alliant Telecom Inc.		GroupTelecom	90% or more												
Alliant Telecom Inc.		Allstream	90% or more												
Alliant Telecom Inc.	1.17	EastLink	5% or less	1	1	2	1	3	2	1	2	2			
Alliant Telecom Inc.		GroupTelecom	5% or less	9	6	17	13	13	3	11	11	15			
Alliant Telecom Inc.		Allstream	5% or less	21	10	11	12	20	21	17	23	19			
Alliant Telecom Inc.	1.18	EastLink	90% or more	99	99	99	99	100	99	99	99	99			
Alliant Telecom Inc.		GroupTelecom	90% or more	92	98	87	90	85	91	100	96	83			
Alliant Telecom Inc.		Allstream	90% or more	93	90	95	96	94	98	96	90	90			

Indic	Group	Standard	#	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Alliant Telecom Inc.	EastLink	90% or more								93	91	100			
Alliant Telecom Inc.	GroupTelecom	90% or more								95	96	95			
Alliant Telecom Inc.	Allstream	90% or more								99	97	97			
Alliant Telecom Inc.	Telus	90% or more								100	92				
Alliant Telecom Inc.	Sprint	90% or more								0		0			
Alliant Telecom Inc.	Bell	90% or more									100				
Alliant Telecom Inc.	EastLink	90% or more								0	0				
Alliant Telecom Inc.	GroupTelecom	90% or more								0	100	100			
Alliant Telecom Inc.	Allstream	90% or more								50	13	50			
Alliant Telecom Inc.	Telus	90% or more									0				
Alliant Telecom Inc.	Sprint	90% or more								0		0			
Alliant Telecom Inc.	Bell	90% or more													
Alliant Telecom Inc.	EastLink	80% or more								100					
Alliant Telecom Inc.	GroupTelecom	80% or more		83	100	100	50	100	100	60	80	71			
Alliant Telecom Inc.	Allstream	80% or more		100		100	100	100	100	90	50				
Alliant Telecom Inc.	EastLink	90% or more													
Alliant Telecom Inc.	GroupTelecom	90% or more		100	100		50	100	100	50	100	50			
Alliant Telecom Inc.	Allstream	90% or more		100			100	100	100	100	100				
Alliant Telecom Inc.	EastLink	90% or more					100	100	100	100	100	100			
Alliant Telecom Inc.	GroupTelecom	90% or more					100	100	100	100	100	100			
Alliant Telecom Inc.	Allstream	90% or more					100	100	100	100	100	100			
Alliant Telecom Inc.	EastLink	90% or more					100	100	100	100	100	100			
Alliant Telecom Inc.	GroupTelecom	90% or more					100	100	100	100	100	100			
Alliant Telecom Inc.	Allstream	90% or more					100	100	100	100	100	100			
Alliant Telecom Inc.	EastLink	90% or more		71	88	100	60	60	70	100	80	100			
Alliant Telecom Inc.	GroupTelecom	90% or more		83	83	100	88	74	86	79	87	85			
Alliant Telecom Inc.	Allstream	90% or more		100	78	98	98	93	91	93	94	91			
Alliant Telecom Inc.	EastLink	54 HR MTTR								5.0					
Alliant Telecom Inc.	GroupTelecom	54 HR MTTR								17.0	11.8	7.0			
Alliant Telecom Inc.	Allstream	54 HR MTTR								17.2	35.5				
Alliant Telecom Inc.	EastLink	N/A								0	0	0			
Alliant Telecom Inc.	GroupTelecom	N/A								67	33	0			
Alliant Telecom Inc.	Allstream	N/A								8	6	3			

(*) - Indicates that there were no orders of this type during the month.
 Indicators 2.8 and 2.8A - as part of the installation process, technicians advise all customers when orders are completed or provide a status update.

Competition Related Quality of Service Indicators
III Q 2005

Attachment 2
Abridged

Alliant Telecom Competition-Related Quality of Service Indicators

Indicator #	Standard	Title	July 05			August 05			September 05		
			N	D	R	N	D	R	N	D	R
1.8	90% or more	New Unbundled Type A and B Loop Order Service Intervals Met	#	#	80%	#	#	100%	#	#	100%
1.9	90% or more	Migrated Unbundled Type A and B Loop Order Service Intervals Met	#	#	100%	#	#	100%	#	#	100%
1.10	90% or more	Local Number Portability (LNP) Order (Standalone) Service Interval Met	#	#	100%	#	#	100%	-	-	-
1.11	90% or more	Competitor Interconnection Trunk Order Service Interval Met	-	-	-	-	-	-	-	-	-
1.12	90% or more	Local Service Request Confirmed Due Dates Met	#	#	99%	#	#	99%	#	#	100%
1.13	90% or more	Unbundled Type A and B Loop Order Late Completions	-	-	-	-	-	-	-	-	-
1.14	0.25% or less	Unbundled Type A and B Loops Held Orders	#	#	0%	#	#	0%	#	#	0%
1.10A	90% or more	Local Number Portability Order (Standalone) Late Completions	-	-	-	-	-	-	-	-	-
1.11A	90% or more	Competitor Interconnection Trunk Order Late Completions	-	-	-	-	-	-	-	-	-
1.17	5% or less	Local Service Request (LSR) Rejection Rate	#	#	17%	#	#	23%	#	#	19%
1.18	90% or more	LSR Turnaround Time Met	#	#	96%	#	#	90%	#	#	90%
1.19	90% or more	Confirmed Due Date Met-CDN services and type C loops	#	#	99%	#	#	97%	#	#	97%
1.19A	90% or more	CDN Services and Type C loops-Late Completions	#	#	50%	#	#	13%	#	#	50%
2.7	80% or more	Competitor Out-of-Service Trouble Reports Cleared within 24 Hours	#	#	90%	#	#	50%	-	-	-
2.7A	90% or more	Competitor Out-of-Service Trouble Reports Late Clearances	#	#	100%	#	#	100%	-	-	-
2.8	90% or more	Migrated Local Loop Completion Notices to Competitors	#	#	100%	#	#	100%	#	#	100%
2.8A	90% or more	New Loop Status provided to Competitors	#	#	100%	#	#	100%	#	#	100%
2.9	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours	#	#	93%	#	#	94%	#	#	91%

Competition Related Quality of Service Indicators
III Q 2005

Attachment 2
Abridged

Alliant Telecom Competition-Related Quality of Service Indicators

Allstream Corp. Indicator #	Standard	Title	July 05			August 05			September 05			
			N	D	R	N	D	R	N	D	R	
2.10	≤4 hr MTTR	Mean time to repair (MTTR) - CDN Service and Type C loops	#	#	17.2	#	#	35.5	-	-	-	-
2.12	N/A	Service failures within 30 days	#	#	8%	#	#	6%	#	#	3%	3%

Provided in confidence

Legend:

N = Numerator

D = Denominator

R = Result

- = No Activity

Indicators 2.8 and 2.8A - as part of the installation process, technicians advise all customers when orders are completed or provide a status update.

Competition Related Quality of Service Indicators
III Q 2005

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2.8A	90% or more	New Loop Status provided to Competitors	-	-	-	-	-	-	-	-
2.9	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours	-	-	-	-	-	-	-	-
2.10	≤4 hr MTTR	Mean Time to Repair (MTTR)-CDN Service and Type C loops	-	-	-	-	-	-	-	-
2.12	N/A	Service Failures within 30 days	-	-	-	-	-	-	-	-

Legend:

N = Numerator

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R = Result

- = No Activity

Indicators 2.8 and 2.8A - as part of the installation process, technicians advise all customers when orders are completed or provide a status update.

Competition Related Quality of Service Indicators
III Q 2005

Alliant Telecom Competition-Related Quality of Service Indicators

Indicator #	Standard	Title	July 05			August 05			September 05		
			N	D	R	N	D	R	N	D	R
1.8	90% or more	New Unbundled Type A and B Loop Order Service Intervals Met	#	#	100%	#	#	100%	#	#	100%
1.9	90% or more	Migrated Unbundled Type A and B Loop Order Service Intervals Met	-	-	-	-	-	-	-	-	100%
1.10	90% or more	Local Number Portability (LNP) Order (Standalone) Service Interval Met	-	-	-	#	#	100%	#	#	91%
1.11	90% or more	Competitor Interconnection Trunk Order Service Interval Met	-	-	-	#	#	50%	-	-	-
1.12	90% or more	Local Service Request Confirmed Due Dates Met	#	#	97%	#	#	97%	#	#	98%
1.13	90% or more	Unbundled Type A and B Loop Order Late Completions	-	-	-	-	-	-	-	-	-
1.14	0.25% or less	Unbundled Type A and B Loops Held Orders	#	#	0%	#	#	0%	#	#	0%
1.10A	90% or more	Local Number Portability Order (Standalone) Late Completions	-	-	-	-	-	-	-	-	100%
1.11A	90% or more	Competitor Interconnection Trunk Order Late Completions	-	-	-	#	#	0%	-	-	-
1.17	5% or less	Local Service Request (LSR) Rejection Rate	#	#	1%	#	#	2%	#	#	2%
1.18	90% or more	LSR Turnaround Time Met	#	#	99%	#	#	99%	#	#	99%
1.19	90% or more	Confirmed Due Date Met-CDN services and typeC LOPS	#	#	93%	#	#	91%	#	#	100%
1.19A	90% or more	CDN Services and Type C loops-Late Completion	#	#	0%	#	#	0%	-	-	-
2.7	80% or more	Competitor Out-of-Service Trouble Reports Cleared within 24 Hours	#	#	100%	-	-	-	-	-	-
2.7A	90% or more	Competitor Out-of-Service Trouble Reports Late Clearances	-	-	-	-	-	-	-	-	-
2.8	90% or more	Migrated Local Loop Completion Notices to Competitors	#	#	100%	#	#	100%	#	#	100%
2.8A	90% or more	New Loop Status provided to Competitors	#	#	100%	#	#	100%	#	#	100%
2.9	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours	#	#	100%	#	#	80%	#	#	100%

Competition Related Quality of Service Indicators
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Abridged

2.10	4 hr MTTR or less	Mean time to Repair (MTTR) -CDN service and Type C loops	#	#	#	5.0	#	#	#	#	#	#	#
2.12	N/A	Service Failures Within 30 days	#	#	#	-	#	#	#	#	-	#	-

Provided in confidence

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Indicators 2.8 and 2.8A - as part of the installation process, technicians advise all customers when orders are completed or provide a status update.

Alliant Telecom Competition-Related Quality of Service Indicators

Indicator #	Standard	Title	July 05			August 05			September 05		
			N	D	R	N	D	R	N	D	R
			#	#	%	#	#	%	#	#	%
1.8	90% or more	New Unbundled Type A and B Loop Order Service Intervals Met	#	#	100%	#	#	100%	#	#	83%
1.9	90% or more	Migrated Unbundled Type A and B Loop Order Service Intervals Met	#	#	100%	-	-	-	#	#	100%
1.10	90% or more	Local Number Portability (LNP) Order (Standalone) Service Interval Met	#	#	100%	#	#	100%	#	#	100%
1.11	90% or more	Competitor Interconnection Trunk Order Service Interval Met	-	-	-	-	-	-	-	-	-
1.12	90% or more	Local Service Request Confirmed Due Dates Met	#	#	95%	#	#	100%	#	#	97%
1.13	90% or more	Unbundled Type A and B Loop Order Late Completions	-	-	-	-	-	-	-	-	-
1.14	0.25% or less	Unbundled Type A and B Loops Held Orders	#	#	0%	#	#	0%	#	#	0%
1.10A	90% or more	Local Number Portability Order (Standalone) Late Completions	-	-	-	-	-	-	-	-	-
1.11A	90% or more	Competitor Interconnection Trunk Order Late Completions	-	-	-	-	-	-	-	-	-
1.17	5% or less	Local Service Request (LSR) Rejection Rate	#	#	11%	#	#	11%	#	#	15%
1.18	90% or more	LSR Turnaround Time Met	#	#	100%	#	#	96%	#	#	83%
1.19	90% or more	Confirmed Due Date Met-CDN services and type C Loops	#	#	95%	#	#	96%	#	#	95%
1.19A	90% or more	CDN Services and Type C Loops - Late Completion	#	#	0%	#	#	100%	#	#	100%
2.7	80% or more	Competitor Out-of-Service Trouble Reports Cleared within 24 Hours	#	#	60%	#	#	80%	#	#	71%
2.7A	90% or more	Competitor Out-of-Service Trouble Reports Late Clearances	#	#	50%	#	#	100%	#	#	50%
2.8	90% or more	Migrated Local Loop Completion Notices to Competitors	#	#	100%	#	#	100%	#	#	100%
2.8A	90% or more	New Loop Status provided to Competitors	#	#	100%	#	#	100%	#	#	100%
2.9	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours	#	#	79%	#	#	87%	#	#	85%

Competition Related Quality of Service Indicators
III Q 2005

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2.10	≤4 hr MTTR	Mean Time to Repair (MTTR)-CDN Service and Type C loops	#	#	17.0	#	#	11.8	#	#	38.0
2.12	N/A	Service Failures within 30 days	#	#	67%	#	#	33%	#	#	0%

Provided in confidence

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Indicators 2.8 and 2.8A - as part of the installation process, technicians advise all customers when orders are completed or provide a status update.

Competition Related Quality of Service Indicators

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2.8A	90% or more	New Loop Status provided to Competitors	-	-	-	-	-	-	-	-	-	-	-
2.9	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours	-	-	-	-	-	-	-	-	-	-	-
2.10	≤4 hr MTTR	Mean Time to Repair (MTTR)-CDN Service and Type C loops	-	-	-	-	-	-	-	-	-	-	-
2.12	N/A	Service Failures within 30 days	-	-	-	-	-	-	-	-	-	-	-

Legend:

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- R = Result

- = No Activity

Indicators 2.8 and 2.8A - as part of the installation process, technicians advise all customers when orders are completed or provide a status update.

Competition Related Quality of Service Indicators
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2.8A	90% or more	New Loop Status provided to Competitors	-	-	-	-	-	-	-	-
2.9	90% or more	Competitor Degraded Trouble Reports Cleared Within 48 Hours	-	-	-	-	-	-	-	-
2.10	≤4 hr MTTR	Mean Time to Repair (MTTR)-CDN Service and Type C loops	-	-	-	-	-	-	-	-
2.12	N/A	Service Failures within 30 days	-	-	-	-	-	-	-	-

Legend:

- N = Numerator
- D = Denominator
- R = Result

- = No Activity

Indicators 2.8 and 2.8A - as part of the installation process, technicians advise all customers when orders are completed or provide a status update.