

**NORTHERNTEL
RETAIL QUALITY OF SERVICE INDICATORS
CRTC report 2007**

#	Indicator	Stand.	Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1.1B	Provisioning Interval	90% or more	98	99	98									
1.2B	Installation Appointments Met	90% or more	99	99	100									
1.3B	Held Orders per 100 Network Access Services (NAS) Inward Movement	3.3% or less	0.0	0.0	0.0									
1.5	Access to Business Office	80% or more	84	85	80									
1.6	Competitor Installation Appointments Met	90% or more	NA	NA	NA									
1.7	On-Time Activation of PICs for Alternative Providers of Long Distance Service (APLDS)	90% or more	100	100	99									
2.1B	Out-of-service Trouble Reports Cleared within 24 hours	80% or more	89	89	86									
2.2B	Repair Appointments Met	90% or more	95	96	94									
2.3B	Initial Customer Trouble Reports per 100 NAS	5% or less	0.8	0.7	1.1									
2.4A	Community Isolation - Category 1	NA												
2.4B	Community Isolation - Category 2	NA												
2.4C	Community Isolation - Category 3	NA												
2.5	Access to Repair Bureau	80% or more	88	86	84									
2.6	Competitor Repair Appointments Met	90% or more	NA	NA	na									
3.1	Dial Tone Delay	98.5% or more	99.9	99.9	99.9									
4.1	Directory Accuracy	93.8% or more	96.5	96.0	94.0									
4.2	Access to Directory Assistance	80% or more	NA	NA	NA									
4.3	Directory Assistance - Accuracy	93.8% or more	97.0	98.0	98.5									
5.1B1	Provisioning Complaints / 1000 NAS	Installation	0.0000	0.0000	0.0000									
5.1B2	Repair Complaints / 1000 NAS	Repair	0.0000	0.0000	0.0000									
5.1B3	Local Service Complaints / 1000 NAS	Local Service	0.0000	0.0000	0.0000									
5.1B4	Long Distance Complaints / 1000 NAS	Long Distance	0.0000	0.0000	0.0000									
5.1B5	Operator Service Complaints / 1000 NAS	Operator	0.0000	0.0000	0.0000									
5.1B6	Directory Customer Complaints / 1000 NAS	Directory	0.0000	0.0000	0.0000									
5.1B7	Billing Complaints / 1000 NAS	Billing	0.0000	0.0000	0.0000									
5.1B	Total Complaints / 1000 NAS	Total	0.0000	0.0000	0.0000									
5.2	Complaints Resolved	90% or more	NA	NA	NA									

Legend	
NR	Not Required
NA	Not Available or Not Applicable