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May 15, 2006

Ms. Diane Rhcaume
Secretary General,
Canadian Radio-television and
Telecommunications Commission
Ottawa, Ontario
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SECRETARIAT
IM / TELECOM

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8000-C12-06/01
GI / TELECOM
SECRETARIAT

Dear Ms. Rhcaume:

Subject: Telecom Decision CRTC 97-16 – Quality of Service

In accordance with Telecom Decision CRTC 97-16, Quality of Service Indicators for Use in Telephone Company Regulation, TBayTel files its Quality of Service – First Quarter 2006 results.

Also, as directed by Decision 97-16, this information has been filed with the Commission in electronic format for public viewing and comparison with the results of other telephone companies.

Sincerely,

Stephen Scofich
Regulatory Analyst

Attachment

cc: Betty Lafayer

TBayTel - QUALITY OF SERVICE INDICATORS

	January/06	February/06	March/06
Indicator 1.1B: Provisioning Interval Number of days required to provide service from the date of customer's request	97	96	97
CRTC Standard: 90% or more completed within 10 working days			
Indicator 1.2B: Installation Appointments Met The total number of appointments booked and the number met, with percentage of those met relative to the total booked	96	94	97
CRTC Standard: 90% or more			
Indicator 1.3B: Held Orders per 100 Network Access Services Inward Movement The number of outstanding requests for NAS which were not met on the due date because of facility shortages, expressed as a percentage of 100 NAS Inward Movement (Orders)	0.0	0.4	0.1
CRTC Standard: 3.3% or Less			
Indicator 1.4: Held Upgrades per 100 Upgrade Requests - Rural The number of rural outstanding requests for higher grades of service (e.g., from 4-party to 2-party service) unfilled for more than 30 days	0	0	0
CRTC Standard: 53% or less			
Indicator 1.5: Access to Business Office The percentage of calls to a business office answered in 20 seconds or less	49(2)	76(2)	64(2)
CRTC Standard: 80% or more answered in 20 seconds			
Indicator 1.6: Competitor Installation Appointments Met The total number of installation appointments booked and the number met, with percentage of those met relative to the total booked for customers who are also competitors	Note (1)	Note (1)	Note (1)
CRTC Standard: 90% or more			

TBayTel - QUALITY OF SERVICE INDICATORS

	January/06	February/06	March/06
Indicator 1.7: On-Time Activation of PICs for Alternate Providers of Long Distance Service (APLDS) PIC activation is the provisioning process whereby the incumbent telephone companies switch a customer's long distance service over to a competitor. The service provisioning interval should be two business days for routine PIC activation and 11 to 16 days for complex services such as Centrex and Megalink. CRTC Standard: 90% or more	100	100	100
Indicator 2.1B: Out-of-Service Trouble Reports Cleared Within 24 Hours The total of initial out-of-service trouble reports and those cleared within 24 hours. Percentage of those cleared relative to this total. CRTC Standard: 80% or more in 24 hours	80	80	52
Indicator 2.2B: Repair Appointments Met The actual number and percentage of repair appointments met. CRTC Standard: 90% or more	85(2)	88(2)	67(2)
Indicator 2.3B: Initial Customer Trouble Reports per 100 Network Access Service (NAS) A report of a trouble indicating improper functioning of service on which there was no outstanding trouble report. CRTC Standard: 5% or less	0.91	0.77	1.38
Indicator 2.4 Community Isolation Community isolation resulting from trunk failure that lasts one hour or more	0	0	0
Indicator 2.5: Access to Repair Bureau The percentage of calls to a repair bureau answered in 20 seconds or less. CRTC Standard: 80% or more in 20 seconds	91	91	85
Indicator 2.6: Competitor Repair Appointments Met The total number of repair appointments booked and the number met, with percentage of those met relative to the total booked for customers who are also competitors. CRTC Standard: 90% or more	Note (1)	Note (1)	Note (1)

TBayTel - QUALITY OF SERVICE INDICATORS

	January/06	February/06	March/06
Indicator 3.1: Dial Tone Delay	100	100	100
The percentage of attempted calls during the busy hour experiencing dial tone delay of three seconds or less			
CRTC Standard: 98.5% or more			
Indicator 4.1: Directory Accuracy	99.6	99.5	99.5
The percentage of customer listings in the white pages of company directories published without errors or omissions			
CRTC Standard: 93.8% or more			
Indicator 4.2: Access to Directory Assistance	99.2	99.4	99.4
The percentage of calls to Directory Assistance that are answered in 20 seconds or less			
CRTC Standard: 80% or more			
Indicator 4.3: Directory Assistance - Accuracy	95.2	100.0	88.2
The percentage of directory listings provided to customers without error			
CRTC Standard: 93.8% or more without error			
Indicator 5.1: Customer Complaints			
The number of complaints addressed to officers and department heads of the telephone companies and the Commission			
Complaints per 1000 NAS			
Provisioning	0.00000	0.00000	0.00000
Repair Service	0.00000	0.00000	0.00000
Local Service	0.01170	0.00000	0.00000
Long Distance Service	0.00000	0.00000	0.00000
Operator Service	0.00000	0.00000	0.00000
Directory Service	0.00000	0.00000	0.00000
Billing Service	0.01170	0.01172	0.01168
TOTAL	0.02340	0.01172	0.01168
Indicator 5.2: Customer Complaints Resolved	100	100	100
The percentage of Indicator 5.1 complaints, oral and written addressed to the telephone companies resolved within 20 working days			
CRTC Standard: 90% or more			

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2006 NOTES

January, February and March 2006

(1) Indicator 1.6 and 2.6: Competitor Installation & Repair Appointments Met

Thunder Bay Telephone has no competitors as identified by Telecom Decision CRTC 97-16, at this time, and therefore these Indicators are not applicable for TBT.

**(2) Indicator 1.5 Access to Business Office
Indicator 2.2B: Repair Appointments Met**

Exception reports for Indicators 1.5 and 2.2B have been included with TBayTel's First quarter 2006 Quality of Service Indicator results.

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Indicator 1.5: Access to Business Office

Year: 2006
Period: 1st Quarter
Standard: 80%

<u>Month</u>	<u>Result</u>
January	49%
February	76%
March	64%

Explanation of results:

As of January 2, 2006 new increased installation hours were published and due to an internal error this information was not forwarded to the Consumer Markets which lead to under staffing during the spike in call volumes.

The equivalent of 2 Full Time Employees are dedicated to a new unified billing system project. This project has been extended.

Action Plan:

TBayTel is in the process of converting to a new Customer Relationship Management system which will allow for faster completion of service changes and requests: estimated time of deployment is June 2006. It is anticipated that this change will decrease AHT (average handle time) and improve ASA (Average Speed of Answer).

Time Frame:

Deployment of a new Customer Relationship Management system which was originally estimated for March 2006 has been extended to June 2006.

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Indicator 2.2B: Repair Appointments Met

Year: 2006
Period: 1st Quarter
Standard: 90%

<u>Month</u>	<u>Result</u>
January	85%
February	88%
March	67%

Explanation of results:

Installation work continues to be high leaving very few days were technicians could be transferred over to repair.

Action Plan:

TBayTel is implementing a new Work Force Management System that will assist dispatch at the beginning of the 1st quarter of 2006. This will help internal efficiencies with dispatching

Time Frame:

The Work Force Management System is targeted for deployment by the 1st quarter of 2006.