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May 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.

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 March 2006 report for the Quality of Service (QOS) indicators the Company is required to report on a monthly basis.

TELUS is pleased to report that all retail indicators for the month were above standard. The monthly results for the affected indicators and the explanations for the results are provided as follows:

- Indicator 1.2B - Installation Appointments Met
- Indicator 1.3B - Held Orders per 100 Network Access Services (NAS) Inward Movement
- Indicator 2.1 A and B - Out-of-Service Trouble Reports Cleared within 24 Hours
- Indicator 2.2B - Repair Appointments Met

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
Quality of Service Monthly Results
(%)

Year: 2006

Standard: 90% or more

Month	Indicator – 1.2 Installation Appointments Met
	B (Rural)
February	91%
March	93%
April	93%

Explanation of Results:

April:

- April results continue to track above standard as refinements in manpower scheduling/deployment were more than sufficient to respond to customer demand.

March:

- Results continue to trend above standard due in part to judicious scheduling of TELUS team members to meet projected demand.

February:

- Installation appointments met – rural were above standard in February, the first time since June 2005. These results reflect effective internal deployment of TELUS team members and return to normal winter weather conditions.

TCC
Quality of Service Monthly Results
(%)

Year: 2006

Standard: 3.3% or less

Month	Indicator – 1.3 Held Orders per 100 Network Access Services (NAS) Inward Movement	B (Rural)
February		2.0%
March		2.1%
April		2.0%

Explanation of Results:

April

- Proactive planning and removing barriers that generate rural held orders enabled TELUS to keep these orders to well below the minimum standard.

March:

- TELUS continues to maintain rural held orders at minimum levels by actively managing controllable factors that result in held orders.

February:

- Ongoing internal process improvements driven by the TELUS triage team have resulted in rural held orders well within minimum standards.

TCC
Quality of Service Monthly Results
(%)

Year: 2006

Standard: 80% or more

Month	Indicator – 2.1 Out-of-Service Trouble Reports Cleared within 24 Hours	
	A (Urban)	B (Rural)
February	84%	78%
March	90%	89%
April	89%	88%

Explanation of Results:

April

- Continued refinement of internal processes and programs (manpower scheduling/deployment, infrastructure upgrades) combined with favorable environmental conditions contributed to both urban and rural results being well above the minimum monthly standard.

March:

- Both urban and rural out-of-service trouble reports cleared within 24 hours were above standard, including rural results above standard for the first time in 10 months. Contributing factors include more effective manpower deployment, leverage of the new collective agreement and ongoing infrastructure upgrades.

February

- February results demonstrated strong improvement over previous months with out of service trouble reports – urban above standard for the first time since May 2005. Similarly, rural results were within 2% of standard, reflecting the success of manpower deployment and infrastructure upgrade programs.

TCC
Quality of Service Monthly Results
(%)

Year: 2006

Standard: 90% or more

Month	Indicator – 2.2 Repair Appointments Met
	B (Rural)
February	89%
March	92%
April	93%

Explanation of Results:

April

- Repair volumes were predictable during the month which enabled TELUS to effectively schedule manpower to address repair demands and maintain results well above standard.

March:

- Building on a positive trend, repair appointments met – rural were above standard for the first time in 10 months. Repair appointment volumes for urban and rural moderated in March following relatively high demand since Q3 2005.

February:

- Repair appointments met – urban were above standard for the first time since August 2005; rural results improved 4% over the previous month. TELUS continues to manage internal resources and implement process improvements to drive superior quality of service results.