



**Teresa Griffin-Muir**

Vice President, Regulatory Affairs  
Vice-présidente des Affaires réglementaires  
MTS Allstream Inc.

15 January 2009

**by Epass**

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

Dear Mr. Morin:

**Subject: Retail Quality of Service Indicators – Exception Reporting for December 2008**

1. Pursuant to paragraph 90 of Telecom Decision CRTC 97-16, *Quality of Service Indicators for Use in Telephone Company Regulation*, 24 July 1997, which outlines reporting requirements for below standard quality of service indicators, MTS Allstream Inc. (MTS Allstream) hereby files the following report regarding Indicator 2.1B: Out-of-Service Trouble Reports Cleared Within 24 Hours (Rural) for the month of December 2008.
2. In Telecom Decision CRTC 2008-105, *Retail quality of service regime in non-forborne markets*, 6 November 2008, the Commission retained the reporting requirement for three quality of service indicators associated with installation and repair.
3. An electronic version of this report is attached for posting to the Commission's website.

Yours truly,

A handwritten signature in black ink that reads "Jane Gagnon". The signature is written in a cursive, flowing style.

for Teresa Griffin-Muir

c.c: Jane Gagnon, MTS Allstream (204) 941-6713

Attachment

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**MTS Allstream Inc.**  
**Retail Quality of Service Exception Reporting**

**Indicator 2.1B: Out-of-Service Trouble Reports Cleared Within 24 Hours (Rural)**

July 2008 Result:	75.1%
August 2008 Result:	70.7%
September Result:	76.5%
October Result:	83.0%
November Result	79.1%
December Result	84.3%

Standard Result for this indicator: 80.0%

**July, August, September, October, November 2008:**

MTS Allstream missed its objective for Indicator 2.1B during the months of July, August and September 2008 primarily due to inclement weather during this three month period which caused higher than average ticket volumes for trouble situations.

In July, Manitoba experienced heavy rainfall along with an unexpected and greater number of illnesses in the workforce that turned into long term absences. To address this situation, additional resources were obtained; however, the standard for this indicator was not achieved for July.

During August, MTS Allstream obtained further additional resources through redeployment from other areas and increased the use of overtime hours. However, during August Manitoba also experienced additional above normal rainfall along with abnormally strong windstorms. MTS Allstream was unable to keep up with the unexpected additional weather-driven demand to address out-of-service situations as well as accommodate the catch up work needed to complete previously unmet demand. Therefore, because of the 20% increase in trouble volumes associated with these conditions, the indicator could not be met for August.

In September, the indicator started to improve but the minimum standard for the month was not achieved. Areas of rural Manitoba continued to experience unusually heavy rains. The resulting flooding produced higher than normal reporting of trouble conditions.

In October, MTS Allstream watched the indicator result daily and assigned additional resources as required. The indicator for October was above standard at 83%.

In November, Manitoba experienced extremely high precipitation in the form of ice pellets on the 7<sup>th</sup> and 8<sup>th</sup> resulting in dangerous travel conditions that made it impossible to travel to some rural communities. Road and airport closures due to this adverse weather made it difficult for MTS Allstream's resources to travel to rural communities to address and clear the trouble reports. The November rural Quality of Service result was 79.1% despite the concerted effort that was undertaken to clear the trouble reports when the rural communities were again accessible by maintenance and repair personnel.

**December 2008:**

The rural Quality of Service indicator for December is above standard at 84.3% as a result of the concerted effort undertaken by MTS Allstream to clear trouble reports back to a standard level.

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