



Northwestel Inc.
P.O. Box 2727
Whitehorse, YT
Y1A 4Y4

20 April 2007

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

Dear Ms. Rhéaume:

Re: Telecom Decision CRTC 2000-24 – Final Standards for Quality of Service Indicators for use in Telephone Company Regulation.

In accordance with Telecom Decision CRTC 97-16, and the above noted Decision, Northwestel (“the Company”) submits its 1st Quarter Quality of Service results for 2007.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Dallas Yeulett', written in a cursive style.

Dallas Yeulett
Manager, Regulatory Affairs

Attachments

CRTC Report Order 2000-397

Outage Summary

Outage Category		Jan	Feb	Mar						
No.	Description									
1	CCS7 Network interconnection	0	0	0						
2	9-1-1 Emergency services	0	0	0						
3	800 SCP database	0	0	0						
4	BNS SCP database	0	0	0						
5	LNP SCP database	0	0	0						
6	End office	0	0	0						
7	Toll access tandem switch	0	0	0						
8	Interconnecting trunk facilities	0	0	0						
9	Co-location	0	0	0						
Total monthly outages		0	0	0						

<u>Telco</u>	<u>Indicator</u>	<u>Description</u>	<u>Group</u>	<u>Standard</u>	<u>Jan-07</u>	<u>Feb -07</u>	<u>Mar -07</u>
Northwestel	1.1A		Urban	90% or more	N/A	N/A	N/A
Northwestel	1.1B	Prov Interval	Rural	90% or more	97	98	98
Northwestel	1.2A		Urban	90% or more	N/A	N/A	N/A
Northwestel	1.2B	Inst App Met	Rural	90% or more	97	98	98
Northwestel	1.3A		Urban	3.3% or less	N/A	N/A	N/A
Northwestel	1.3B	Held Orders	Rural	3.3% or less	0.1	0	0
Northwestel	1.4	Held Upgrades	Rural	53% or less	0	0	0
Northwestel	1.5	TSF Bus Off	Corp	80% or more	82	84	83
Northwestel	1.6		Corp	90% or more	N/A	N/A	N/A
Northwestel	1.7		Corp	90% or more	N/A	N/A	N/A
Northwestel	2.1A		Urban	80% or more	N/A	N/A	N/A
Northwestel	2.1B	oos<24hrs	Rural	80% or more	90	92	95
Northwestel	2.1C	oos<5 bus days	Remote	90% or more	90	83	95
Northwestel	2.2A		Urban	90% or more	N/A	N/A	N/A
Northwestel	2.2B	Repair App Met	Rural	90% or more	91	91	91
Northwestel	2.3A		Urban	5% or less	N/A	N/A	N/A
Northwestel	2.3B	Initial Report Rate	Rural	5% or less	1	1	1
Northwestel	2.4A	Community Isolations	Cat 1	Not Applicable	5	1	2
Northwestel	2.4B		Cat 2	Not Applicable	N/A	N/A	N/A
Northwestel	2.4C		Cat 3	Not Applicable	N/A	N/A	N/A
Northwestel	2.5	TSF Repair	Corp	80% or more	79	81	84
Northwestel	2.6		Corp	90% or more	N/A	N/A	N/A
Northwestel	3.1	Dial Tone Delay	Corp	98.5% or more	100%	100%	100%
Northwestel	4.1	Directory Accuracy	Corp	93.8% or more	97%	99%	100%
Northwestel	4.3	Directory Assistance Survey	Corp	93.8% or more	97%	99%	100%
Northwestel	5.1A1	Cutomer Complaints	Urban	Provisioning	N/A	N/A	N/A
Northwestel	5.1B1		Rural	Provisioning	0.027	0.000	0.000
Northwestel	5.1A2	Cutomer Complaints	Urban	Repair	N/A	N/A	N/A
Northwestel	5.1B2		Rural	Repair	0.000	0.000	0.000
Northwestel	5.1A3	Cutomer Complaints	Urban	Local Service	N/A	N/A	N/A
Northwestel	5.1B3		Rural	Local Service	0.000	0.000	0.000
Northwestel	5.1A4	Cutomer Complaints	Urban	Long Distance	N/A	N/A	N/A
Northwestel	5.1B4		Rural	Long Distance	0.000	0.000	0.000
Northwestel	5.1A5	Cutomer Complaints	Urban	Operator Service	N/A	N/A	N/A
Northwestel	5.1B5		Rural	Operator Service	0.000	0.000	0.000
Northwestel	5.1A6	Cutomer Complaints	Urban	Directory Service	N/A	N/A	N/A
Northwestel	5.1B6		Rural	Directory Service	0.000	0.000	0.000
Northwestel	5.1A7	Cutomer Complaints	Urban	Billing Service	N/A	N/A	N/A
Northwestel	5.1B7		Rural	Billing Service	0.000	0.000	0.000
Northwestel	5.1A	Cutomer Complaints	Urban	Total	N/A	N/A	N/A
Northwestel	5.1B		Rural	Total	0.027	0.000	0.000
Northwestel	5.2	Cutomer Complaints	Corp	Resolved	100.0	100.0	100.0

Community Level Indicators				Community Level Indicators			
1.1 Provisioning Interval				1.1 Provisioning Interval			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		Jan	Feb	Mar
Remote	Remote			Remote	Remote		
AKLAVIK	80%	100%	100%	MAYO	100%	100%	100%
ARCTIC BAY	92%	100%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	100%	100%	96%	NANISIVIK	100%	100%	100%
BEAVER CREEK	100%	100%	100%	OLD CROW	100%	100%	100%
BOB QUINN LAKE	100%	100%	100%	PANGNIRTUNG	94%	100%	100%
BURWASH/DESTRUCTION BAY	100%	100%	100%	PAULATUK	100%	100%	100%
CAPE DORSET	88%	100%	100%	PELLY BAY	100%	100%	100%
CARMACKS	100%	100%	88%	PELLY CROSSING	75%	100%	80%
CASSIAR	100%	100%	100%	POND INLET	100%	100%	100%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	100%	100%	100%	QIKIQTARJUAQ	100%	100%	100%
COLVILLE LAKE	100%	0%	100%	REPULSE BAY	100%	100%	100%
CORAL HARBOUR	100%	89%	100%	RESOLUTE	100%	100%	100%
DELINE	94%	100%	90%	ROSS RIVER	100%	100%	100%
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	100%	100%	100%
FARO	100%	100%	100%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	100%	89%	100%	SWIFT RIVER	100%	100%	100%
FT. LIARD	78%	100%	75%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	87%	100%	TALOYOAK	93%	100%	100%
FT. PROVIDENCE	100%	100%	90%	TELEGRAPH CREEK	75%	100%	67%
FT. RESOLUTION	100%	94%	100%	TESLIN	100%	100%	100%
FT. WARE	100%	50%	100%	TOAD RIVER	100%	100%	100%
GAMETI	100%	88%	100%	TROUT LAKE	100%	100%	100%
GJOA HAVEN	100%	100%	100%	TSIIGEHTCHIC	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TUKTOYAKTUK	93%	93%	77%
GRISE FIORD	100%	100%	100%	TULITA	100%	75%	92%
HAINES JUNCTION	100%	75%	100%	ULUKHAKTOK (HOLMAN ISLAND)	100%	80%	100%
HALL BEACH	100%	92%	100%	WEKWETI	100%	100%	100%
IGLOOLIK	100%	100%	100%	WHA TI	100%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WHALE COVE	94%	100%	88%
KIMMIRUT	100%	100%	100%	WONOWON/BLUEBERRY	75%	83%	90%
KOALA	100%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	89%	97%	94%	Remote Total	96%	96%	97%
LUTSEL K'E	100%	100%	100%				

Community Level Indicators							
1.1 Provisioning Interval							
Community by Designation	Month						
	Jan	Feb	Mar				
Rural	Rural						
BECHOKO (RAE/EDZO)	100%	100%	100%				
CAMBRIDGE BAY	98%	100%	98%				
CARCROSS	100%	100%	100%				
DAWSON CITY	100%	100%	100%				
DEASE LAKE	100%	100%	100%				
ENTERPRISE	100%	100%	0%				
FT. NELSON	97%	100%	100%				
FT. SIMPSON	92%	100%	100%				
FT. SMITH	98%	97%	100%				
HAY RIVER	98%	100%	100%				
INUVIK	100%	95%	99%				
IQALUIT	99%	97%	97%				
ISKUT	100%	100%	100%				
KAKISA	100%	100%	100%				
LOWER POST	67%	100%	100%				
MARSH LAKE	100%	100%	100%				
NORMAN WELLS	90%	100%	100%				
RANKIN INLET	98%	100%	100%				
WATSON LAKE	100%	100%	94%				
WHITEHORSE	98%	98%	98%				
YELLOWKNIFE	96%	99%	98%				
Rural Total	98%	98%	98%				
Corporate Total	97%	98%	98%				
CRTC Objective = 90% in 10 working days							
n/a = no service orders in that community in that month							

Community Level Indicators				Community Level Indicators			
1.2 % of Installation Appointments Met				1.2 % of Installation Appointments Met			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		Jan	Feb	Mar
Remote	Remote			Remote	Remote		
AKLAVIK	87%	100%	100%	MAYO	100%	100%	100%
ARCTIC BAY	100%	100%	86%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	95%	100%	96%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	100%	97%	100%	NANISIVIK	100%	100%	100%
BEAVER CREEK	100%	100%	100%	OLD CROW	100%	100%	100%
BOB QUINN LAKE	0%	67%	100%	PANGNIRTUNG	89%	100%	91%
BURWASH/DESTRUCTION BAY	75%	100%	100%	PAULATUK	100%	100%	100%
CAPE DORSET	100%	100%	100%	PELLY BAY	89%	50%	100%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	100%	100%	POND INLET	93%	100%	93%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	0%	100%	100%
CLYDE RIVER	100%	80%	91%	QIKIQTARJUAQ	100%	100%	100%
COLVILLE LAKE	100%	0%	100%	REPULSE BAY	100%	100%	100%
CORAL HARBOUR	100%	100%	100%	RESOLUTE	100%	100%	100%
DELINE	90%	100%	100%	ROSS RIVER	100%	100%	100%
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	100%	100%	100%
FARO	100%	100%	100%	SANIKILUAQ	100%	91%	100%
FT. GOOD HOPE	100%	100%	100%	SWIFT RIVER	100%	100%	100%
FT. LIARD	80%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	100%	100%	TALOYOAK	100%	91%	80%
FT. PROVIDENCE	100%	100%	100%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	80%	50%	100%	TOAD RIVER	100%	100%	100%
GAMETI	100%	100%	100%	TROUT LAKE	100%	100%	100%
GJOA HAVEN	89%	86%	100%	TSIIGEHTCHIC	100%	86%	100%
GOOD HOPE LAKE	100%	100%	100%	TUKTOYAKTUK	100%	93%	77%
GRISE FIORD	100%	100%	100%	TULITA	100%	79%	83%
HAINES JUNCTION	100%	88%	89%	ULUKHAKTOK (HOLMAN ISLAND)	100%	100%	100%
HALL BEACH	100%	100%	100%	WEKWETI	100%	100%	100%
IGLOOLIK	100%	100%	100%	WHA TI	82%	100%	89%
JEAN MARIE RIVER	100%	100%	100%	WHALE COVE	100%	100%	93%
KIMMIRUT	100%	100%	100%	WONOWON/BLUEBERRY	100%	100%	100%
KOALA	100%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	100%	94%	94%	Remote Total	96%	96%	97%
LUTSEL K'E	100%	100%	100%				

Community Level Indicators			
1.2 % of Installation Appointments Met			
	Month		
Community by Designation	Jan	Feb	Mar
Rural	Rural		
BECHOKO (RAE/EDZO)	97%	96%	97%
CAMBRIDGE BAY	96%	98%	98%
CARCROSS	100%	100%	100%
DAWSON CITY	96%	100%	97%
DEASE LAKE	100%	100%	100%
ENTERPRISE	0%	100%	100%
FT. NELSON	100%	99%	98%
FT. SIMPSON	92%	95%	94%
FT. SMITH	98%	100%	100%
HAY RIVER	98%	100%	97%
INUVIK	100%	96%	99%
IQALUIT	97%	99%	99%
ISKUT	100%	100%	40%
KAKISA	100%	0%	0%
LOWER POST	100%	100%	100%
MARSH LAKE	75%	100%	100%
NORMAN WELLS	100%	100%	100%
RANKIN INLET	100%	98%	98%
WATSON LAKE	100%	100%	95%
WHITEHORSE	98%	98%	97%
YELLOWKNIFE	97%	100%	99%
Rural Total	98%	99%	98%
Corporate Total	97%	98%	98%
CRTC Objective -- 90%			
n/a = no service orders in that community in that month			

Community Level Indicators				Community Level Indicators			
1.3 Held Orders per 100 Network Access Services Main Inward Movement				1.3 Held Orders per 100 Network Access Services Main Inward Movement			
Month				Month			
Community by Designation	Jan	Feb	Mar	Community by Designation	Jan	Feb	Mar
Remote	Remote			Remote	Remote		
AKLAVIK	0%	0%	0%	MAYO	0%	0%	0%
ARCTIC BAY	0%	0%	0%	MUNCHO LAKE /MOULD CREEK	0%	0%	0%
ARVIAT	0%	0%	0%	NAHANNI BUTTE	0%	0%	0%
BAKER LAKE	0%	0%	0%	NANISIVIK	0%	0%	0%
BEAVER CREEK	0%	0%	0%	OLD CROW	0%	0%	0%
BOB QUINN LAKE	0%	0%	0%	PANGNIRTUNG	0%	0%	0%
BURWASH/DESTRUCTION BAY	0%	0%	0%	PAULATUK	0%	0%	0%
CAPE DORSET	0%	0%	0%	PELLY BAY	0%	0%	0%
CARMACKS	0%	0%	0%	PELLY CROSSING	0%	0%	0%
CASSIAR	0%	0%	0%	POND INLET	0%	0%	0%
CHESTERFIELD	0%	0%	0%	PROPHET RIVER	0%	0%	0%
CLYDE RIVER	0%	0%	0%	QIKIQTARJUAQ	0%	0%	0%
COLVILLE LAKE	0%	0%	0%	REPULSE BAY	0%	0%	0%
CORAL HARBOUR	0%	0%	0%	RESOLUTE	0%	0%	0%
DELINE	0%	0%	0%	ROSS RIVER	0%	0%	0%
ELSA/KENO	0%	0%	0%	SACHS HARBOUR	0%	0%	0%
FARO	0%	0%	0%	SANIKILUAQ	0%	0%	0%
FT. GOOD HOPE	4%	0%	0%	SWIFT RIVER	0%	0%	0%
FT. LIARD	0%	0%	0%	TAGISH	0%	0%	0%
FT. MCPHERSON	0%	0%	0%	TALOYOAK	0%	0%	0%
FT. PROVIDENCE	0%	0%	0%	TELEGRAPH CREEK	0%	0%	0%
FT. RESOLUTION	0%	0%	0%	TESLIN	0%	0%	0%
FT. WARE	0%	0%	0%	TOAD RIVER	0%	0%	0%
GAMETI	0%	0%	0%	TROUT LAKE	0%	0%	0%
GJOA HAVEN	0%	0%	0%	TSIIGEHTCHIC	0%	0%	0%
GOOD HOPE LAKE	0%	0%	0%	TUKTOYAKTUK	0%	0%	0%
GRISE FIORD	0%	0%	0%	TULITA	0%	0%	0%
HAINES JUNCTION	0%	0%	0%	ULUKHAKTOK (HOLMAN ISLAND)	0%	0%	0%
HALL BEACH	0%	0%	0%	WEKWETI	0%	0%	0%
IGLOOLIK	0%	0%	0%	WHA TI	0%	0%	0%
JEAN MARIE RIVER	0%	0%	0%	WHALE COVE	0%	0%	0%
KIMMIRUT	0%	0%	0%	WONOWON /BLUEBERRY	0%	0%	0%
KOALA	0%	0%	0%	WRIGLEY	0%	0%	0%
KUGLUKTUK	0%	0%	0%	Remote Total	0.2%	0%	0%
LUTSEL K'E	0%	0%	0%				

Community Level Indicators							
1.3 Held Orders per 100 Network Access Services Main Inward Movement							
	Month						
Community by Designation	Jan	Feb	Mar				
Rural	Rural						
BECHOKO (RAE/EDZO)	0%	0%	0%				
CAMBRIDGE BAY	0%	0%	0%				
CARCROSS	0%	0%	0%				
DAWSON CITY	0%	0%	0%				
DEASE LAKE	0%	0%	0%				
ENTERPRISE	0%	0%	0%				
FT. NELSON	0%	0%	0%				
FT. SIMPSON	8%	0%	0%				
FT. SMITH	0%	0%	0%				
HAY RIVER	0%	0%	0%				
INUVIK	0%	0%	0%				
IQALUIT	0%	0%	0%				
ISKUT	0%	0%	0%				
KAKISA	0%	0%	0%				
LOWER POST	0%	0%	0%				
MARSH LAKE	0%	0%	0%				
NORMAN WELLS	0%	0%	0%				
RANKIN INLET	0%	0%	0%				
WATSON LAKE	0%	0%	0%				
WHITEHORSE	0%	0%	0%				
YELLOWKNIFE	0%	0%	0%				
Rural Total	0.1%	0.0%	0.0%				
Corporate Total	0.1%	0.0%	0.0%				

Community Level Indicators				Community Level Indicators			
1.4 Held Upgrades per 100 Requests				1.4 Held Upgrades per 100 Requests			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		Jan	Feb	Mar
Remote	Remote			Remote	Remote		
AKLAVIK	0%	0%	0%	MAYO	0%	0%	0%
ARCTIC BAY	0%	0%	0%	MUNCHO LAKE/MOULD CREEK	0%	0%	0%
ARVIAT	0%	0%	0%	NAHANNI BUTTE	0%	0%	0%
BAKER LAKE	0%	0%	0%	NANISIVIK	0%	0%	0%
BEAVER CREEK	0%	0%	0%	OLD CROW	0%	0%	0%
BOB QUINN LAKE	0%	0%	0%	PANGNIRTUNG	0%	0%	0%
BURWASH/DESTRUCTION BAY	0%	0%	0%	PAULATUK	0%	0%	0%
CAPE DORSET	0%	0%	0%	PELLY BAY	0%	0%	0%
CARMACKS	0%	0%	0%	PELLY CROSSING	0%	0%	0%
CASSIAR	0%	0%	0%	POND INLET	0%	0%	0%
CHESTERFIELD	0%	0%	0%	PROPHET RIVER	0%	0%	0%
CLYDE RIVER	0%	0%	0%	QIKIQTARJUAQ	0%	0%	0%
COLVILLE LAKE	0%	0%	0%	RAE LAKES	0%	0%	0%
CORAL HARBOUR	0%	0%	0%	REPULSE BAY	0%	0%	0%
DELINE	0%	0%	0%	RESOLUTE	0%	0%	0%
ELSA/KENO	0%	0%	0%	ROSS RIVER	0%	0%	0%
FARO	0%	0%	0%	SACHS HARBOUR	0%	0%	0%
FT. GOOD HOPE	0%	0%	0%	SANIKILUAQ	0%	0%	0%
FT. LIARD	0%	0%	0%	SWIFT RIVER	0%	0%	0%
FT. MCPHERSON	0%	0%	0%	TAGISH	0%	0%	0%
FT. PROVIDENCE	0%	0%	0%	TALOYOAK	0%	0%	0%
FT. RESOLUTION	0%	0%	0%	TELEGRAPH CREEK	0%	0%	0%
FT. WARE	0%	0%	0%	TESLIN	0%	0%	0%
GAMETI	0%	0%	0%	TOAD RIVER	0%	0%	0%
GJOA HAVEN	0%	0%	0%	TROUT LAKE	0%	0%	0%
GOOD HOPE LAKE	0%	0%	0%	TSIIGEHTCHIC	0%	0%	0%
GRISE FIORD	0%	0%	0%	TUKTOYAKTUK	0%	0%	0%
HAINES JUNCTION	0%	0%	0%	TULITA	0%	0%	0%
HALL BEACH	0%	0%	0%	ULUKHAKTOK (HOLMAN ISLAND)	0%	0%	0%
IGLOOLIK	0%	0%	0%	WEKWETI	0%	0%	0%
JEAN MARIE RIVER	0%	0%	0%	WHA TI	0%	0%	0%
KIMMIRUT	0%	0%	0%	WHALE COVE	0%	0%	0%
KOALA	0%	0%	0%	WONOWON /BLUEBERRY	0%	0%	0%
KUGLUKTUK	0%	0%	0%	WRIGLEY	0%	0%	0%
LUTSEL K'E	0%	0%	0%	Remote Total	0%	0%	0%

Community Level Indicators							
1.4 Held Upgrades per 100 Requests							
	Month						
	Jan	Feb	Mar				
Rural	Rural						
BECHOKO (RAE/EDZO)	0%	0%	0%				
CAMBRIDGE BAY	0%	0%	0%				
CARCROSS	0%	0%	0%				
DAWSON CITY	0%	0%	0%				
DEASE LAKE	0%	0%	0%				
ENTERPRISE	0%	0%	0%				
FT. NELSON	0%	0%	0%				
FT. SIMPSON	0%	0%	0%				
FT. SMITH	0%	0%	0%				
HAY RIVER	0%	0%	0%				
INUVIK	0%	0%	0%				
IQALUIT	0%	0%	0%				
ISKUT	0%	0%	0%				
KAKISA	0%	0%	0%				
LOWER POST	0%	0%	0%				
MARSH LAKE	0%	0%	0%				
NORMAN WELLS	0%	0%	0%				
RANKIN INLET	0%	0%	0%				
WATSON LAKE	0%	0%	0%				
WHITEHORSE	0%	0%	0%				
YELLOWKNIFE	0%	0%	0%				
Rural Total	0%	0%	0%				
Corporate Total	0%	0%	0%				

Northwestel CRTC Indicators
2.1 Out of Service Trouble Reports Cleared within 24 hours

Rural

Community	Jan	Feb	Mar
BECHOKO (RAE/EDZO)	100%	100%	100%
CAMBRIDGE BAY	75%	80%	100%
CARCROSS	100%	100%	100%
DAWSON CITY	71%	100%	100%
DEASE LAKE	100%	100%	100%
ENTERPRISE	100%	100%	0%
FT. NELSON	75%	81%	96%
FT. SIMPSON	100%	100%	71%
FT. SMITH	100%	100%	86%
HAY RIVER	100%	100%	96%
INUVIK	86%	87%	100%
IQALUIT	82%	78%	91%
ISKUT	100%	100%	100%
KAKISA	100%	100%	100%
LOWER POST	100%	100%	100%
MARSH LAKE	100%	100%	100%
NORMAN WELLS	100%	100%	100%
RANKIN INLET	100%	100%	100%
WATSON LAKE	100%	100%	100%
WHITEHORSE	93%	100%	98%
YELLOWKNIFE	92%	95%	96%
Rural Total	90%	92%	95%

Community Level Indicators				Community Level Indicators			
2.1 Out Of Service Trouble Reports Cleared 5 Business Days				2.1 Out Of Service Trouble Reports Cleared 5 Business Days			
Month				Month			
Community by Designation	Jan	Feb	Mar	Community by Designation	Jan	Feb	Mar
Remote	Remote			Remote	Remote		
AKLAVIK	100%	100%	100%	MAYO	100%	100%	67%
ARCTIC BAY	100%	100%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	50%	100%
BAKER LAKE	100%	100%	100%	NANISIVIK	100%	100%	100%
BEAVER CREEK	100%	100%	100%	OLD CROW	100%	100%	100%
BOB QUINN LAKE	100%	100%	100%	PANGNIRTUNG	100%	100%	100%
BURWASH/DESTRUCTION BAY	100%	100%	100%	PAULATUK	50%	100%	100%
CAPE DORSET	100%	100%	100%	PELLY BAY	100%	100%	100%
CARMACKS	86%	50%	0%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	100%	100%	POND INLET	100%	100%	100%
CHESTERFIELD INLET	100%	75%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	71%	67%	100%	QIKIQTARJUAQ	100%	100%	100%
COLVILLE LAKE	100%	100%	100%	REPULSE BAY	100%	100%	100%
CORAL HARBOUR	100%	67%	100%	RESOLUTE	100%	100%	100%
DELINE	100%	75%	100%	ROSS RIVER	100%	100%	100%
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	100%	100%	100%
FARO	100%	100%	100%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	75%	100%	93%	SWIFT RIVER	100%	100%	100%
FT. LIARD	100%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	75%	100%	TALOYOAK	100%	100%	100%
FT. PROVIDENCE	100%	100%	100%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	0%	100%	100%	TOAD RIVER	100%	67%	100%
GAMETI	100%	100%	100%	TROUT LAKE	100%	100%	100%
GJOA HAVEN	100%	0%	50%	TSIIGEHTCHIC	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TUKTOYAKTUK	100%	50%	85%
GRISE FIORD	0%	100%	100%	TULITA	67%	67%	100%
HAINES JUNCTION	100%	100%	100%	ULUKHAKTOK (HOLMAN ISLAND)	100%	33%	100%
HALL BEACH	0%	100%	100%	WEKWETI	0%	100%	100%
IGLOOLIK	100%	67%	100%	WHA TI	50%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WHALE COVE	33%	0%	100%
KIMMIRUT	100%	100%	100%	WONOWON/BLUEBERRY	100%	100%	100%
KOALA	100%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	100%	100%	100%	Remote Total	90%	83%	95%
LUTSEL K'E	50%	100%	100%				

Community Level Indicators				Community Level Indicators			
2.2B Repair Appt Met				2.2B Repair Appt Met			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		Jan	Feb	Mar
Remote	Remote			Remote	Remote		
AKLAVIK	100%	100%	100%	MAYO	83%	100%	67%
ARCTIC BAY	100%	100%	67%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	50%	100%
BAKER LAKE	100%	100%	88%	NANISIVIK	100%	100%	100%
BEAVER CREEK	100%	100%	100%	OLD CROW	100%	100%	100%
BOB QUINN LAKE	100%	100%	100%	PANGNIRTUNG	100%	50%	100%
BURAWASH/DESTRUCTION BAY	82%	100%	89%	PAULATUK	33%	100%	100%
CAPE DORSET	100%	100%	100%	PELLY BAY	100%	100%	100%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	86%	100%	POND INLET	100%	100%	100%
CHESTERFIELD INLET	66%	67%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	100%	100%	100%	QIKIQTARJUAQ	75%	100%	67%
COLVILLE LAKE	100%	67%	100%	REPULSE BAY	100%	100%	100%
CORAL HARBOUR	100%	75%	50%	RESOLUTE	100%	100%	100%
DELINE	100%	100%	100%	ROSS RIVER	100%	100%	100%
ELSA/KENO	100%	100%	100%	SACHS HARBOUR	100%	0%	100%
FARO	100%	0%	0%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	83%	92%	90%	SWIFT RIVER	0%	100%	100%
FT. LIARD	100%	80%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	71%	100%	TALOYOAK	100%	75%	70%
FT. PROVIDENCE	100%	100%	100%	TELEGRAPH CREEK	100%	100%	50%
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	100%	100%	100%	TOAD RIVER	100%	100%	100%
GAMETI	100%	0%	100%	TROUT LAKE	100%	67%	100%
GJOA HAVEN	100%	67%	50%	TSIIGEHTCHIC	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TUKTOYAKTUK	60%	50%	85%
GRISE FIORD	0%	100%	100%	TULITA	67%	75%	80%
HAINES JUNCTION	100%	100%	60%	ULUKHAKTOK (HOLMAN ISLAND)	100%	50%	100%
HALL BEACH	0%	100%	100%	WEKWETI	100%	100%	100%
IGLOOLIK	100%	75%	100%	WHA TI	33%	0%	100%
JEAN MARIE RIVER	100%	100%	100%	WHALE COVE	100%	100%	100%
KIMMIRUT	100%	75%	25%	WONOWON/BLUEBERRY	50%	100%	100%
KOALA	100%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	100%	100%	86%	Remote Total	90%	84%	87%
LUTSEL K'E	100%	100%	100%				

Community Level Indicators							
2.2B Repair Appt Met							
Community by Designation	Month						
	Jan	Feb	Mar				
Rural	Rural						
BECHOKO (RAE/EDZO)	100%	100%	80%				
CAMBRIDGE BAY	67%	79%	90%				
CARCROSS	100%	100%	100%				
DAWSON CITY	64%	100%	91%				
DEASE LAKE	100%	100%	100%				
ENTERPRISE	100%	100%	100%				
FT. NELSON	96%	88%	95%				
FT. SIMPSON	83%	100%	56%				
FT. SMITH	83%	100%	88%				
HAY RIVER	94%	96%	97%				
INUVIK	91%	89%	100%				
IQALUIT	93%	85%	91%				
ISKUT	0%	100%	100%				
KAKISA	100%	100%	100%				
LOWER POST	100%	100%	100%				
MARSH LAKE	100%	100%	100%				
NORMAN WELLS	100%	100%	100%				
RANKIN INLET	100%	100%	88%				
WATSON LAKE	100%	100%	100%				
WHITEHORSE	94%	96%	97%				
YELLOWKNIFE	92%	96%	85%				
Rural Total	92%	93%	92%				
n/a = no troubles in that month in that community							

Community Level Indicators				Community Level Indicators			
2.3 Initial Trouble Reports per 100 NAS				2.3 Initial Trouble Reports per 100 NAS			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		Jan	Feb	Mar
Remote	Remote			Remote	Remote		
AKLAVIK	0.0	0.3	1.4	MAYO	1.4	0.2	0.7
ARCTIC BAY	0.4	0.8	1.2	MUNCHO LAKE/MOULD CREEK	4.5	0.0	2.3
ARVIAT	1.1	0.6	0.6	NAHANNI BUTTE	0.0	4.5	0.0
BAKER LAKE	0.8	1.3	0.9	NANISIVIK	0.0	0.0	6.5
BEAVER CREEK	0.0	1.9	1.9	OLD CROW	0.5	0.0	0.5
BOB QUINN LAKE	0.0	0.0	0.0	PANGNIRTUNG	2.1	0.3	0.7
BURWASH/DESTRUCTION BAY	3.9	0.0	1.3	PAULATUK	0.7	0.0	1.4
CAPE DORSET	3.1	1.1	1.7	PELLY BAY	0.0	1.1	0.4
CARMACKS	0.3	0.7	1.0	PELLY CROSSING	0.0	0.0	0.6
CASSIAR	0.0	0.0	0.0	POND INLET	0.1	0.0	0.4
CHESTERFIELD	0.8	2.7	1.6	PROPHET RIVER	0.0	1.3	0.0
CLYDE RIVER	5.8	1.9	1.3	QIKIQTARJUAQ	1.7	0.8	1.3
COLVILLE LAKE	1.5	3.0	3.0	REPULSE BAY	0.4	1.5	0.4
CORAL HARBOUR	1.2	0.9	0.9	RESOLUTE	1.5	1.5	0.8
DELINE	0.3	1.0	0.5	ROSS RIVER	0.0	0.5	0.5
ELSA/KENO	0.0	0.0	4.5	SACHS HARBOUR	0.0	1.8	1.8
FARO	0.0	0.3	0.3	SANIKILUAQ	0.7	0.7	1.1
FT. GOOD HOPE	1.7	3.8	5.5	SWIFT RIVER	3.4	0.0	0.0
FT. LIARD	0.3	1.6	0.3	TAGISH	0.0	1.1	1.1
FT. MCPHERSON	6.1	1.7	1.0	TALOYOAK	0.3	1.3	6.5
FT. PROVIDENCE	0.5	0.0	0.2	TELEGRAPH CREEK	7.4	1.6	1.1
FT. RESOLUTION	1.0	0.0	1.6	TESLIN	1.2	0.3	0.3
FT. WARE	1.0	0.0	0.0	TOAD RIVER	2.4	14.6	0.0
GAMETI	0.0	0.7	0.0	TROUT LAKE	0.0	5.3	3.5
GJOA HAVEN	0.4	0.6	0.4	TSIGEHTCHIC	6.1	0.9	0.9
GOOD HOPE LAKE	2.8	5.6	0.0	TUKTOYAKTUK	0.8	0.3	2.0
GRISE FIORD	0.8	0.0	0.0	TULITA	0.9	1.3	1.6
HAINES JUNCTION	0.5	0.7	0.7	ULUKHAKTOK (HOLMAN ISLAND)	1.7	4.3	2.1
HALL BEACH	0.4	0.4	0.0	WEKWETI	5.4	0.0	0.0
IGLOOLIK	0.0	0.6	0.3	WHA TI	1.6	0.5	1.0
JEAN MARIE RIVER	0.0	0.0	0.0	WHALE COVE	1.1	0.5	1.1
KIMMIRUT	1.2	1.9	1.9	WONOWON/BLUEBERRY	1.2	0.5	2.5
KOALA	0.0	0.0	0.0	WRIGLEY	2.3	1.2	0.0
KUGLUKTUK	1.2	0.7	0.9	Remote Total	1.0	0.8	1.0
LUTSEL K'E	1.3	0.0	0.4				

Community Level Indicators							
2.3 Initial Trouble Reports per 100 NAS							
	Month						
Community by Designation	Jan	Feb	Mar				
Rural	Remote						
BECHOKO (RAE/EDZO)	0.7	0.4	0.6				
CAMBRIDGE BAY	0.3	0.8	0.6				
CARCROSS	0.3	0.6	0.6				
DAWSON CITY	0.7	0.4	0.7				
DEASE LAKE	0.2	0.3	0.3				
ENTERPRISE	0.0	0.0	1.1				
FT. NELSON	0.5	0.6	0.8				
FT. SIMPSON	0.4	0.6	0.6				
FT. SMITH	0.4	0.5	0.6				
HAY RIVER	0.5	0.7	0.8				
INUVIK	0.4	0.7	0.5				
IQALUIT	0.6	0.8	0.6				
ISKUT	0.6	0.0	0.6				
KAKISA	0.0	0.0	0.0				
LOWER POST	1.4	1.4	0.0				
MARSH LAKE	0.6	0.0	0.3				
NORMAN WELLS	0.1	0.3	0.9				
RANKIN INLET	0.4	0.4	0.3				
WATSON LAKE	0.2	0.4	1.0				
WHITEHORSE	0.7	0.6	0.6				
YELLOWKNIFE	0.5	0.5	0.6				
Rural Total	0.5	0.6	0.6				
Corporate Total	0.6	0.6	0.7				

Community Level Indicators 2.4 Community Isolation				Community Level Indicators				
Telco	Indicator	Group	Standard	Telco	Indicator	Group	Standard	
Northwestel	2.4A	Cat 1	N/A	Northwestel	2.4A	Cat 1	N/A	
Community by Designation			Jan	Feb	Mar	Community by Designation		
Remote			Jan	Feb	Mar	Remote		
AKLAVIK	0	0	0	LUTSEL K'E	0	0	0	
ARCTIC BAY	0	0	0	MAYO	0	0	0	
ARVIAT	0	0	0	MUNCHO LAKE/MOULD CREEK	0	0	0	
BAKER LAKE	0	0	0	NAHANNI BUTTE	0	0	0	
BEAVER CREEK	0	0	0	NANISIVIK	0	0	0	
BOB QUINN LAKE	0	0	0	OLD CROW	0	0	0	
BURWASH/DESTRUCTION BAY	0	0	0	PANGNIRTUNG	0	0	0	
CAPE DORSET	0	0	0	PAULATUK	0	0	0	
CARMACKS	0	0	0	PELLY BAY	0	0	0	
CASSIAR	0	0	0	PELLY CROSSING	0	0	0	
CHESTERFIELD INLET	0	0	0	POND INLET	0	0	0	
CLYDE RIVER	0	0	0	PROPHET RIVER	0	0	0	
COLVILLE LAKE	0	0	0	QIKIQTARJUAQ	0	0	0	
CORAL HARBOUR	0	0	0	REPULSE BAY	0	0	0	
DELINE	0	0	0	RESOLUTE	0	0	0	
ELSA/KENO	0	0	0	ROSS RIVER	0	0	0	
FARO	0	0	0	SACHS HARBOUR	0	0	0	
FT. GOOD HOPE	0	0	0	SANIKILUAQ	0	0	0	
FT. LIARD	0	0	0	SWIFT RIVER	0	0	0	
FT. MCPHERSON	0	0	0	TAGISH	0	0	0	
FT. PROVIDENCE	0	0	0	TALOYOAK	0	0	0	
FT. RESOLUTION	1	0	0	TELEGRAPH CREEK	0	0	0	
FT. WARE	0	0	0	TESLIN	0	0	0	
GAMETI	0	0	0	TOAD RIVER	0	0	0	
GJOA HAVEN	0	0	0	TROUT LAKE	0	0	0	
GOOD HOPE LAKE	0	0	0	TSIIGEHTCHIC	0	0	0	
GRISE FIORD	0	0	0	TUKTOYAKTUK	0	0	0	
HAINES JUNCTION	0	0	0	TULITA	0	0	0	
HALL BEACH	0	0	0	ULUKHAKTOK (HOLMAN ISLAND)	0	0	0	
IGLOOLIK	0	0	0	WEKWETI	0	0	0	
JEAN MARIE RIVER	0	0	0	WHA TI	0	0	0	
KIMMIRUT	0	0	0	WHALE COVE	0	0	0	
KOALA	0	0	0	WONOWON /BLUEBERRY	0	0	0	
KUGLUKTUK	0	0	0	WRIGLEY	0	0	0	
				Remote Totals	1	0	0	

Northwestel CRTC Indicators							
2.4 Community Isolation							
Telco	Indicator	Group	Standard				
Northwestel	2.4A	Cat 1	N/A				
Community by Designation	Jan	Feb	Mar				
Rural							
BECHOKO (RAE/EDZO)	0	0	0				
CAMBRIDGE BAY	0	0	0				
CARCROSS	0	0	0				
DAWSON CITY	0	0	0				
DEASE LAKE	0	0	0				
ENTERPRISE	1	0	0				
FT. NELSON	0	0	0				
FT. SIMPSON	0	0	0				
FT. SMITH	1	0	0				
HAY RIVER	1	0	0				
INUVIK	0	0	0				
IQALUIT	0	0	0				
ISKUT	0	0	0				
KAKISA	1	0	0				
LOWER POST	0	0	1				
MARSH LAKE	0	0	0				
NORMAN WELLS	0	1	0				
RANKIN INLET	0	0	0				
WATSON LAKE	0	0	1				
WHITEHORSE	0	0	0				
YELLOWKNIFE	0	0	0				
Rural Totals	4	1	2				
Corporate Total	5	1	2				

Community Level Indicators
5.1 Customer Complaints by Community (complaints per 1000 NAS)

Community	Designation	Indicator	Standard	Jan	Feb	Mar
Pond Inlet	Remote	5.1B1	Provisioning	1.87	0	0
Gjoa Haven	Remote	5.1B1	Provisioning	2.4	0	0
Total	Co	5.1B	Total	0.027	0	0
Total Resolved	Co	5.2	Total Resolved	100%	100%	100%