



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

SECRETARIAT
APPLICATION TRACKING

AUG 27 2004

8660-CR-06/01

SECRETARIAT
SUIVI DES DEMANDES

18 August 2004

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

CRTC AN11:12 27AUG'04

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 2nd Quarter Quality of Service results for 2004.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dallas Yeulett', written over a horizontal line.

Dallas Yeulett
Manager, Regulatory Affairs

Attachments

CRTC Report Order 2000-397

Outage Summary

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

Telco	Indicator	Group	Standard	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
Northwestel	1.1A	Urban	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	1.1B	Rural	90% or more	93	95	96	97	97	97
Northwestel	1.2A	Urban	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	1.2B	Rural	90% or more	94	95	94	96	96	95
Northwestel	1.3A	Urban	3.3% or less	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	1.3B	Rural	3.3% or less	0	0	0	0	0	0
Northwestel	1.4	Rural	53% or less	0	0	0	0	0	0
Northwestel	1.5	Co	80% or more	84	89	82	84	80	82
Northwestel	1.6	Co	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	1.7	Co	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.1A	Urban	80% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.1B	Rural	80% or more	92	89	91	90	85	82
Northwestel	2.1C	Remote	90% or more	90	96	97	97	93	91
Northwestel	2.2A	Urban	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.2B	Rural	90% or more	96	96	96	96	95	93
Northwestel	2.3A	Urban	5% or less	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.3B	Rural	5% or less	1	1	1	1	1	1
Northwestel	2.4A	Cat 1	Not Applicable	0	0	0	0	0	1
Northwestel	2.4B	Cat 2	Not Applicable	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.4C	Cat 3	Not Applicable	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.5	Co	80% or more	83	84	80	80	79	81
Northwestel	2.6	Co	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	3.1	Co	98.5% or more	99.9	99.9	99.9	99.9	99.9	99.9
Northwestel	4.1	Co	93.8% or more	99.9	99.9	99.9	99.9	99.9	99.9
Northwestel	4.3	Co	93.8% or more	96.0	95.0	96.0	97.0	92.0	100.0
Northwestel	5.1A1	Urban	Provisioning	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B1	Rural	Provisioning	0.000	0.000	0.000	0.000	0.000	0.000
Northwestel	5.1A2	Urban	Repair	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B2	Rural	Repair	0.000	0.000	0.000	0.013	0.013	0.000
Northwestel	5.1A3	Urban	Local Service	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B3	Rural	Local Service	0.000	0.000	0.000	0.000	0.000	0.000
Northwestel	5.1A4	Urban	Long Distance	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B4	Rural	Long Distance	0.000	0.000	0.000	0.000	0.000	0.000
Northwestel	5.1A5	Urban	Operator Service	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B5	Rural	Operator Service	0.000	0.000	0.000	0.000	0.000	0.000
Northwestel	5.1A6	Urban	Directory Service	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B6	Rural	Directory Service	0.000	0.000	0.000	0.000	0.000	0.000
Northwestel	5.1A7	Urban	Billing Service	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B7	Rural	Billing Service	0.000	0.013	0.000	0.000	0.000	0.000
Northwestel	5.1A	Urban	Total	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B	Rural	Total	0.000	0.013	0.000	0.013	0.013	0.000
Northwestel	5.2	Co	Resolved	100.0	100.0	100.0	100.0	100.0	100.0

Community Level Indicators

1.1 Provisioning Interval

Community by Designation Remote	Month		
	Apr	May	June
AKLAVIK	80%	100%	100%
ARCTIC BAY	100%	71%	100%
ARVIAT	100%	100%	100%
BAKER LAKE	100%	83%	92%
BEARSKIN LAKE	100%	100%	100%
BEAVER CREEK	0%	100%	100%
BOB QUIJIN LAKE	100%	100%	100%
CAPE DORSET	92%	100%	100%
CARMACKS	100%	75%	100%
CASSIAR	100%	100%	100%
CHESTERFIELD INLET	100%	100%	100%
CLYDE RIVER	75%	86%	100%
COLVILLE LAKE	100%	100%	100%
CORAL HARBOUR	100%	100%	100%
DELINE	75%	100%	100%
DESTRUCTION BAY/BURWASH	100%	100%	100%
ELSA /KENO	100%	100%	100%
FARO	80%	50%	100%
FT. GOOD HOPE	90%	100%	100%
FT. LIARD	86%	80%	100%
FT. MCPHERSON	100%	75%	89%
FT. PROVIDENCE	100%	100%	83%
FT. RESOLUTION	100%	75%	75%
FT. WARE	100%	100%	100%
GJOA HAVEN	86%	100%	100%
GOOD HOPE LAKE	0%	75%	100%
GRISE FIORD	100%	100%	100%
HAINES JUNCTION	100%	87%	56%
HALL BEACH	100%	100%	100%
HOLMAN ISLAND	100%	100%	100%
IGLOOLIK	93%	100%	100%
JEAN MARIE RIVER	100%	100%	100%
KIMMIRUT	100%	100%	100%
KOALA	100%	100%	100%
KUGLUKTUK	91%	100%	92%
LITTLE CORNWALLIS	100%	100%	100%
LUTSEL KE	100%	88%	50%

Community Level Indicators

1.1 Provisioning Interval

Community by Designation Remote	Month		
	Apr	May	June
MAYO	100%	75%	75%
MUNCHO LAKE/MOULD CREEK	100%	100%	0%
NAHANNI BUTTE	100%	100%	100%
NANISIVIK	100%	100%	100%
OLD CROW	100%	75%	100%
PANGNIRTUNG	90%	100%	100%
PAULATUK	100%	100%	100%
PELLY BAY	100%	100%	80%
PELLY CROSSING	100%	100%	50%
POND INLET	96%	67%	100%
PROPHET RIVER	100%	100%	100%
QIKIQTARJUAQ	100%	100%	100%
RAE LAKES	100%	100%	100%
REPULSE BAY	67%	67%	67%
RESOLUTE	100%	100%	100%
ROSS RIVER	67%	100%	80%
SACHS HARBOUR	83%	100%	100%
SANIKILJUAQ	100%	100%	100%
SWIFT RIVER	100%	100%	100%
TAGISH	88%	86%	100%
TALOYOAK	100%	100%	100%
TELEGRAPH CREEK	100%	100%	100%
TESLIN	100%	100%	75%
TOAD RIVER	100%	100%	100%
TROUT LAKE	100%	100%	100%
TSIIGEHTCHIC	100%	100%	100%
TUKTOYAKTUK	91%	100%	100%
TULITA	100%	100%	88%
WEKWETI	100%	100%	100%
WHA TI	86%	100%	67%
WHALE COVE	100%	100%	100%
WONOWON/BLUEBERRY	100%	50%	50%
WRIGLEY	100%	100%	100%
Remote Total	95%	93%	93%

Community Level Indicators				
1.1 Provisioning Interval				
Community by Designation	Month			
	Apr	May	June	
Rural	Rural			
CAMBRIDGE BAY	96%	100%	97%	
CARCROSS	67%	90%	92%	
DAWSON CITY	97%	100%	91%	
DEASE LAKE	100%	100%	100%	
ENTERPRISE	100%	100%	100%	
FT. NELSON	96%	92%	100%	
FT. SIMPSON	100%	100%	100%	
FT. SMITH	100%	93%	94%	
HAY RIVER	92%	97%	97%	
INUVIK	95%	100%	98%	
IQALUIT	98%	99%	99%	
ISKUT	50%	100%	100%	
KAKISA	100%	100%	100%	
LOWER POST	100%	100%	100%	
MARSH LAKE	100%	100%	100%	
NORMAN WELLS	100%	100%	100%	
RAE/EDZO	90%	95%	100%	
RANKIN INLET	98%	97%	95%	
WATSON LAKE	100%	100%	100%	
WHITEHORSE	99%	99%	99%	
YELLOWKNIFE	98%	98%	98%	
Rural Total	97%	98%	98%	
Corporate Total	96%	97%	97%	
CRTC Objective = 90% in 10 working days				
n/a = no service orders in that community in that month				

Community Level Indicators

1.2 % of Installation Appointments Met

Community by Designation Remote	Month			
	Apr	May	June	Remote
AKLAVIK	80%	100%	100%	100%
ARCTIC BAY	90%	78%	75%	75%
ARVIAT	100%	100%	94%	94%
BAKER LAKE	96%	100%	100%	100%
BEARSKIN LAKE	100%	100%	100%	100%
BEAVER CREEK	50%	75%	100%	100%
BOB QUINN LAKE	100%	100%	100%	100%
CAPE DORSET	92%	100%	100%	100%
CARMACKS	100%	80%	100%	100%
CASSIAR	100%	100%	100%	100%
CHESTERFIELD INLET	100%	100%	100%	100%
CLYDE RIVER	100%	86%	100%	100%
COLVILLE LAKE	100%	100%	100%	100%
CORAL HARBOUR	100%	100%	100%	100%
DELINE	100%	100%	100%	100%
DESTRUCTION BAY/BURWASH	100%	100%	100%	100%
ELSAIKENO	100%	100%	100%	100%
FARO	100%	100%	88%	88%
FT. GOOD HOPE	70%	100%	100%	100%
FT. LIARD	100%	80%	100%	100%
FT. MCPHERSON	92%	100%	100%	100%
FT. PROVIDENCE	100%	83%	100%	100%
FT. RESOLUTION	90%	100%	100%	100%
FT. WARE	100%	100%	100%	100%
GJOA HAVEN	86%	83%	100%	100%
GOOD HOPE LAKE	0%	100%	100%	100%
GRISE FIORD	100%	100%	100%	100%
HAINES JUNCTION	100%	100%	100%	100%
HALL BEACH	83%	100%	100%	100%
HOLMAN ISLAND	100%	100%	100%	100%
IGLOOLIK	88%	94%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	100%
KIMMIRUT	100%	100%	100%	100%
KOALA	100%	100%	100%	100%
KUGLUKTUK	100%	100%	100%	100%
LITTLE CORNWALLIS	100%	100%	100%	100%
LUTSEL KE	100%	100%	100%	100%

Community Level Indicators

1.2 % of Installation Appointments Met

Community by Designation Remote	Month			
	Apr	May	June	Remote
MAYO	100%	100%	100%	100%
MUNCHO LAKE/MOULD CREEK	100%	0%	100%	100%
NAHANNI BUTTE	100%	100%	100%	100%
NANISIVIK	100%	100%	100%	100%
OLD CROW	100%	100%	100%	100%
PANGNIRTUNG	82%	96%	87%	87%
PAULATUK	100%	100%	50%	50%
PELLY BAY	100%	100%	80%	80%
PELLY CROSSING	100%	100%	100%	100%
POND INLET	92%	100%	93%	93%
PROPHET RIVER	100%	100%	100%	100%
QIKIQTARJUAQ	89%	100%	100%	100%
RAE LAKES	100%	100%	100%	100%
REPULSE BAY	100%	100%	75%	75%
RESOLUTE	100%	100%	100%	100%
ROSS RIVER	100%	100%	100%	100%
SACHS HARBOUR	83%	100%	100%	100%
SANIKILUAQ	100%	100%	100%	100%
SWIFT RIVER	100%	100%	100%	100%
TAGISH	100%	100%	100%	100%
TALOYOAK	100%	100%	90%	90%
TELEGRAPH CREEK	100%	100%	67%	67%
TESLIN	100%	100%	50%	50%
TOAD RIVER	100%	100%	0%	0%
TROUT LAKE	100%	100%	100%	100%
TSIGEHTCHIC	83%	100%	0%	0%
TUKTOYAKTUK	100%	100%	100%	100%
TULITA	100%	100%	78%	78%
WEKWETI	100%	80%	100%	100%
WHA TI	100%	100%	100%	100%
WHALE COVE	100%	100%	100%	100%
WONOWON/BLUEBERRY	100%	75%	100%	100%
WRIGLEY	100%	100%	100%	100%
Remote Total	95%	96%	94%	94%

Community Level Indicators						
1.2 % of Installation Appointments Met						
Community by Designation	Month					
	Apr	May	June			
Rural	Rural					
CAMBRIDGE BAY	100%	100%	100%			
CARCROSS	100%	100%	93%			
DAWSON CITY	95%	92%	100%			
DEASE LAKE	89%	100%	100%			
ENTERPRISE	100%	100%	100%			
FT. NELSON	96%	93%	100%			
FT. SIMPSON	100%	100%	100%			
FT. SMITH	100%	90%	90%			
HAY RIVER	95%	100%	100%			
INUVIK	82%	90%	80%			
IQALUIT	92%	93%	97%			
ISKUT	100%	100%	100%			
KAKISA	100%	100%	100%			
LOWER POST	100%	100%	100%			
MARSH LAKE	71%	100%	71%			
NORMAN WELLS	90%	100%	100%			
RAE/EDZO	94%	95%	100%			
RANKIN INLET	97%	93%	90%			
WATSON LAKE	100%	100%	95%			
WHITEHORSE	97%	98%	98%			
YELLOWKNIFE	99%	95%	98%			
Rural Total	96%	95%	96%			
n/a = no service orders in that community in that month						

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

Community Level Indicators

1.4 Held Upgrades per 100 Requests

Community by Designation Remote	Month			
	Apr	May	June	June
AKLAVIK	0%	0%	0%	0%
ARCTIC BAY	0%	0%	0%	0%
ARVIAT	0%	0%	0%	0%
BAKER LAKE	0%	0%	0%	0%
BEARSKIN LAKE	0%	0%	0%	0%
BEAVER CREEK	0%	0%	0%	0%
BOB QUINN LAKE	0%	0%	0%	0%
CAPE DORSET	0%	0%	0%	0%
CARMACKS	0%	0%	0%	0%
CASSIAR	0%	0%	0%	0%
CHESTERFIELD	0%	0%	0%	0%
CLYDE RIVER	0%	0%	0%	0%
COLVILLE LAKE	0%	0%	0%	0%
CORAL HARBOUR	0%	0%	0%	0%
DELINE	0%	0%	0%	0%
DESTRUCTION BAY/BURWASH	0%	0%	0%	0%
ELSAIKENO	0%	0%	0%	0%
FARO	0%	0%	0%	0%
FT. GOOD HOPE	0%	0%	0%	0%
FT. LIARD	0%	0%	0%	0%
FT. MCPHERSON	0%	0%	0%	0%
FT. PROVIDENCE	0%	0%	0%	0%
FT. RESOLUTION	0%	0%	0%	0%
FT. WARE	0%	0%	0%	0%
GJOA HAVEN	0%	0%	0%	0%
GOOD HOPE LAKE	0%	0%	0%	0%
GRISE FIORD	0%	0%	0%	0%
HAINES JUNCTION	0%	0%	0%	0%
HALL BEACH	0%	0%	0%	0%
HOLMAN ISLAND	0%	0%	0%	0%
IGLOOLIK	0%	0%	0%	0%
JEAN MARIE RIVER	0%	0%	0%	0%
KIMMIRUT	0%	0%	0%	0%
KOALA	0%	0%	0%	0%
KUGLUKTUK	0%	0%	0%	0%
LITTLE CORNWALLIS	0%	0%	0%	0%
LUTSEL K'E	0%	0%	0%	0%

Community Level Indicators

1.4 Held Upgrades per 100 Requests

Community by Designation Remote	Month			
	Apr	May	June	June
MAYO	0%	0%	0%	0%
MUNCHO LAKE/MOULDED CREEK	0%	0%	0%	0%
NAHANNI BUTTE	0%	0%	0%	0%
NANISIVIK	0%	0%	0%	0%
OLD CROW	0%	0%	0%	0%
PANGNIRTUNG	0%	0%	0%	0%
PAULATUK	0%	0%	0%	0%
PELLY BAY	0%	0%	0%	0%
PELLY CROSSING	0%	0%	0%	0%
POND INLET	0%	0%	0%	0%
PROPHET RIVER	0%	0%	0%	0%
QIKIQTARJUAQ	0%	0%	0%	0%
RAE LAKES	0%	0%	0%	0%
REPULSE BAY	0%	0%	0%	0%
RESOLUTE	0%	0%	0%	0%
ROSS RIVER	0%	0%	0%	0%
SACHS HARBOUR	0%	0%	0%	0%
SANIKILUAQ	0%	0%	0%	0%
SWIFT RIVER	0%	0%	0%	0%
TAGISH	0%	0%	0%	0%
TALOYOAK	0%	0%	0%	0%
TELEGRAPH CREEK	0%	0%	0%	0%
TESLIN	0%	0%	0%	0%
TOAD RIVER	0%	0%	0%	0%
TROUT LAKE	0%	0%	0%	0%
TSIGHEHTCHIC	0%	0%	0%	0%
TUKTOYAKTUK	0%	0%	0%	0%
TULITA	0%	0%	0%	0%
WEKWETI	0%	0%	0%	0%
WHA TI	0%	0%	0%	0%
WHALE COVE	0%	0%	0%	0%
WONOWON /BLUEBERRY	0%	0%	0%	0%
WRIGLEY	0%	0%	0%	0%
Remote Total	0%	0%	0%	0%

Community Level Indicators				
1.4 Held Upgrades per 100 Requests				
	Rural	Month		
		Apr	May	June
CAMBRIDGE BAY	Rural	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%
IGALUIT		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%
RAE/EDZO		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	Apr	May	June
CAMBRIDGE BAY	92%	100%	100%
CARCROSS	67%	0%	60%
DAWSON CITY	69%	72%	67%
DEASE LAKE	56%	50%	83%
ENTERPRISE	100%	100%	100%
FT. NELSON	90%	79%	93%
FT. SIMPSON	50%	50%	67%
FT. SMITH	100%	100%	100%
HAY RIVER	100%	94%	90%
INUUVIK	94%	77%	79%
IQALUIT	100%	84%	94%
ISKUT	33%	0%	0%
KAKISA	100%	100%	100%
LOWER POST	100%	100%	100%
MARSH LAKE	100%	100%	50%
NORMAN WELLS	100%	100%	100%
RAE/EDZO	86%	100%	75%
RANKIN INLET	93%	80%	57%
WATSON LAKE	100%	40%	63%
WHITEHORSE	94%	81%	68%
YELLOWKNIFE	90%	95%	92%
Rural Total	90%	85%	82%