



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

12 August 2005

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 2nd Quarter Quality of Service results for 2005.

Sincerely,

Dallas Yeulett
Manager, Regulatory Affairs

Attachments

CRTC Report Order 2000-397

Outage Summary

Outage Category		Apr	May	Jun						
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>Apr-05</u>	<u>May-05</u>	<u>Jun -05</u>
Northwestel	1.1A		Urban	90% or more	N/A	N/A	N/A
Northwestel	1.1B	Prov Interval	Rural	90% or more	96%	96%	96%
Northwestel	1.2A		Urban	90% or more	N/A	N/A	N/A
Northwestel	1.2B	Inst App Met	Rural	90% or more	98%	98%	97%
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	0	0
Northwestel	1.4	Held Upgrades	Rural	53% or less	0	0	0
Northwestel	1.5	TSF Bus Off	Corp	80% or more	85%	80%	80%
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	93%	95%	93%
Northwestel	2.1C	oos<5 bus days	Remote	90% or more	92%	97%	88%
Northwestel	2.2A		Urban	90% or more	N/A	N/A	N/A
Northwestel	2.2B	Repair App Met	Rural	90% or more	96%	95%	93%
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	1	0	1
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	82%	84%	82%
Northwestel	2.6		Corp	90% or more	N/A	N/A	N/A
Northwestel	3.1	Dial Tone Delay	Corp	98.5% or more	99.9%	99.9%	99.9%
Northwestel	4.1	Directory Accuracy	Corp	93.8% or more	99.9%	99.9%	99.9%
Northwestel	4.3	Directory Assistance Survey	Corp	93.8% or more	94.0%	97.0%	96.0%
Northwestel	5.1A1	Cutomer Complaints	Urban	Provisioning	N/A	N/A	N/A
Northwestel	5.1B1		Rural	Provisioning	0.000	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	0.013	0.000
Northwestel	5.1A	Cutomer Complaints	Urban	Total	N/A	N/A	N/A
Northwestel	5.1B		Rural	Total	0.000	0.013	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		
	Apr	May	June		Apr	May	June
Remote	Remote			Remote	Remote		
AKLAVIK	100%	100%	71%	MAYO	75%	91%	73%
ARCTIC BAY	67%	100%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	95%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	87%	100%	100%	NANISIVIK	100%	100%	100%
BEARSKIN LAKE	100%	100%	100%	OLD CROW	100%	100%	100%
BEAVER CREEK	100%	100%	50%	PANGNIRTUNG	100%	100%	100%
BOB QUINN LAKE	0%	100%	100%	PAULATUK	0%	100%	100%
CAPE DORSET	100%	100%	100%	PELLY BAY	80%	100%	100%
CARMACKS	83%	80%	100%	PELLY CROSSING	75%	100%	100%
CASSIAR	100%	100%	100%	POND INLET	93%	100%	95%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	100%	100%	100%	QIKIQTARJUAQ	100%	100%	100%
COLVILLE LAKE	100%	100%	100%	RAE LAKES	100%	100%	100%
CORAL HARBOUR	100%	100%	91%	REPULSE BAY	100%	100%	100%
DELINE	100%	100%	100%	RESOLUTE	100%	100%	100%
DESTRUCTION BAY/BURWASH	100%	100%	100%	ROSS RIVER	100%	80%	50%
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	100%	100%	100%
FARO	100%	80%	100%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	100%	100%	83%	SWIFT RIVER	100%	100%	100%
FT. LIARD	67%	83%	100%	TAGISH	100%	86%	80%
FT. MCPHERSON	100%	100%	100%	TALOYOAK	100%	100%	100%
FT. PROVIDENCE	90%	100%	75%	TELEGRAPH CREEK	67%	100%	75%
FT. RESOLUTION	100%	100%	40%	TESLIN	100%	100%	100%
FT. WARE	100%	100%	67%	TOAD RIVER	100%	100%	100%
GJOA HAVEN	100%	100%	100%	TROUT LAKE	100%	100%	100%
GOOD HOPE LAKE	50%	100%	100%	TSIIGEHTCHIC	100%	100%	100%
GRISE FIORD	100%	100%	100%	TUKTOYAKTUK	92%	100%	100%
HAINES JUNCTION	100%	100%	100%	TULITA	100%	100%	100%
HALL BEACH	100%	100%	100%	WEKWETI	100%	50%	100%
HOLMAN ISLAND	100%	100%	100%	WHA TI	100%	100%	100%
IGLOOLIK	100%	100%	100%	WHALE COVE	100%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WONOWON/BLUEBERRY	80%	100%	100%
KIMMIRUT	83%	100%	100%	WRIGLEY	100%	100%	100%
KOALA	100%	100%	100%	Remote Total	94%	98%	94%
KUGLUKTUK	92%	100%	100%				
LITTLE CORNWALLIS	100%	100%	100%				
LUTSEL K'E	100%	100%	100%				

Community Level Indicators							
1.1 Provisioning Interval							
Community by Designation	Month						
	Apr	May	June				
Rural	Rural						
CAMBRIDGE BAY	97%	100%	100%				
CARCROSS	80%	100%	100%				
DAWSON CITY	100%	95%	97%				
DEASE LAKE	100%	94%	100%				
ENTERPRISE	100%	100%	100%				
FT. NELSON	100%	100%	90%				
FT. SIMPSON	100%	100%	100%				
FT. SMITH	100%	94%	94%				
HAY RIVER	100%	100%	100%				
INUVIK	97%	98%	95%				
IQALUIT	96%	95%	98%				
ISKUT	100%	100%	100%				
KAKISA	100%	100%	100%				
LOWER POST	100%	100%	100%				
MARSH LAKE	100%	100%	100%				
NORMAN WELLS	100%	100%	100%				
RAE/EDZO	96%	100%	100%				
RANKIN INLET	97%	100%	100%				
WATSON LAKE	89%	95%	100%				
WHITEHORSE	100%	90%	96%				
YELLOWKNIFE	90%	90%	100%				
Rural Total	97%	96%	98%				
Corporate Total	96%	96%	96%				
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		
	Apr	May	June		Apr	May	June
Remote	Remote			Remote	Remote		
AKLAVIK	100%	100%	86%	MAYO	80%	100%	100%
ARCTIC BAY	100%	100%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	95%	100%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	100%	100%	87%	NANISIVIK	100%	100%	100%
BEARSKIN LAKE	100%	100%	100%	OLD CROW	100%	100%	100%
BEAVER CREEK	100%	86%	100%	PANGNIRTUNG	100%	100%	100%
BOB QUINN LAKE	100%	100%	100%	PAULATUK	100%	100%	100%
CAPE DORSET	91%	100%	100%	PELLY BAY	80%	100%	100%
CARMACKS	80%	86%	100%	PELLY CROSSING	100%	67%	100%
CASSIAR	100%	100%	100%	POND INLET	93%	100%	95%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	89%	89%	100%	QIKIQTARJUAQ	91%	100%	75%
COLVILLE LAKE	100%	100%	100%	RAE LAKES	100%	100%	100%
CORAL HARBOUR	100%	100%	100%	REPULSE BAY	100%	100%	88%
DELINE	100%	100%	100%	RESOLUTE	100%	100%	100%
DESTRUCTION BAY/BURWASH	0%	100%	100%	ROSS RIVER	100%	100%	100%
ELSA/KENO	100%	100%	50%	SACHS HARBOUR	100%	100%	100%
FARO	83%	100%	100%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	100%	100%	100%	SWIFT RIVER	100%	100%	100%
FT. LIARD	86%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	100%	100%	TALOYOAK	100%	100%	50%
FT. PROVIDENCE	100%	100%	100%	TELEGRAPH CREEK	100%	100%	50%
FT. RESOLUTION	100%	86%	100%	TESLIN	100%	100%	100%
FT. WARE	100%	100%	100%	TOAD RIVER	100%	100%	100%
GJOA HAVEN	100%	100%	100%	TROUT LAKE	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TSIIGEHTCHIC	100%	100%	100%
GRISE FIORD	100%	100%	100%	TUKTOYAKTUK	92%	100%	100%
HAINES JUNCTION	100%	100%	100%	TULITA	100%	83%	100%
HALL BEACH	100%	100%	100%	WEKWETI	100%	100%	100%
HOLMAN ISLAND	100%	100%	100%	WHA TI	89%	100%	100%
IGLOOLIK	100%	100%	100%	WHALE COVE	100%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WONOWON/BLUEBERRY	100%	100%	100%
KIMMIRUT	100%	100%	100%	WRIGLEY	100%	100%	100%
KOALA	100%	100%	100%	Remote Total	97%	98%	97%
KUGLUKTUK	100%	100%	100%				
LITTLE CORNWALLIS	100%	100%	100%				
LUTSEL K'E	100%	100%	100%				

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			
Community by Designation	Month			Community by Designation	Month		
	Apr	May	June		Apr	May	June
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%
BEARSKIN LAKE	0%	0%	0%	OLD CROW	0%	0%	0%
BEAVER CREEK	0%	0%	0%	PANGNIRTUNG	0%	0%	0%
BOB QUINN LAKE	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%
DESTRUCTION BAY/BURWASH	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	0%	0%	0%	SWIFT RIVER	0%	0%	0%
FT. LIARD	0%	0%	0%	TAGISH	0%	0%	0%
FT. MCPHERSON	0%	0%	0%	TALOYOK	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%
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%	WEKWETI	0%	0%	0%
HOLMAN ISLAND	0%	0%	0%	WHA TI	0%	0%	0%
IGLOOLIK	0%	0%	0%	WHALE COVE	0%	0%	0%
JEAN MARIE RIVER	0%	0%	0%	WONOWON /BLUEBERRY	0%	0%	0%
KIMMIRUT	0%	0%	0%	WRIGLEY	0%	0%	0%
KOALA	0%	0%	0%	Remote Total	0%	0%	0%
KUGLUKTUK	0%	0%	0%				
LITTLE CORNWALLIS	0%	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	Apr	May	June				
Rural	Rural						
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%				
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%				

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		
	Apr	May	June		Apr	May	June
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%
BEARSKIN LAKE	0%	0%	0%	OLD CROW	0%	0%	0%
BEAVER CREEK	0%	0%	0%	PANGNIRTUNG	0%	0%	0%
BOB QUINN LAKE	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%
DESTRUCTION BAY/BURWASH	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	0%	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%
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%	WEKWETI	0%	0%	0%
HOLMAN ISLAND	0%	0%	0%	WHA TI	0%	0%	0%
IGLOOLIK	0%	0%	0%	WHALE COVE	0%	0%	0%
JEAN MARIE RIVER	0%	0%	0%	WONOWON /BLUEBERRY	0%	0%	0%
KIMMIRUT	0%	0%	0%	WRIGLEY	0%	0%	0%
KOALA	0%	0%	0%	Remote Total	0%	0%	0%
KUGLUKTUK	0%	0%	0%				
LITTLE CORNWALLIS	0%	0%	0%				
LUTSEL K'E	0%	0%	0%				

Community Level Indicators							
1.4 Held Upgrades per 100 Requests							
	Month						
	Apr	May	June				
Rural	Rural						
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%				
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	100%	100%	100%
CARCROSS	100%	100%	100%
DAWSON CITY	100%	60%	91%
DEASE LAKE	100%	100%	100%
ENTERPRISE	100%	100%	67%
FT. NELSON	97%	90%	88%
FT. SIMPSON	100%	100%	67%
FT. SMITH	100%	100%	100%
HAY RIVER	82%	98%	96%
INUVIK	100%	97%	100%
IQALUIT	97%	96%	98%
ISKUT	67%	100%	100%
KAKISA	100%	100%	100%
LOWER POST	100%	0%	100%
MARSH LAKE	100%	100%	100%
NORMAN WELLS	80%	100%	100%
RAE/EDZO	100%	100%	77%
RANKIN INLET	100%	86%	90%
WATSON LAKE	67%	95%	79%
WHITEHORSE	92%	98%	90%
YELLOWKNIFE	91%	97%	95%
Rural Total	93%	95%	93%

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	Apr	May	June	Community by Designation	Apr	May	June
Remote	Remote			Remote	Remote		
AKLAVIK	100%	100%	100%	MAYO	100%	100%	100%
ARCTIC BAY	100%	33%	100%	MUNCHO LAKE/MOULD CREEK	50%	100%	100%
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	100%	100%	100%	NANISIVIK	100%	100%	100%
BEARSKIN LAKE	100%	100%	100%	OLD CROW	100%	100%	75%
BEAVER CREEK	100%	100%	100%	PANGNIRTUNG	100%	100%	80%
BOB QUINN LAKE	100%	0%	50%	PAULATUK	100%	100%	100%
CAPE DORSET	62%	100%	100%	PELLY BAY	100%	100%	100%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	50%	100%	POND INLET	100%	100%	100%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	100%	100%	100%	QIKIQTARJUAQ	100%	100%	40%
COLVILLE LAKE	0%	100%	100%	RAE LAKES	100%	100%	0%
CORAL HARBOUR	100%	100%	100%	REPULSE BAY	75%	100%	100%
DELINE	100%	100%	100%	RESOLUTE	100%	100%	100%
DESTRUCTION BAY/BURWASH	100%	100%	100%	ROSS RIVER	100%	100%	100%
ELSA /KENO	100%	100%	50%	SACHS HARBOUR	100%	100%	100%
FARO	100%	100%	100%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	50%	100%	67%	SWIFT RIVER	100%	100%	100%
FT. LIARD	100%	100%	75%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	100%	100%	TALOYOAK	100%	100%	100%
FT. PROVIDENCE	100%	100%	0%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	100%	100%	100%	TOAD RIVER	100%	100%	100%
GJOA HAVEN	100%	100%	86%	TROUT LAKE	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TSIIGEHTCHIC	100%	100%	100%
GRISE FIORD	100%	100%	100%	TUKTOYAKTUK	67%	92%	67%
HAINES JUNCTION	100%	100%	63%	TULITA	100%	100%	100%
HALL BEACH	83%	100%	100%	WEKWETI	100%	100%	100%
HOLMAN ISLAND	100%	100%	100%	WHA TI	100%	100%	100%
IGLOOLIK	0%	100%	100%	WHALE COVE	100%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WONOWON/BLUEBERRY	100%	100%	100%
KIMMIRUT	100%	100%	100%	WRIGLEY	100%	100%	100%
KOALA	100%	100%	100%	Remote Total	92%	97%	88%
KUGLUKTUK	100%	100%	100%				
LITTLE CORNWALLIS	100%	100%	100%				
LUTSEL K'E	100%	100%	0%				

Community Level Indicators				Community Level Indicators			
2.2B Repair Appt Met				2.2B Repair Appt Met			
Community by Designation	Month			Community by Designation	Month		
	Apr	May	June		Apr	May	June
Remote	Remote			Remote	Remote		
AKLAVIK	100%	100%	100%	MAYO	100%	100%	100%
ARCTIC BAY	100%	40%	100%	MUNCHO LAKE/MOULD CREEK	67%	100%	100%
ARVIAT	100%	100%	92%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	100%	100%	100%	NANISIVIK	100%	100%	67%
BEARSKIN LAKE	100%	100%	100%	OLD CROW	100%	100%	80%
BEAVER CREEK	100%	100%	100%	PANGNIRTUNG	100%	100%	83%
BOB QUINN LAKE	100%	50%	100%	PAULATUK	100%	0%	100%
CAPE DORSET	85%	100%	100%	PELLY BAY	88%	100%	100%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	100%	100%	POND INLET	100%	100%	100%
CHESTERFIELD INLET	100%	92%	91%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	50%	100%	100%	QIKIQTARJUAQ	100%	100%	43%
COLVILLE LAKE	100%	100%	0%	RAE LAKES	33%	100%	0%
CORAL HARBOUR	50%	100%	100%	REPULSE BAY	86%	80%	100%
DELINE	100%	100%	100%	RESOLUTE	100%	100%	100%
DESTRUCTION BAY/BURWASH	100%	100%	100%	ROSS RIVER	100%	100%	100%
ELSA/KENO	100%	100%	33%	SACHS HARBOUR	100%	100%	100%
FARO	100%	100%	100%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	33%	100%	50%	SWIFT RIVER	100%	100%	100%
FT. LIARD	100%	100%	86%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	100%	100%	TALOYOAK	88%	100%	100%
FT. PROVIDENCE	100%	86%	80%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	90%	100%	100%	TOAD RIVER	100%	100%	100%
GJOA HAVEN	100%	100%	90%	TROUT LAKE	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TSIGEHTCHIC	100%	100%	100%
GRISE FIORDE	100%	100%	100%	TUKTOYAKTUK	80%	70%	36%
HAINES JUNCTION	77%	88%	91%	TULITA	67%	100%	88%
HALL BEACH	88%	100%	100%	WEKWETI	100%	0%	100%
HOLMAN ISLAND	93%	100%	100%	WHA TI	100%	100%	100%
IGLOOLIK	50%	88%	100%	WHALE COVE	100%	33%	67%
JEAN MARIE RIVER	100%	100%	100%	WONOWON/BLUEBERRY	82%	100%	100%
KIMMIRUT	67%	100%	50%	WRIGLEY	100%	100%	100%
KOALA	100%	100%	100%	Remote Total	91%	93%	87%
KUGLUKTUK	100%	80%	100%				
LITTLE CORNWALLIS	100%	100%	100%				
LUTSEL K'E	100%	75%	31%				

Community Level Indicators							
2.2B Repair Appt Met							
Community by Designation	Month						
	Apr	May	June				
Rural	Rural						
CAMBRIDGE BAY	100%	100%	100%				
CARCROSS	100%	100%	100%				
DAWSON CITY	100%	96%	97%				
DEASE LAKE	100%	100%	100%				
ENTERPRISE	100%	100%	80%				
FT. NELSON	91%	95%	94%				
FT. SIMPSON	100%	100%	75%				
FT. SMITH	100%	100%	100%				
HAY RIVER	89%	98%	93%				
INUVIK	98%	93%	96%				
IQALUIT	99%	100%	96%				
ISKUT	75%	100%	100%				
KAKISA	100%	100%	100%				
LOWER POST	100%	100%	100%				
MARSH LAKE	100%	100%	100%				
NORMAN WELLS	89%	100%	92%				
RAE/EDZO	100%	100%	80%				
RANKIN INLET	100%	93%	95%				
WATSON LAKE	96%	89%	88%				
WHITEHORSE	96%	98%	95%				
YELLOWKNIFE	98%	96%	94%				
Rural Total	96%	96%	94%				
n/a = no troubles in that month in that community							

Community Level Indicators							
2.3 Initial Trouble Reports per 100 NAS							
	Month						
Community by Designation	Apr	May	June				
Rural	Rural						
CAMBRIDGE BAY	0.7	0.5	0.5				
CARCROSS	1.0	0.7	1.3				
DAWSON CITY	1.4	1.6	2.0				
DEASE LAKE	1.1	0.3	0.8				
ENTERPRISE	0.0	0.0	4.6				
FT. NELSON	1.0	0.8	0.9				
FT. SIMPSON	0.5	0.5	0.6				
FT. SMITH	0.7	0.5	0.4				
HAY RIVER	1.8	2.1	1.1				
INUVIK	1.1	1.2	1.0				
IQALUIT	0.8	0.7	1.3				
ISKUT	2.2	0.0	0.0				
KAKISA	0.0	0.0	5.7				
LOWER POST	1.5	3.0	3.0				
MARSH LAKE	1.3	0.9	1.3				
NORMAN WELLS	0.7	0.7	1.1				
RAE/EDZO	1.2	1.4	2.1				
RANKIN INLET	1.2	1.8	1.6				
WATSON LAKE	2.3	3.4	3.1				
WHITEHORSE	0.9	1.0	1.1				
YELLOWKNIFE	0.7	0.7	1.1				
Rural Total	0.9	1.0	1.1				
Corporate Total	1.1	1.1	1.2				

Community Level Indicators				Community Level Indicators			
2.4 Community Isolation							
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	Apr	May	June	Community by Designation	Apr	May	June
Remote	Remote			Remote			
AKLAVIK	0	0	0	LITTLE CORNWALLIS	0	0	0
ARCTIC BAY	0	0	0	LUTSEL K'E	0	0	0
ARVIAT	0	0	0	MAYO	0	0	0
BAKER LAKE	0	0	0	MUNCHO LAKE/MOULD CREEK	0	0	0
BEARSKIN 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
CAPE DORSET	0	0	0	PANGNIRTUNG	0	0	0
CARMACKS	0	0	0	PAULATUK	0	0	0
CASSIAR	0	0	0	PELLY BAY	0	0	0
CHESTERFIELD INLET	0	0	0	PELLY CROSSING	0	0	0
CLYDE RIVER	0	0	0	POND INLET	0	0	0
COLVILLE LAKE	0	0	0	PROPHET RIVER	0	0	0
CORAL HARBOUR	0	0	0	QIKIQTARJUAQ	0	0	0
DELINE	0	0	0	RAE LAKES	0	0	0
DESTRUCTION BAY/BURWASH	0	0	0	REPULSE BAY	0	0	0
ELSA/KENO	1	0	1	RESOLUTE	0	0	0
FARO	0	0	0	ROSS RIVER	0	0	0
FT. GOOD HOPE	0	0	0	SACHS HARBOUR	0	0	0
FT. LIARD	0	0	0	SANIKILUAQ	0	0	0
FT. MCPHERSON	0	0	0	SWIFT RIVER	0	0	0
FT. PROVIDENCE	0	0	0	TAGISH	0	0	0
FT. RESOLUTION	0	0	0	TALOYOAK	0	0	0
FT. WARE	0	0	0	TELEGRAPH CREEK	0	0	0
GJOA HAVEN	0	0	0	TESLIN	0	0	0
GOOD HOPE LAKE	0	0	0	TOAD RIVER	0	0	0
GRISE FIORD	0	0	0	TROUT LAKE	0	0	0
HAINES JUNCTION	0	0	0	TSIIGEHTCHIC	0	0	0
HALL BEACH	0	0	0	TUKTOYAKTUK	0	0	0
HOLMAN ISLAND	0	0	0	TULITA	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	1

Northwestel CRTC Indicators							
2.4 Community Isolation							
Telco	Indicator	Group	Standard				
Northwestel	2.4A	Cat 1	N/A				
Community by Designation							
	Apr	May	June				
Rural							
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				
RAE/EDZO	0	0	0				
RANKIN INLET	0	0	0				
WATSON LAKE	0	0	0				
WHITEHORSE	0	0	0				
YELLOWKNIFE	0	0	0				
Rural Totals	0	0	0				
Corporate Total	1	0	1				

Community Level Indicators

5.1 Customer Complaints by Community (complaints per 1000 NAS)

Community	Designation	Indicator	Standard	Apr	May	June
Whitehorse	Rural	5.1B7	Billing	0	0.055	0
Total	Co	5.1B	Total	0	0.013	0
Total	Co	5.2	Total Resolved	100%	100%	100%