



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

14 November 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 3<sup>rd</sup> Quarter Quality of Service results for 2005.

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       |                                  | Jul | Aug | Sep |  |  |  |  |  |  |
|-----------------------|----------------------------------|-----|-----|-----|--|--|--|--|--|--|
| 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>Group</u>                | <u>Standard</u> | <u>Jul-05</u>     | <u>Aug-05</u> | <u>Sept-05</u> |
|--------------|------------------|-----------------------------|-----------------|-------------------|---------------|----------------|
| Northwestel  | 1.1A             | Urban                       | 90% or more     | N/A               | N/A           | N/A            |
| Northwestel  | 1.1B             | Prov Interval               | Rural           | 97                | 95            | 97             |
| Northwestel  | 1.2A             |                             | Urban           | 90% or more       | N/A           | N/A            |
| Northwestel  | 1.2B             | Inst App Met                | Rural           | 96                | 89            | 96             |
| Northwestel  | 1.3A             |                             | Urban           | 3.3% or less      | N/A           | N/A            |
| Northwestel  | 1.3B             | Held Orders                 | Rural           | 0                 | 0             | 0              |
| Northwestel  | 1.4              | Held Upgrades               | Rural           | 0                 | 0             | 0              |
| Northwestel  | 1.5              | TSF Bus Off                 | Co              | 76                | 67            | 80             |
| Northwestel  | 1.6              |                             | Co              | 90% or more       | N/A           | N/A            |
| Northwestel  | 1.7              |                             | Co              | 90% or more       | N/A           | N/A            |
| Northwestel  | 2.1A             |                             | Urban           | 80% or more       | N/A           | N/A            |
| Northwestel  | 2.1B             | oos<24hrs                   | Rural           | 90                | 94            | 91             |
| Northwestel  | 2.1C             | oos<5 bus days              | Remote          | 94                | 88            | 85             |
| Northwestel  | 2.2A             |                             | Urban           | 90% or more       | N/A           | N/A            |
| Northwestel  | 2.2B             | Repair App Met              | Rural           | 92                | 91            | 91             |
| Northwestel  | 2.3A             |                             | Urban           | 5% or less        | N/A           | N/A            |
| Northwestel  | 2.3B             | Initial Report Rate         | Rural           | 1                 | 1             | 1              |
| Northwestel  | 2.4A             | Community Isolations        | Cat 1           | Not Applicable    | 1             | 2              |
| Northwestel  | 2.4B             |                             | Cat 2           | Not Applicable    | N/A           | N/A            |
| Northwestel  | 2.4C             |                             | Cat 3           | Not Applicable    | N/A           | N/A            |
| Northwestel  | 2.5              | TSF Repair                  | Co              | 80% or more       | 81            | 81             |
| Northwestel  | 2.6              |                             | Co              | 90% or more       | N/A           | N/A            |
| Northwestel  | 3.1              | Dial Tone Delay             | Co              | 98.5% or more     | 99.9          | 99.9           |
| Northwestel  | 4.1              | Directory Accuracy          | Co              | 93.8% or more     | 99.9          | 99.9           |
| Northwestel  | 4.3              | Directory Assistance Survey | Co              | 93.8% or more     | 96            | 92             |
| Northwestel  | 5.1A1            |                             | Urban           | Provisioning      | N/A           | N/A            |
| Northwestel  | 5.1B1            | Cutomer Complaints          | Rural           | Provisioning      | 0.000         | 0.000          |
| Northwestel  | 5.1A2            |                             | Urban           | Repair            | N/A           | N/A            |
| Northwestel  | 5.1B2            | Cutomer Complaints          | Rural           | Repair            | 0.000         | 0.000          |
| Northwestel  | 5.1A3            |                             | Urban           | Local Service     | N/A           | N/A            |
| Northwestel  | 5.1B3            | Cutomer Complaints          | Rural           | Local Service     | 0.000         | 0.000          |
| Northwestel  | 5.1A4            |                             | Urban           | Long Distance     | N/A           | N/A            |
| Northwestel  | 5.1B4            | Cutomer Complaints          | Rural           | Long Distance     | 0.000         | 0.000          |
| Northwestel  | 5.1A5            |                             | Urban           | Operator Service  | N/A           | N/A            |
| Northwestel  | 5.1B5            | Cutomer Complaints          | Rural           | Operator Service  | 0.000         | 0.000          |
| Northwestel  | 5.1A6            |                             | Urban           | Directory Service | N/A           | N/A            |
| Northwestel  | 5.1B6            | Cutomer Complaints          | Rural           | Directory Service | 0.000         | 0.000          |
| Northwestel  | 5.1A7            |                             | Urban           | Billing Service   | N/A           | N/A            |
| Northwestel  | 5.1B7            | Cutomer Complaints          | Rural           | Billing Service   | 0.013         | 0.000          |
| Northwestel  | 5.1A             |                             | Urban           | Total             | N/A           | N/A            |
| Northwestel  | 5.1B             | Cutomer Complaints          | Rural           | Total             | 0.013         | 0.000          |
| Northwestel  | 5.2              | Cutomer Complaints          | Co              | Resolved          | 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      |            |            |
|                                | July   | Aug  | Sept |                                | July       | Aug        | Sept       |
| Remote                         | Remote |      |      | Remote                         | Remote     |            |            |
| AKLAVIK                        | 100%   | 83%  | 100% | MAYO                           | 100%       | 90%        | 100%       |
| ARCTIC BAY                     | 100%   | 92%  | 88%  | <b>MUNCHO LAKE/MOULD CREEK</b> | 0%         | 100%       | 100%       |
| ARVIAT                         | 100%   | 95%  | 96%  | NAHANNI BUTTE                  | 100%       | 100%       | 100%       |
| BAKER LAKE                     | 82%    | 100% | 93%  | NANISIVIK                      | 100%       | 60%        | 100%       |
| BEARSKIN LAKE                  | 100%   | 100% | 100% | OLD CROW                       | 50%        | 100%       | 100%       |
| BEAVER CREEK                   | 100%   | 100% | 67%  | PANGNIRTUNG                    | 100%       | 100%       | 100%       |
| BOB QUINN LAKE                 | 100%   | 100% | 0%   | PAULATUK                       | 100%       | 100%       | 50%        |
| CAPE DORSET                    | 100%   | 100% | 100% | PELLY BAY                      | 100%       | 100%       | 86%        |
| CARMACKS                       | 50%    | 50%  | 100% | PELLY CROSSING                 | 100%       | 100%       | 0%         |
| CASSIAR                        | 100%   | 100% | 100% | POND INLET                     | 100%       | 92%        | 93%        |
| CHESTERFIELD INLET             | 100%   | 100% | 89%  | PROPHET RIVER                  | 100%       | 100%       | 100%       |
| CLYDE RIVER                    | 100%   | 100% | 100% | QIKIQTARJUAQ                   | 100%       | 88%        | 100%       |
| COLVILLE LAKE                  | 100%   | 100% | 100% | RAE LAKES                      | 100%       | 100%       | 100%       |
| CORAL HARBOUR                  | 100%   | 93%  | 86%  | REPULSE BAY                    | 100%       | 89%        | 100%       |
| DELINE                         | 80%    | 100% | 100% | RESOLUTE                       | 100%       | 75%        | 100%       |
| <b>DESTRUCTION BAY/BURWASH</b> | 100%   | 100% | 100% | ROSS RIVER                     | 100%       | 100%       | 100%       |
| <b>ELSA /KENO</b>              | 100%   | 100% | 100% | SACHS HARBOUR                  | 100%       | 100%       | 75%        |
| FARO                           | 100%   | 100% | 80%  | SANIKILUAQ                     | 100%       | 100%       | 100%       |
| FT. GOOD HOPE                  | 100%   | 100% | 100% | SWIFT RIVER                    | 100%       | 100%       | 100%       |
| FT. LIARD                      | 100%   | 100% | 100% | TAGISH                         | 100%       | 0%         | 100%       |
| FT. MCPHERSON                  | 100%   | 91%  | 100% | TALOYOAK                       | 100%       | 100%       | 91%        |
| FT. PROVIDENCE                 | 50%    | 83%  | 100% | TELEGRAPH CREEK                | 100%       | 100%       | 100%       |
| FT. RESOLUTION                 | 100%   | 86%  | 57%  | TESLIN                         | 100%       | 100%       | 85%        |
| FT. WARE                       | 100%   | 100% | 100% | TOAD RIVER                     | 0%         | 100%       | 100%       |
| GJOA HAVEN                     | 100%   | 91%  | 89%  | TROUT LAKE                     | 100%       | 100%       | 100%       |
| GOOD HOPE LAKE                 | 100%   | 100% | 100% | TSIIGEHTCHIC                   | 100%       | 100%       | 100%       |
| GRISE FIORD                    | 100%   | 100% | 100% | TUKTOYAKTUK                    | 100%       | 67%        | 100%       |
| HAINES JUNCTION                | 100%   | 67%  | 100% | TULITA                         | 75%        | 100%       | 100%       |
| HALL BEACH                     | 100%   | 91%  | 100% | WEKWETI                        | 100%       | 100%       | 100%       |
| HOLMAN ISLAND                  | 100%   | 100% | 100% | WHA TI                         | 100%       | 100%       | 100%       |
| IGLOOLIK                       | 100%   | 100% | 100% | WHALE COVE                     | 100%       | 100%       | 80%        |
| JEAN MARIE RIVER               | 100%   | 100% | 100% | <b>WONOWON/BLUEBERRY</b>       | 83%        | 80%        | 83%        |
| KIMMIRUT                       | 100%   | 82%  | 90%  | WRIGLEY                        | 100%       | 100%       | 100%       |
| KOALA                          | 100%   | 100% | 100% | <b>Remote Total</b>            | <b>95%</b> | <b>94%</b> | <b>94%</b> |
| KUGLUKTUK                      | 100%   | 100% | 95%  |                                |            |            |            |
| LITTLE CORNWALLIS              | 100%   | 100% | 100% |                                |            |            |            |
| LUTSEL K'E                     | 100%   | 100% | 100% |                                |            |            |            |

| <b>Community Level Indicators</b>                                  |              |            |             |  |  |  |  |
|--|--------------|------------|-------------|--|--|--|--|
| <b>1.1 Provisioning Interval</b>                                   |              |            |             |  |  |  |  |
| <b>Community by Designation</b>                                    | <b>Month</b> |            |             |  |  |  |  |
|  | <b>July</b>  | <b>Aug</b> | <b>Sept</b> |  |  |  |  |
| <b>Rural</b>   | <b>Rural</b> |            |             |  |  |  |  |
| CAMBRIDGE BAY  | 100%         | 97%        | 100%        |  |  |  |  |
| CARCROSS   | 100%         | 100%       | 100%        |  |  |  |  |
| DAWSON CITY  | 93%          | 100%       | 100%        |  |  |  |  |
| DEASE LAKE   | 100%         | 100%       | 89%         |  |  |  |  |
| ENTERPRISE   | 100%         | 100%       | 100%        |  |  |  |  |
| FT. NELSON   | 97%          | 97%        | 99%         |  |  |  |  |
| FT. SIMPSON  | 100%         | 100%       | 96%         |  |  |  |  |
| FT. SMITH  | 100%         | 98%        | 100%        |  |  |  |  |
| HAY RIVER  | 96%          | 91%        | 97%         |  |  |  |  |
| INUVIK   | 100%         | 97%        | 97%         |  |  |  |  |
| IQALUIT  | 98%          | 98%        | 97%         |  |  |  |  |
| ISKUT  | 100%         | 75%        | 100%        |  |  |  |  |
| KAKISA   | 100%         | 100%       | 100%        |  |  |  |  |
| LOWER POST   | 100%         | 100%       | 100%        |  |  |  |  |
| MARSH LAKE   | 100%         | 100%       | 100%        |  |  |  |  |
| NORMAN WELLS   | 92%          | 78%        | 100%        |  |  |  |  |
| <b>RAE/EDZO</b>  | 100%         | 92%        | 100%        |  |  |  |  |
| RANKIN INLET   | 100%         | 100%       | 98%         |  |  |  |  |
| WATSON LAKE  | 100%         | 100%       | 100%        |  |  |  |  |
| WHITEHORSE   | 95%          | 94%        | 97%         |  |  |  |  |
| YELLOWKNIFE  | 99%          | 93%        | 98%         |  |  |  |  |
| <b>Rural Total</b>   | <b>98%</b>   | <b>96%</b> | <b>98%</b>  |  |  |  |  |
| <b>Corporate Total</b>   | <b>97%</b>   | <b>95%</b> | <b>97%</b>  |  |  |  |  |
| <b>CRTC Objective = 90% in<br/>10 working days</b>                 |              |            |             |  |  |  |  |
| <b>n/a = no service orders in that<br/>community in that month</b> |              |            |             |  |  |  |  |

| 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      |            |            |
|  | July   | Aug  | Sept |  | July       | Aug        | Sept       |
| Remote                                 | Remote |      |      | Remote                                 | Remote     |            |            |
| AKLAVIK                                | 100%   | 63%  | 100% | MAYO                                   | 100%       | 100%       | 60%        |
| ARCTIC BAY                             | 100%   | 79%  | 100% | <b>MUNCHO LAKE/MOULD CREEK</b>         | 100%       | 100%       | 100%       |
| ARVIAT                                 | 100%   | 74%  | 93%  | NAHANNI BUTTE                          | 100%       | 100%       | 100%       |
| BAKER LAKE                             | 83%    | 82%  | 100% | NANISIVIK                              | 100%       | 60%        | 100%       |
| BEARSKIN LAKE                          | 100%   | 100% | 100% | OLD CROW                               | 100%       | 88%        | 100%       |
| BEAVER CREEK                           | 100%   | 50%  | 100% | PANGNIRTUNG                            | 100%       | 92%        | 100%       |
| BOB QUINN LAKE                         | 100%   | 100% | 100% | PAULATUK                               | 100%       | 100%       | 50%        |
| CAPE DORSET                            | 86%    | 91%  | 100% | PELLY BAY                              | 100%       | 88%        | 89%        |
| CARMACKS                               | 100%   | 100% | 100% | PELLY CROSSING                         | 100%       | 83%        | 100%       |
| CASSIAR                                | 100%   | 100% | 100% | POND INLET                             | 100%       | 87%        | 100%       |
| CHESTERFIELD INLET                     | 100%   | 89%  | 100% | PROPHET RIVER                          | 100%       | 100%       | 100%       |
| CLYDE RIVER                            | 100%   | 100% | 100% | QIKIQTARJUAQ                           | 100%       | 78%        | 100%       |
| COLVILLE LAKE                          | 100%   | 100% | 100% | RAE LAKES                              | 100%       | 100%       | 100%       |
| CORAL HARBOUR                          | 100%   | 93%  | 94%  | REPULSE BAY                            | 100%       | 78%        | 100%       |
| DELINE                                 | 80%    | 88%  | 89%  | RESOLUTE                               | 100%       | 67%        | 100%       |
| <b>DESTRUCTION BAY/BURWASH</b>         | 100%   | 100% | 100% | ROSS RIVER                             | 100%       | 100%       | 100%       |
| <b>ELSA/KENO</b>                       | 100%   | 100% | 100% | SACHS HARBOUR                          | 100%       | 50%        | 75%        |
| FARO                                   | 100%   | 100% | 100% | SANIKILUAQ                             | 100%       | 83%        | 91%        |
| FT. GOOD HOPE                          | 100%   | 83%  | 100% | SWIFT RIVER                            | 100%       | 100%       | 100%       |
| FT. LIARD                              | 100%   | 100% | 100% | TAGISH                                 | 100%       | 100%       | 100%       |
| FT. MCPHERSON                          | 100%   | 82%  | 92%  | TALOYOAK                               | 100%       | 100%       | 83%        |
| FT. PROVIDENCE                         | 100%   | 67%  | 100% | TELEGRAPH CREEK                        | 100%       | 67%        | 100%       |
| FT. RESOLUTION                         | 100%   | 100% | 100% | TESLIN                                 | 100%       | 60%        | 92%        |
| FT. WARE                               | 100%   | 100% | 100% | TOAD RIVER                             | 100%       | 100%       | 100%       |
| GJOA HAVEN                             | 100%   | 92%  | 75%  | TROUT LAKE                             | 100%       | 100%       | 100%       |
| GOOD HOPE LAKE                         | 100%   | 100% | 100% | TSIIGEHTCHIC                           | 67%        | 100%       | 100%       |
| GRISE FIORD                            | 100%   | 100% | 100% | TUKTOYAKTUK                            | 100%       | 56%        | 91%        |
| HAINES JUNCTION                        | 75%    | 80%  | 88%  | TULITA                                 | 100%       | 100%       | 83%        |
| HALL BEACH                             | 100%   | 92%  | 100% | WEKWETI                                | 100%       | 100%       | 100%       |
| HOLMAN ISLAND                          | 100%   | 100% | 100% | WHA TI                                 | 67%        | 80%        | 100%       |
| IGLOOLIK                               | 90%    | 96%  | 100% | WHALE COVE                             | 100%       | 100%       | 60%        |
| JEAN MARIE RIVER                       | 100%   | 100% | 100% | <b>WONOWON/BLUEBERRY</b>               | 100%       | 80%        | 86%        |
| KIMMIRUT                               | 100%   | 82%  | 100% | WRIGLEY                                | 100%       | 100%       | 100%       |
| KOALA                                  | 100%   | 100% | 100% | <b>Remote Total</b>                    | <b>96%</b> | <b>87%</b> | <b>95%</b> |
| KUGLUKTUK                              | 93%    | 89%  | 90%  |  |            |            |            |
| LITTLE CORNWALLIS                      | 100%   | 100% | 100% |  |            |            |            |
| LUTSEL K'E                             | 50%    | 60%  | 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     |           |           |
|  | July   | Aug | Sept |  | July      | Aug       | Sept      |
| Remote   | Remote |     |      | Remote   | Remote    |           |           |
| AKLAVIK  | 0%     | 0%  | 0%   | MAYO   | 0%        | 0%        | 0%        |
| ARCTIC BAY   | 0%     | 0%  | 0%   | <b>MUNCHO LAKE /MOULD CREEK</b>                                      | 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%        |
| <b>DESTRUCTION BAY/BURWASH</b>                                       | 0%     | 0%  | 0%   | ROSS RIVER   | 0%        | 0%        | 0%        |
| <b>ELSA/KENO</b>   | 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%   | <b>WONOWON /BLUEBERRY</b>  | 0%        | 0%        | 0%        |
| KIMMIRUT   | 0%     | 0%  | 0%   | WRIGLEY  | 0%        | 0%        | 0%        |
| KOALA  | 0%     | 0%  | 0%   | <b>Remote Total</b>  | <b>0%</b> | <b>0%</b> | <b>0%</b> |
| KUGLUKTUK  | 0%     | 0%  | 0%   |  |           |           |           |
| LITTLE CORNWALLIS  | 0%     | 0%  | 0%   |  |           |           |           |
| LUTSEL K'E   | 0%     | 0%  | 0%   |  |           |           |           |

| <b>Community Level Indicators</b>   |              |            |             |  |  |  |  |
|---|--------------|------------|-------------|--|--|--|--|
| <b>1.3 Held Orders per 100 Network Access Services Main Inward Movement</b> |              |            |             |  |  |  |  |
|   | <b>Month</b> |            |             |  |  |  |  |
| <b>Community by Designation</b>   | <b>July</b>  | <b>Aug</b> | <b>Sept</b> |  |  |  |  |
| <b>Rural</b>  | <b>Rural</b> |            |             |  |  |  |  |
| 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%          |  |  |  |  |
| <b>RAE/EDZO</b>   | 0%           | 0%         | 0%          |  |  |  |  |
| RANKIN INLET  | 0%           | 0%         | 0%          |  |  |  |  |
| WATSON LAKE   | 0%           | 0%         | 0%          |  |  |  |  |
| WHITEHORSE  | 0%           | 0%         | 0%          |  |  |  |  |
| YELLOWKNIFE   | 0%           | 0%         | 0%          |  |  |  |  |
| <b>Rural Total</b>  | <b>0%</b>    | <b>0%</b>  | <b>0%</b>   |  |  |  |  |
| <b>Corporate Total</b>  | <b>0%</b>    | <b>0%</b>  | <b>0%</b>   |  |  |  |  |

| 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     |           |           |
|                                    | July   | Aug | Sept |                                    | July      | Aug       | Sept      |
| Remote                             | Remote |     |      | Remote                             | Remote    |           |           |
| AKLAVIK                            | 0%     | 0%  | 0%   | MAYO                               | 0%        | 0%        | 0%        |
| ARCTIC BAY                         | 0%     | 0%  | 0%   | <b>MUNCHO LAKE/MOULD CREEK</b>     | 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%        |
| <b>DESTRUCTION BAY/BURWASH</b>     | 0%     | 0%  | 0%   | ROSS RIVER                         | 0%        | 0%        | 0%        |
| <b>ELSA/KENO</b>                   | 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%   | <b>WONOWON /BLUEBERRY</b>          | 0%        | 0%        | 0%        |
| KIMMIRUT                           | 0%     | 0%  | 0%   | WRIGLEY                            | 0%        | 0%        | 0%        |
| KOALA                              | 0%     | 0%  | 0%   | <b>Remote Total</b>                | <b>0%</b> | <b>0%</b> | <b>0%</b> |
| KUGLUKTUK                          | 0%     | 0%  | 0%   |                                    |           |           |           |
| LITTLE CORNWALLIS                  | 0%     | 0%  | 0%   |                                    |           |           |           |
| LUTSEL K'E                         | 0%     | 0%  | 0%   |                                    |           |           |           |

| <b>Community Level Indicators</b>         |              |            |             |  |  |  |  |
|---|--------------|------------|-------------|--|--|--|--|
| <b>1.4 Held Upgrades per 100 Requests</b> |              |            |             |  |  |  |  |
|   | <b>Month</b> |            |             |  |  |  |  |
|   | <b>July</b>  | <b>Aug</b> | <b>Sept</b> |  |  |  |  |
| <b>Rural</b>                              | <b>Rural</b> |            |             |  |  |  |  |
| 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%          |  |  |  |  |
| <b>RAE/EDZO</b>                           | 0%           | 0%         | 0%          |  |  |  |  |
| RANKIN INLET                              | 0%           | 0%         | 0%          |  |  |  |  |
| WATSON LAKE                               | 0%           | 0%         | 0%          |  |  |  |  |
| WHITEHORSE                                | 0%           | 0%         | 0%          |  |  |  |  |
| YELLOWKNIFE                               | 0%           | 0%         | 0%          |  |  |  |  |
| <b>Rural Total</b>                        | <b>0%</b>    | <b>0%</b>  | <b>0%</b>   |  |  |  |  |
|   |              |            |             |  |  |  |  |
| <b>Corporate Total</b>                    | <b>0%</b>    | <b>0%</b>  | <b>0%</b>   |  |  |  |  |

**2.1 Out of Service Trouble Reports Cleared within 24 hours - Rural**

| <b>Community</b>   | <b>July</b> | <b>Aug</b> | <b>Sept</b> |
|--------------------|-------------|------------|-------------|
| CAMBRIDGE BAY      | 100%        | 100%       | 100%        |
| CARCROSS           | 100%        | 100%       | 100%        |
| DAWSON CITY        | 84%         | 89%        | 93%         |
| DEASE LAKE         | 33%         | 75%        | 33%         |
| ENTERPRISE         | 83%         | 100%       | 100%        |
| FT. NELSON         | 97%         | 97%        | 95%         |
| FT. SIMPSON        | 100%        | 100%       | 100%        |
| FT. SMITH          | 100%        | 100%       | 100%        |
| HAY RIVER          | 91%         | 95%        | 87%         |
| INUVIK             | 88%         | 89%        | 96%         |
| IQALUIT            | 96%         | 94%        | 95%         |
| ISKUT              | 100%        | 50%        | 100%        |
| KAKISA             | 100%        | 100%       | 100%        |
| LOWER POST         | 100%        | 100%       | 100%        |
| MARSH LAKE         | 100%        | 100%       | 100%        |
| NORMAN WELLS       | 86%         | 100%       | 60%         |
| <b>RAE/EDZO</b>    | 43%         | 71%        | 60%         |
| RANKIN INLET       | 100%        | 100%       | 100%        |
| WATSON LAKE        | 77%         | 86%        | 75%         |
| WHITEHORSE         | 90%         | 95%        | 94%         |
| YELLOWKNIFE        | 90%         | 96%        | 89%         |
| <b>Rural Total</b> | <b>90%</b>  | <b>94%</b> | <b>91%</b>  |

| <b>Community Level Indicators</b>                                 |               |              |             | <b>Community Level Indicators</b>                                 |               |              |             |
|---|---------------|--------------|-------------|---|---------------|--------------|-------------|
| <b>2.1 Out Of Service Trouble Reports Cleared 5 Business Days</b> |               |              |             | <b>2.1 Out Of Service Trouble Reports Cleared 5 Business Days</b> |               |              |             |
|   |               | <b>Month</b> |             |   |               | <b>Month</b> |             |
| <b>Community by Designation</b>                                   | <b>July</b>   | <b>Aug</b>   | <b>Sept</b> | <b>Community by Designation</b>                                   | <b>July</b>   | <b>Aug</b>   | <b>Sept</b> |
| <b>Remote</b>   | <b>Remote</b> |              |             | <b>Remote</b>   | <b>Remote</b> |              |             |
| AKLAVIK   | 100%          | 0%           | 100%        | MAYO  | 100%          | 100%         | 100%        |
| ARCTIC BAY  | 43%           | 33%          | 33%         | <b>MUNCHO LAKE/MOULD CREEK</b>                                    | 100%          | 100%         | 50%         |
| ARVIAT  | 100%          | 100%         | 100%        | NAHANNI BUTTE   | 100%          | 50%          | 71%         |
| BAKER LAKE  | 100%          | 94%          | 100%        | NANISIVIK   | 67%           | 50%          | 67%         |
| BEARSKIN LAKE   | 100%          | 100%         | 100%        | OLD CROW  | 60%           | 100%         | 100%        |
| BEAVER CREEK  | 100%          | 100%         | 100%        | PANGNIRTUNG   | 100%          | 100%         | 100%        |
| BOB QUINN LAKE  | 100%          | 100%         | 100%        | PAULATUK  | 100%          | 100%         | 100%        |
| CAPE DORSET   | 100%          | 100%         | 83%         | PELLY BAY   | 100%          | 100%         | 100%        |
| CARMACKS  | 100%          | 100%         | 100%        | PELLY CROSSING  | 100%          | 100%         | 100%        |
| CASSIAR   | 100%          | 86%          | 100%        | POND INLET  | 100%          | 90%          | 67%         |
| CHESTERFIELD INLET  | 50%           | 0%           | 100%        | PROPHET RIVER   | 100%          | 100%         | 100%        |
| CLYDE RIVER   | 100%          | 86%          | 100%        | QIKIQTARJUAQ  | 100%          | 100%         | 0%          |
| COLVILLE LAKE   | 100%          | 0%           | 67%         | RAE LAKES   | 100%          | 100%         | 100%        |
| CORAL HARBOUR   | 100%          | 67%          | 75%         | REPULSE BAY   | 100%          | 100%         | 100%        |
| DELINE  | 100%          | 100%         | 100%        | RESOLUTE  | 100%          | 100%         | 80%         |
| <b>DESTRUCTION BAY/BURWASH</b>                                    | 100%          | 100%         | 100%        | ROSS RIVER  | 100%          | 100%         | 100%        |
| <b>ELSA /KENO</b>   | 100%          | 100%         | 100%        | SACHS HARBOUR   | 100%          | 33%          | 0%          |
| FARO  | 100%          | 100%         | 100%        | SANIKILUAQ  | 100%          | 100%         | 100%        |
| FT. GOOD HOPE   | 100%          | 75%          | 83%         | SWIFT RIVER   | 100%          | 100%         | 100%        |
| FT. LIARD   | 50%           | 100%         | 100%        | TAGISH  | 67%           | 100%         | 100%        |
| FT. MCPHERSON   | 80%           | 100%         | 80%         | TALOYOAK  | 100%          | 100%         | 100%        |
| FT. PROVIDENCE  | 100%          | 100%         | 50%         | TELEGRAPH CREEK   | 100%          | 100%         | 100%        |
| FT. RESOLUTION  | 100%          | 100%         | 100%        | 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  | 100%          | 100%         | 100%        | TSIIGEHTCHIC  | 67%           | 0%           | 100%        |
| GRISE FIORD   | 100%          | 100%         | 100%        | TUKTOYAKTUK   | 56%           | 60%          | 100%        |
| HAINES JUNCTION   | 100%          | 50%          | 100%        | TULITA  | 100%          | 100%         | 0%          |
| HALL BEACH  | 100%          | 83%          | 100%        | WEKWETI   | 100%          | 100%         | 100%        |
| HOLMAN ISLAND   | 100%          | 100%         | 100%        | WHA TI  | 92%           | 50%          | 50%         |
| IGLOOLIK  | 100%          | 80%          | 71%         | WHALE COVE  | 50%           | 67%          | 100%        |
| JEAN MARIE RIVER  | 100%          | 100%         | 100%        | <b>WONOWON/BLUEBERRY</b>  | 100%          | 100%         | 83%         |
| KIMMIRUT  | 100%          | 33%          | 100%        | WRIGLEY   | 100%          | 100%         | 100%        |
| KOALA   | 100%          | 100%         | 100%        | <b>Remote Total</b>   | <b>92%</b>    | <b>88%</b>   | <b>85%</b>  |
| KUGLUKTUK   | 100%          | 88%          | 60%         |   |               |              |             |
| LITTLE CORNWALLIS   | 100%          | 100%         | 67%         |   |               |              |             |
| LUTSEL K'E  | 100%          | 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      |            |            |
|                                | July   | Aug  | Sept |                                | July       | Aug        | Sept       |
| Remote                         | Remote |      |      | Remote                         | Remote     |            |            |
| AKLAVIK                        | 100%   | 0%   | 100% | MAYO                           | 100%       | 91%        | 100%       |
| ARCTIC BAY                     | 22%    | 43%  | 33%  | <b>MUNCHO LAKE/MOULD CREEK</b> | 100%       | 100%       | 67%        |
| ARVIAT                         | 100%   | 100% | 100% | NAHANNI BUTTE                  | 100%       | 67%        | 63%        |
| BAKER LAKE                     | 100%   | 96%  | 100% | NANISIVIK                      | 100%       | 75%        | 100%       |
| BEARSKIN LAKE                  | 100%   | 100% | 100% | OLD CROW                       | 60%        | 33%        | 100%       |
| BEAVER CREEK                   | 100%   | 100% | 0%   | PANGNIRTUNG                    | 100%       | 100%       | 92%        |
| BOB QUINN LAKE                 | 100%   | 100% | 100% | PAULATUK                       | 100%       | 100%       | 67%        |
| CAPE DORSET                    | 100%   | 100% | 70%  | PELLY BAY                      | 100%       | 100%       | 100%       |
| CARMACKS                       | 100%   | 100% | 100% | PELLY CROSSING                 | 100%       | 100%       | 100%       |
| CASSIAR                        | 100%   | 100% | 100% | POND INLET                     | 95%        | 93%        | 67%        |
| CHESTERFIELD INLET             | 86%    | 0%   | 75%  | PROPHET RIVER                  | 100%       | 100%       | 100%       |
| CLYDE RIVER                    | 50%    | 71%  | 75%  | QIKIQTARJUAQ                   | 83%        | 67%        | 100%       |
| COLVILLE LAKE                  | 100%   | 0%   | 67%  | RAE LAKES                      | 100%       | 67%        | 0%         |
| CORAL HARBOUR                  | 100%   | 80%  | 50%  | REPULSE BAY                    | 100%       | 100%       | 100%       |
| DELINE                         | 100%   | 100% | 100% | RESOLUTE                       | 80%        | 100%       | 100%       |
| <b>DESTRUCTION BAY/BURWASH</b> | 100%   | 100% | 100% | ROSS RIVER                     | 100%       | 75%        | 83%        |
| <b>ELSA/KENO</b>               | 100%   | 67%  | 100% | SACHS HARBOUR                  | 100%       | 33%        | 0%         |
| FARO                           | 100%   | 100% | 100% | SANIKILUAQ                     | 83%        | 100%       | 100%       |
| FT. GOOD HOPE                  | 100%   | 83%  | 88%  | SWIFT RIVER                    | 100%       | 100%       | 100%       |
| FT. LIARD                      | 40%    | 100% | 67%  | TAGISH                         | 100%       | 100%       | 100%       |
| FT. MCPHERSON                  | 83%    | 90%  | 83%  | TALOYOAK                       | 100%       | 91%        | 67%        |
| FT. PROVIDENCE                 | 100%   | 100% | 100% | TELEGRAPH CREEK                | 67%        | 92%        | 100%       |
| FT. RESOLUTION                 | 100%   | 100% | 80%  | TESLIN                         | 100%       | 100%       | 100%       |
| FT. WARE                       | 100%   | 100% | 67%  | TOAD RIVER                     | 100%       | 100%       | 100%       |
| GJOA HAVEN                     | 100%   | 88%  | 100% | TROUT LAKE                     | 100%       | 100%       | 100%       |
| GOOD HOPE LAKE                 | 100%   | 100% | 100% | TSIGEHTCHIC                    | 75%        | 0%         | 100%       |
| GRISE FIORDE                   | 100%   | 100% | 100% | TUKTOYAKTUK                    | 75%        | 40%        | 62%        |
| HAINES JUNCTION                | 100%   | 100% | 91%  | TULITA                         | 100%       | 100%       | 50%        |
| HALL BEACH                     | 100%   | 71%  | 80%  | WEKWETI                        | 100%       | 100%       | 100%       |
| HOLMAN ISLAND                  | 100%   | 92%  | 100% | WHA TI                         | 89%        | 40%        | 67%        |
| IGLOOLIK                       | 92%    | 79%  | 78%  | WHALE COVE                     | 50%        | 75%        | 100%       |
| JEAN MARIE RIVER               | 100%   | 100% | 100% | <b>WONOWON/BLUEBERRY</b>       | 100%       | 100%       | 86%        |
| KIMMIRUT                       | 100%   | 67%  | 100% | WRIGLEY                        | 100%       | 100%       | 100%       |
| KOALA                          | 100%   | 100% | 100% | <b>Remote Total</b>            | <b>92%</b> | <b>85%</b> | <b>86%</b> |
| KUGLUKTUK                      | 100%   | 77%  | 67%  |                                |            |            |            |
| LITTLE CORNWALLIS              | 100%   | 100% | 100% |                                |            |            |            |
| LUTSEL K'E                     | 100%   | 100% | 89%  |                                |            |            |            |

| <b>Community Level Indicators</b>                        |              |            |             |  |  |  |  |
|--|--------------|------------|-------------|--|--|--|--|
| <b>2.2B Repair Appt Met</b>                              |              |            |             |  |  |  |  |
| <b>Community by Designation</b>                          | <b>Month</b> |            |             |  |  |  |  |
|  | <b>July</b>  | <b>Aug</b> | <b>Sept</b> |  |  |  |  |
| <b>Rural</b>   | <b>Rural</b> |            |             |  |  |  |  |
| CAMBRIDGE BAY  | 100%         | 100%       | 67%         |  |  |  |  |
| CARCROSS   | 100%         | 100%       | 100%        |  |  |  |  |
| DAWSON CITY  | 88%          | 90%        | 100%        |  |  |  |  |
| DEASE LAKE   | 60%          | 88%        | 60%         |  |  |  |  |
| ENTERPRISE   | 100%         | 100%       | 100%        |  |  |  |  |
| FT. NELSON   | 93%          | 96%        | 96%         |  |  |  |  |
| FT. SIMPSON  | 100%         | 100%       | 100%        |  |  |  |  |
| FT. SMITH  | 100%         | 100%       | 100%        |  |  |  |  |
| HAY RIVER  | 92%          | 94%        | 100%        |  |  |  |  |
| INUVIK   | 91%          | 91%        | 92%         |  |  |  |  |
| IQALUIT  | 98%          | 97%        | 96%         |  |  |  |  |
| ISKUT  | 100%         | 67%        | 100%        |  |  |  |  |
| KAKISA   | 100%         | 100%       | 100%        |  |  |  |  |
| LOWER POST   | 100%         | 100%       | 100%        |  |  |  |  |
| MARSH LAKE   | 100%         | 100%       | 100%        |  |  |  |  |
| NORMAN WELLS   | 90%          | 90%        | 78%         |  |  |  |  |
| <b>RAE/EDZO</b>  | 67%          | 90%        | 50%         |  |  |  |  |
| RANKIN INLET   | 100%         | 98%        | 94%         |  |  |  |  |
| WATSON LAKE  | 88%          | 74%        | 88%         |  |  |  |  |
| WHITEHORSE   | 94%          | 95%        | 96%         |  |  |  |  |
| YELLOWKNIFE  | 89%          | 96%        | 93%         |  |  |  |  |
| <b>Rural Total</b>                                       | <b>92%</b>   | <b>94%</b> | <b>94%</b>  |  |  |  |  |
| <b>Corporate Total</b>                                   | <b>92%</b>   | <b>91%</b> | <b>91%</b>  |  |  |  |  |
| <b>n/a = no troubles in that month in that community</b> |              |            |             |  |  |  |  |



| 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      |            |            |
|   | July   | Aug  | Sept |   | July       | Aug        | Sept       |
| Remote                                  | Remote |      |      | Remote                                  | Remote     |            |            |
| AKLAVIK                                 | 1.1    | 0.3  | 0.0  | MAYO                                    | 1.8        | 2.9        | 1.1        |
| ARCTIC BAY                              | 3.4    | 2.7  | 1.1  | <b>MUNCHO LAKE/MOULD CREEK</b>          | 7.4        | 0.0        | 5.6        |
| ARVIAT                                  | 0.8    | 2.0  | 1.2  | NAHANNI BUTTE                           | 0.0        | 6.5        | 17.4       |
| BAKER LAKE                              | 2.1    | 2.6  | 1.4  | NANISIVIK                               | 6.3        | 8.3        | 12.5       |
| BEARSKIN LAKE                           | 0.0    | 0.0  | 0.0  | OLD CROW                                | 2.4        | 1.4        | 1.4        |
| BEAVER CREEK                            | 0.0    | 2.0  | 0.7  | PANGNIRTUNG                             | 2.1        | 1.2        | 1.7        |
| BOB QUINN LAKE                          | 0.0    | 0.0  | 0.0  | PAULATUK                                | 0.0        | 2.1        | 2.1        |
| CAPE DORSET                             | 3.4    | 1.4  | 7.4  | PELLY BAY                               | 2.7        | 4.5        | 4.5        |
| CARMACKS                                | 2.2    | 3.4  | 1.9  | PELLY CROSSING                          | 1.7        | 1.2        | 0.0        |
| CASSIAR                                 | 1.4    | 0.7  | 0.0  | POND INLET                              | 2.6        | 1.9        | 0.4        |
| CHESTERFIELD                            | 8.0    | 28.0 | 0.0  | PROPHET RIVER                           | 0.0        | 1.3        | 0.0        |
| CLYDE RIVER                             | 2.7    | 1.6  | 1.6  | QIKIQTARJUAQ                            | 2.5        | 1.2        | 4.5        |
| COLVILLE LAKE                           | 1.3    | 2.3  | 1.3  | RAE LAKES                               | 3.3        | 2.5        | 0.8        |
| CORAL HARBOUR                           | 0.0    | 1.6  | 4.8  | REPULSE BAY                             | 1.3        | 1.3        | 3.9        |
| DELINE                                  | 2.1    | 1.5  | 1.2  | RESOLUTE                                | 3.5        | 1.7        | 2.1        |
| <b>DESTRUCTION BAY/BURWASH</b>          | 0.6    | 0.3  | 1.9  | ROSS RIVER                              | 0.9        | 1.9        | 0.5        |
| <b>ELSA/KENO</b>                        | 47.4   | 15.8 | 5.3  | SACHS HARBOUR                           | 1.8        | 2.8        | 0.9        |
| FARO                                    | 0.3    | 0.6  | 0.3  | SANIKILUAQ                              | 2.1        | 2.8        | 1.0        |
| FT. GOOD HOPE                           | 7.0    | 7.3  | 5.1  | SWIFT RIVER                             | 4.0        | 16.0       | 4.0        |
| FT. LIARD                               | 1.7    | 1.4  | 1.0  | TAGISH                                  | 2.9        | 0.6        | 1.7        |
| FT. MCPHERSON                           | 2.7    | 4.5  | 1.4  | TALOYOAK                                | 2.0        | 3.6        | 1.0        |
| FT. PROVIDENCE                          | 1.0    | 0.8  | 1.0  | TELEGRAPH CREEK                         | 1.6        | 6.9        | 1.6        |
| FT. RESOLUTION                          | 0.3    | 1.0  | 1.6  | TESLIN                                  | 2.5        | 1.6        | 1.9        |
| FT. WARE                                | 1.1    | 0.0  | 3.4  | TOAD RIVER                              | 2.6        | 0.0        | 2.6        |
| GJOA HAVEN                              | 1.0    | 1.7  | 1.2  | TROUT LAKE                              | 11.6       | 0.0        | 0.0        |
| GOOD HOPE LAKE                          | 3.0    | 3.0  | 0.0  | TSIGEHTCHIC                             | 3.1        | 0.8        | 0.8        |
| GRISE FIORD                             | 0.0    | 0.0  | 1.7  | TUKTOYAKTUK                             | 2.5        | 1.5        | 2.0        |
| HAINES JUNCTION                         | 1.6    | 1.6  | 1.6  | TULITA                                  | 1.8        | 1.5        | 0.7        |
| HALL BEACH                              | 1.3    | 3.0  | 2.1  | WEKWETI                                 | 0.0        | 3.8        | 0.0        |
| HOLMAN ISLAND                           | 6.4    | 5.5  | 1.7  | WHA TI                                  | 9.6        | 2.7        | 1.6        |
| IGLOOLIK                                | 2.1    | 2.3  | 1.5  | WHALE COVE                              | 1.1        | 2.2        | 1.1        |
| JEAN MARIE RIVER                        | 0.0    | 0.0  | 2.6  | <b>WONOWON/BLUEBERRY</b>                | 2.7        | 0.8        | 1.9        |
| KIMMIRUT                                | 0.0    | 2.9  | 1.9  | WRIGLEY                                 | 14.9       | 2.3        | 1.1        |
| KOALA                                   | 0.0    | 0.0  | 0.0  | <b>Remote Total</b>                     | <b>1.9</b> | <b>1.9</b> | <b>1.5</b> |
| KUGLUKTUK                               | 0.6    | 1.6  | 1.1  |   |            |            |            |
| LITTLE CORNWALLIS                       | 0.0    | 0.0  | 0.0  |   |            |            |            |
| LUTSEL K'E                              | 4.7    | 2.4  | 4.2  |   |            |            |            |

| <b>Community Level Indicators</b>              |              |            |             |
|--|--------------|------------|-------------|
| <b>2.3 Initial Trouble Reports per 100 NAS</b> |              |            |             |
|  | <b>Month</b> |            |             |
| <b>Community by Designation</b>                | <b>July</b>  | <b>Aug</b> | <b>Sept</b> |
| <b>Rural</b>                                   | <b>Rural</b> |            |             |
| CAMBRIDGE BAY                                  | 0.7          | 0.3        | 0.4         |
| CARCROSS                                       | 5.4          | 2.0        | 1.0         |
| DAWSON CITY                                    | 2.8          | 1.3        | 1.7         |
| DEASE LAKE                                     | 0.8          | 1.3        | 0.8         |
| ENTERPRISE                                     | 6.4          | 7.3        | 0.0         |
| FT. NELSON                                     | 1.0          | 1.0        | 0.9         |
| FT. SIMPSON                                    | 0.3          | 0.5        | 0.4         |
| FT. SMITH                                      | 0.5          | 0.6        | 0.9         |
| HAY RIVER                                      | 1.6          | 1.6        | 0.8         |
| INUVIK   | 0.8          | 1.5        | 1.1         |
| IQALUIT  | 0.7          | 1.1        | 0.8         |
| ISKUT  | 1.1          | 1.7        | 1.7         |
| KAKISA   | 0.0          | 0.0        | 0.0         |
| LOWER POST                                     | 0.0          | 0.0        | 1.5         |
| MARSH LAKE                                     | 0.0          | 1.3        | 1.3         |
| NORMAN WELLS                                   | 0.8          | 0.8        | 0.7         |
| <b>RAE/EDZO</b>                                | 1.7          | 1.4        | 1.4         |
| RANKIN INLET                                   | 0.8          | 1.7        | 1.3         |
| WATSON LAKE                                    | 2.3          | 1.8        | 1.5         |
| WHITEHORSE                                     | 1.0          | 1.0        | 1.1         |
| YELLOWKNIFE                                    | 1.9          | 0.9        | 0.9         |
| <b>Rural Total</b>                             | <b>1.3</b>   | <b>1.0</b> | <b>1.0</b>  |
| <b>Corporate Total</b>                         | <b>1.4</b>   | <b>1.2</b> | <b>1.1</b>  |

| 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       | July      | Aug   | Sept     | Community by Designation       | July      | Aug      | Sept     |
| Remote                         | Remote    |       |          | Remote                         |           |          |          |
| AKLAVIK                        | 0         | 0     | 0        | LITTLE CORNWALLIS              | 0         | 0        | 0        |
| ARCTIC BAY                     | 0         | 0     | 0        | LUTSEL K'E                     | 0         | 1        | 0        |
| ARVIAT                         | 0         | 0     | 0        | MAYO                           | 0         | 0        | 0        |
| BAKER LAKE                     | 0         | 0     | 0        | <b>MUNCHO LAKE/MOULD CREEK</b> | 0         | 0        | 0        |
| BEARSKIN LAKE                  | 0         | 0     | 0        | NAHANNI BUTTE                  | 0         | 1        | 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        |
| <b>DESTRUCTION BAY/BURWASH</b> | 0         | 0     | 1        | REPULSE BAY                    | 0         | 0        | 0        |
| <b>ELSA/KENO</b>               | 0         | 0     | 0        | 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        | <b>WONOWON /BLUEBERRY</b>      | 1         | 0        | 0        |
| KUGLUKTUK                      | 0         | 0     | 0        | WRIGLEY                        | 0         | 0        | 0        |
|                                |           |       |          | <b>Remote Totals</b>           | <b>1</b>  | <b>2</b> | <b>1</b> |

| <b>2.4 Community Isolation</b>  |                  |              |                 |  |  |  |  |
|---------------------------------|------------------|--------------|-----------------|--|--|--|--|
| <b>Telco</b>                    | <b>Indicator</b> | <b>Group</b> | <b>Standard</b> |  |  |  |  |
| <b>Northwestel</b>              | <b>2.4A</b>      | <b>Cat 1</b> | <b>N/A</b>      |  |  |  |  |
| <b>Community by Designation</b> | <b>July</b>      | <b>Aug</b>   | <b>Sept</b>     |  |  |  |  |
| <b>Rural</b>                    |                  |              |                 |  |  |  |  |
| 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               |  |  |  |  |
| <b>RAE/EDZO</b>                 | 0                | 0            | 0               |  |  |  |  |
| RANKIN INLET                    | 0                | 0            | 0               |  |  |  |  |
| WATSON LAKE                     | 0                | 0            | 0               |  |  |  |  |
| WHITEHORSE                      | 0                | 0            | 0               |  |  |  |  |
| YELLOWKNIFE                     | 0                | 0            | 0               |  |  |  |  |
| <b>Rural Totals</b>             | <b>0</b>         | <b>0</b>     | <b>0</b>        |  |  |  |  |
| <b>Corporate Total</b>          | <b>1</b>         | <b>2</b>     | <b>1</b>        |  |  |  |  |

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

| <b>Community</b> | <b>Designation</b> | <b>Indicator</b> | <b>Standard</b> | <b>July</b> | <b>Aug</b> | <b>Sept</b> |
|------------------|--------------------|------------------|-----------------|-------------|------------|-------------|
| Fort Smith       | Rural              | 5.1B7            | Billing         | 0.56        | 0          | 0           |
| Dawson           | Rural              | 5.1B1            | Provisioning    | 0           | 0          | 0.71        |
| Dease Lake       | Rural              | 5.1B1            | Provisioning    | 0           | 0          | 1.98        |
| Total            | Co                 | 5.1B             | Total           | 0.013       | 0          | 0.027       |
| Total            | Co                 | 5.2              | Total Resolved  | 100%        | 100%       | 100%        |