



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

30 April 2009

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

Dear Mr. Morin:

Re: Quality of Service Reporting: Telecom Decision CRTC 2008-105 Retail Quality of Service Regime in Non-forborne Markets.

In accordance with the above noted Decision and Decision Telecom Regulatory Policy CRTC 2009-183, Northwestel submits its 1st quarter Quality of Service results for 2009.

Sincerely,

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

Dallas Yeulett
Senior Manager, Regulatory Compliance

Attachment

<u>Telco</u>	<u>Indicator</u>	<u>Description</u>	<u>Group</u>	<u>Standard</u>	<u>Jan-09</u>	<u>Feb -09</u>	<u>Mar -09</u>
Northwestel	1.2B	Inst App Met	Rural	90% or more	97	96	95
Northwestel	2.1B	oos<24hrs	Rural	80% or more	91	93	91
Northwestel	2.1C	oos<5 bus days	Remote	90% or more	88	96	94
Northwestel	2.2B	Repair App Met	Rural	90% or more	91	96	95