



Northwestel Inc.
P.O. Box 2727
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15 November 2006

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 3rd Quarter Quality of Service results for 2006.

Sincerely,

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

Dallas Yeulett
Manager, Regulatory Affairs

Attachments

| <u>Telco</u> | <u>Indicator</u> | <u>Description</u> | <u>Group</u> | <u>Standard</u> | <u>Jul-06</u> | <u>Aug-06</u> | <u>Sept-06</u> |
|--------------|------------------|-----------------------------|--------------|-------------------|---------------|---------------|----------------|
| Northwestel | 1.1A | | Urban | 90% or more | N/A | N/A | N/A |
| Northwestel | 1.1B | Prov Interval | Rural | 90% or more | 97 | 98 | 97 |
| Northwestel | 1.2A | | Urban | 90% or more | N/A | N/A | N/A |
| Northwestel | 1.2B | Inst App Met | Rural | 90% or more | 98 | 97 | 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 | 0.1 | 0.1 |
| Northwestel | 1.4 | Held Upgrades | Rural | 53% or less | 0 | 0 | 0 |
| Northwestel | 1.5 | TSF Bus Off | Co | 80% or more | 82 | 82 | 81 |
| Northwestel | 1.6 | | Co | 90% or more | N/A | N/A | N/A |
| Northwestel | 1.7 | | Co | 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 | 87 | 92 | 90 |
| Northwestel | 2.1C | oos<5 bus days | Remote | 90% or more | 1 86 | 88 | 88 |
| Northwestel | 2.2A | | Urban | 90% or more | N/A | N/A | N/A |
| Northwestel | 2.2B | Repair App Met | Rural | 90% or more | 86 | 92 | 91 |
| Northwestel | 2.3A | | Urban | 5% or less | N/A | N/A | N/A |
| Northwestel | 2.3B | Initial Report Rate | Rural | 5% or less | 1 | 1 | 1 |
| Northwestel | 2.4A | Community Isolations | Cat 1 | Not Applicable | 2 | 3 | 0 |
| 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 | Co | 80% or more | 83 | 80 | 78 |
| Northwestel | 2.6 | | Co | 90% or more | N/A | N/A | N/A |
| Northwestel | 3.1 | Dial Tone Delay | Co | 98.5% or more | 100.0 | 99.9 | 99.9 |
| Northwestel | 4.1 | Directory Accuracy | Co | 93.8% or more | 99.9 | 99.9 | 99.9 |
| Northwestel | 4.3 | Directory Assistance Survey | Co | 93.8% or more | 98 | 93 | 96 |
| Northwestel | 5.1A1 | | Urban | Provisioning | N/A | N/A | N/A |
| Northwestel | 5.1B1 | Cutomer Complaints | Rural | Provisioning | 0.013 | 0.013 | 0.013 |
| Northwestel | 5.1A2 | | Urban | Repair | N/A | N/A | N/A |
| Northwestel | 5.1B2 | Cutomer Complaints | Rural | Repair | 0.000 | 0.013 | 0.013 |
| Northwestel | 5.1A3 | | Urban | Local Service | N/A | N/A | N/A |
| Northwestel | 5.1B3 | Cutomer Complaints | Rural | Local Service | 0.000 | 0.000 | 0.000 |
| Northwestel | 5.1A4 | | Urban | Long Distance | N/A | N/A | N/A |
| Northwestel | 5.1B4 | Cutomer Complaints | Rural | Long Distance | 0.000 | 0.000 | 0.000 |
| Northwestel | 5.1A5 | | Urban | Operator Service | N/A | N/A | N/A |
| Northwestel | 5.1B5 | Cutomer Complaints | Rural | Operator Service | 0.000 | 0.000 | 0.000 |
| Northwestel | 5.1A6 | | Urban | Directory Service | N/A | N/A | N/A |
| Northwestel | 5.1B6 | Cutomer Complaints | Rural | Directory Service | 0.000 | 0.000 | 0.000 |
| Northwestel | 5.1A7 | | Urban | Billing Service | N/A | N/A | N/A |
| Northwestel | 5.1B7 | Cutomer Complaints | Rural | Billing Service | 0.000 | 0.000 | 0.013 |
| Northwestel | 5.1A | | Urban | Total | N/A | N/A | N/A |
| Northwestel | 5.1B | Cutomer Complaints | Rural | Total | 0.013 | 0.027 | 0.040 |
| Northwestel | 5.2 | Cutomer Complaints | Co | Resolved | 100.0 | 100.0 | 100.0 |

Northwestel Quality of Service Exception Reporting

Indicator 2.1C – Out of service troubles cleared within 5 business days - Remote

Northwestel missed its objective for Quality of Service Indicator 2.1C for the three consecutive months in the 3rd Quarter of 2006. Although the indicator was missed, the average for the three months was 88%, very close to the 90% standard.

| | |
|--------------------|-----|
| July Results: | 86% |
| August Results: | 88% |
| September Results: | 88% |

For each month, in Quarter 3 of 2006, the indicator was missed primarily due to Community Service Technician availability. There were 39 instances where customer trouble reports were cleared beyond the 5-business day target in communities that are normally serviced by a Community Service Technician, but at the time the technician was not available for work.

The communities effected included Tuktoyaktuk, Cape Dorset, Clyde River, Fort Good Hope, Gameti (Rae Lakes), Old Crow, Ft. Liard, Deline, Taloyoak, Pond Inlet, Tagish, Kimmirut, Colville Lake, and Tulita.

Action Plans

New Community Service Technicians have been hired in the communities of Cape Dorset, Clyde River, Ft Good Hope, Gameti (Rae Lakes), Deline and Pond Inlet. Letters of offer have been sent to successful candidates in the communities of Tuktoyaktuk and Old Crow.

There are 6 communities where repeated recruitment efforts have gone unanswered. The communities of Ft Liard, Colville Lake, Tulita, Taloyoak, Tagish and Kimmirut are all currently without Community Service Technicians. In the interim Northwestel will service these Remote communities with Service Technicians from other centers by scheduling weekly trips into those communities.

Northwestel's on-going recruitment efforts are expected to help Northwestel meet the out of service indicator in the months ahead.

| 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% | 100% | 100% | MAYO | 100% | 100% | 83% |
| ARCTIC BAY | 88% | 90% | 91% | MUNCHO LAKE/MOULD CREEK | 100% | 100% | 100% |
| ARVIAT | 100% | 92% | 97% | NAHANNI BUTTE | 100% | 100% | 100% |
| BAKER LAKE | 100% | 100% | 100% | NANISIVIK | 100% | 100% | 50% |
| BEAVER CREEK | 100% | 75% | 100% | OLD CROW | 90% | 100% | 100% |
| BOB QUINN LAKE | 100% | 0% | 100% | PANGNIRTUNG | 100% | 97% | 100% |
| BURWASH/DESTRUCTION BAY | 100% | 67% | 100% | PAULATUK | 75% | 100% | 75% |
| CAPE DORSET | 100% | 96% | 94% | PELLY BAY | 100% | 100% | 100% |
| CARMACKS | 100% | 100% | 90% | PELLY CROSSING | 100% | 83% | 71% |
| CASSIAR | 100% | 100% | 100% | POND INLET | 92% | 94% | 100% |
| CHESTERFIELD INLET | 100% | 100% | 100% | PROPHET RIVER | 100% | 100% | 100% |
| CLYDE RIVER | 80% | 100% | 92% | QIKIQTARJUAQ | 100% | 100% | 100% |
| COLVILLE LAKE | 100% | 100% | 100% | REPULSE BAY | 100% | 100% | 67% |
| CORAL HARBOUR | 100% | 92% | 100% | RESOLUTE | 100% | 100% | 100% |
| DELINE | 86% | 75% | 76% | ROSS RIVER | 100% | 100% | 63% |
| ELSA /KENO | 100% | 100% | 100% | SACHS HARBOUR | 100% | 100% | 100% |
| FARO | 100% | 100% | 100% | SANIKILUAQ | 100% | 100% | 100% |
| FT. GOOD HOPE | 100% | 75% | 94% | SWIFT RIVER | 100% | 100% | 100% |
| FT. LIARD | 100% | 100% | 80% | TAGISH | 100% | 100% | 100% |
| FT. MCPHERSON | 93% | 96% | 100% | TALOYOAK | 100% | 89% | 88% |
| FT. PROVIDENCE | 100% | 100% | 94% | TELEGRAPH CREEK | 100% | 100% | 100% |
| FT. RESOLUTION | 100% | 100% | 94% | TESLIN | 100% | 93% | 100% |
| FT. WARE | 100% | 88% | 100% | TOAD RIVER | 100% | 100% | 100% |
| GAMETI | 50% | 100% | 50% | TROUT LAKE | 100% | 100% | 100% |
| GJOA HAVEN | 100% | 100% | 100% | TSIIGEHTCHIC | 80% | 100% | 100% |
| GOOD HOPE LAKE | 100% | 100% | 100% | TUKTOYAKTUK | 71% | 89% | 89% |
| GRISE FIORD | 100% | 100% | 100% | TULITA | 89% | 75% | 100% |
| HAINES JUNCTION | 100% | 100% | 95% | ULUKHAKTOK(Holman Island) | 100% | 92% | 88% |
| HALL BEACH | 100% | 81% | 85% | WEKWETI | 100% | 86% | 100% |
| IGLOOLIK | 94% | 94% | 96% | WHA TI | 100% | 91% | 100% |
| JEAN MARIE RIVER | 50% | 100% | 100% | WHALE COVE | 83% | 100% | 100% |
| KIMMIRUT | 100% | 100% | 92% | WONOWON/BLUEBERRY | 83% | 83% | 100% |
| KOALA | 100% | 100% | 100% | WRIGLEY | 100% | 100% | 100% |
| KUGLUKTUK | 85% | 96% | 100% | Remote Total | 95% | 94% | 95% |
| LUTSEL K'E | 100% | 100% | 100% | | | | |

| Community Level Indicators | | | |
|--|--------------|------------|-------------|
| 1.1 Provisioning Interval | | | |
| Community by Designation | Month | | |
| | July | Aug | Sept |
| Rural | Rural | | |
| BECHOKO (RAE/EDZO) | 95% | 100% | 100% |
| CAMBRIDGE BAY | 100% | 100% | 98% |
| CARCROSS | 100% | 100% | 89% |
| DAWSON CITY | 96% | 100% | 100% |
| DEASE LAKE | 80% | 100% | 100% |
| ENTERPRISE | 100% | 100% | 100% |
| FT. NELSON | 97% | 99% | 98% |
| FT. SIMPSON | 97% | 100% | 100% |
| FT. SMITH | 100% | 100% | 95% |
| HAY RIVER | 100% | 100% | 100% |
| INUVIK | 98% | 99% | 97% |
| IQALUIT | 100% | 100% | 98% |
| ISKUT | 100% | 100% | 100% |
| KAKISA | 100% | 100% | 100% |
| LOWER POST | 100% | 100% | 100% |
| MARSH LAKE | 100% | 100% | 100% |
| NORMAN WELLS | 95% | 100% | 100% |
| RANKIN INLET | 100% | 100% | 100% |
| WATSON LAKE | 92% | 100% | 100% |
| WHITEHORSE | 95% | 99% | 100% |
| YELLOWKNIFE | 97% | 99% | 99% |
| Rural Total | 97% | 99% | 99% |
| Corporate Total | 97% | 98% | 98% |
| CRTC Objective = 90% in 10 working days | | | |
| n/a = no service orders in that community in that month | | | |

| Community Level Indicators | | | | Community Level Indicators | | | |
|--|--------|------|------|--|------------|------------|------------|
| 1.2 % of Installation Appointments Met | | | | 1.2 % of Installation Appointments Met | | | |
| Community by Designation | Month | | | Community by Designation | Month | | |
| | July | Aug | Sept | | July | Aug | Sept |
| Remote | Remote | | | Remote | Remote | | |
| AKLAVIK | 100% | 100% | 90% | MAYO | 80% | 100% | 86% |
| ARCTIC BAY | 100% | 100% | 100% | MUNCHO LAKE/MOULD CREEK | 100% | 100% | 100% |
| ARVIAT | 97% | 100% | 95% | NAHANNI BUTTE | 100% | 100% | 100% |
| BAKER LAKE | 93% | 97% | 97% | NANISIVIK | 100% | 100% | 50% |
| BEAVER CREEK | 100% | 100% | 100% | OLD CROW | 90% | 90% | 100% |
| BOB QUINN LAKE | 75% | 0% | 100% | PANGNIRTUNG | 100% | 97% | 96% |
| BURWASH/DESTRUCTION BAY | 100% | 100% | 100% | PAULATUK | 100% | 80% | 80% |
| CAPE DORSET | 100% | 97% | 100% | PELLY BAY | 50% | 100% | 88% |
| CARMACKS | 91% | 100% | 100% | PELLY CROSSING | 100% | 100% | 100% |
| CASSIAR | 100% | 100% | 67% | POND INLET | 92% | 95% | 100% |
| CHESTERFIELD INLET | 100% | 100% | 100% | PROPHET RIVER | 100% | 88% | 67% |
| CLYDE RIVER | 100% | 100% | 92% | QIKIQTARJUAQ | 100% | 100% | 100% |
| COLVILLE LAKE | 100% | 100% | 100% | REPULSE BAY | 100% | 100% | 100% |
| CORAL HARBOUR | 100% | 100% | 100% | RESOLUTE | 100% | 100% | 100% |
| DELINE | 93% | 77% | 68% | ROSS RIVER | 100% | 100% | 100% |
| ELSA /KENO | 100% | 100% | 100% | SACHS HARBOUR | 100% | 83% | 100% |
| FARO | 100% | 100% | 100% | SANIKILUAQ | 100% | 100% | 100% |
| FT. GOOD HOPE | 95% | 79% | 89% | SWIFT RIVER | 100% | 100% | 100% |
| FT. LIARD | 100% | 100% | 91% | TAGISH | 100% | 100% | 100% |
| FT. MCPHERSON | 82% | 97% | 100% | TALOYOAK | 100% | 90% | 100% |
| FT. PROVIDENCE | 100% | 100% | 100% | TELEGRAPH CREEK | 100% | 100% | 100% |
| FT. RESOLUTION | 83% | 92% | 100% | TESLIN | 88% | 94% | 100% |
| FT. WARE | 100% | 78% | 100% | TOAD RIVER | 100% | 100% | 100% |
| GAMETI | 75% | 100% | 83% | TROUT LAKE | 100% | 100% | 100% |
| GJOA HAVEN | 100% | 93% | 90% | TSIIGEHTCHIC | 100% | 100% | 89% |
| GOOD HOPE LAKE | 100% | 100% | 100% | TUKTOYAKTUK | 80% | 91% | 80% |
| GRISE FIORD | 100% | 100% | 100% | TULITA | 80% | 75% | 90% |
| HAINES JUNCTION | 86% | 92% | 100% | ULUKHAKTOK(Holman Island) | 100% | 100% | 88% |
| HALL BEACH | 50% | 94% | 100% | WEKWETI | 100% | 100% | 100% |
| IGLOOLIK | 100% | 95% | 100% | WHA TI | 100% | 100% | 100% |
| JEAN MARIE RIVER | 50% | 100% | 100% | WHALE COVE | 100% | 80% | 93% |
| KIMMIRUT | 100% | 100% | 92% | WONOWON/BLUEBERRY | 100% | 86% | 82% |
| KOALA | 100% | 100% | 100% | WRIGLEY | 100% | 100% | 80% |
| KUGLUKTUK | 100% | 85% | 100% | Remote Total | 94% | 94% | 95% |
| LUTSEL K'E | 100% | 91% | 100% | | | | |

| Community Level Indicators | | | |
|---|--------------|------------|-------------|
| 1.2 % of Installation Appointments Met | | | |
| | Month | | |
| Community by Designation | July | Aug | Sept |
| Rural | Rural | | |
| BECHOKO (RAE/EDZO) | 1 | 0.971 | 0.967 |
| CAMBRIDGE BAY | 98% | 100% | 98% |
| CARCROSS | 100% | 100% | 100% |
| DAWSON CITY | 100% | 100% | 99% |
| DEASE LAKE | 92% | 100% | 100% |
| ENTERPRISE | 100% | 100% | 100% |
| FT. NELSON | 100% | 97% | 99% |
| FT. SIMPSON | 97% | 98% | 100% |
| FT. SMITH | 98% | 98% | 100% |
| HAY RIVER | 100% | 98% | 96% |
| INUUVIK | 100% | 99% | 98% |
| IQALUIT | 98% | 99% | 99% |
| ISKUT | 100% | 100% | 100% |
| KAKISA | 100% | 100% | 100% |
| LOWER POST | 100% | 100% | 100% |
| MARSH LAKE | 100% | 100% | 100% |
| NORMAN WELLS | 100% | 93% | 96% |
| RANKIN INLET | 100% | 97% | 100% |
| WATSON LAKE | 89% | 100% | 97% |
| WHITEHORSE | 99% | 99% | 97% |
| YELLOWKNIFE | 99% | 100% | 100% |
| Rural Total | 99% | 99% | 98% |
| Corporate Total | 98% | 97% | 97% |
| CRTC Objective -- 90% | | | |

| 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% | MUNCHO LAKE /MOULD CREEK | 0% | 0% | 0% |
| ARVIAT | 0% | 0% | 0% | NAHANNI BUTTE | 0% | 0% | 0% |
| BAKER LAKE | 0% | 0% | 0% | NANISIVIK | 0% | 0% | 0% |
| BEAVER CREEK | 0% | 0% | 0% | OLD CROW | 0% | 0% | 0% |
| BOB QUINN LAKE | 0% | 0% | 0% | PANGNIRTUNG | 0% | 0% | 0% |
| BURWASH/DESTRUCTION BAY | 0% | 0% | 0% | PAULATUK | 0% | 0% | 0% |
| CAPE DORSET | 0% | 0% | 0% | PELLY BAY | 0% | 0% | 0% |
| CARMACKS | 0% | 0% | 0% | PELLY CROSSING | 0% | 0% | 0% |
| CASSIAR | 0% | 0% | 0% | POND INLET | 0% | 0% | 0% |
| CHESTERFIELD | 0% | 0% | 0% | PROPHET RIVER | 0% | 0% | 0% |
| CLYDE RIVER | 0% | 0% | 0% | QIKIQTARJUAQ | 0% | 0% | 0% |
| COLVILLE LAKE | 0% | 0% | 0% | REPULSE BAY | 0% | 0% | 0% |
| CORAL HARBOUR | 0% | 0% | 0% | RESOLUTE | 0% | 0% | 0% |
| DELINE | 0% | 0% | 0% | ROSS RIVER | 0% | 0% | 0% |
| ELSA/KENO | 0% | 0% | 0% | SACHS HARBOUR | 0% | 0% | 0% |
| FARO | 0% | 0% | 0% | SANIKILUAQ | 0% | 0% | 0% |
| FT. GOOD HOPE | 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% |
| GAMETI | 0% | 0% | 0% | TROUT LAKE | 0% | 0% | 0% |
| GJOA HAVEN | 0% | 0% | 0% | TSIIGEHTCHIC | 0% | 0% | 0% |
| GOOD HOPE LAKE | 0% | 0% | 0% | TUKTOYAKTUK | 0% | 0% | 0% |
| GRISE FIORD | 0% | 0% | 0% | TULITA | 0% | 0% | 0% |
| HAINES JUNCTION | 0% | 0% | 0% | ULUKHAKTOK(Holman Island) | 0% | 0% | 0% |
| HALL BEACH | 0% | 0% | 0% | WEKWETI | 0% | 0% | 0% |
| IGLOOLIK | 0% | 0% | 4% | WHA TI | 0% | 0% | 0% |
| JEAN MARIE RIVER | 0% | 0% | 0% | WHALE COVE | 0% | 0% | 0% |
| KIMMIRUT | 0% | 0% | 0% | WONOWON /BLUEBERRY | 0% | 0% | 0% |
| KOALA | 0% | 0% | 0% | WRIGLEY | 0% | 0% | 0% |
| KUGLUKTUK | 0% | 0% | 0% | Remote Total | 0% | 0% | 0.1% |
| 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 | July | Aug | Sept |
| Rural | Rural | | |
| BECHOKO (RAE/EDZO) | 0% | 0% | 0% |
| CAMBRIDGE BAY | 0% | 0% | 0% |
| CARCROSS | 0% | 0% | 0% |
| DAWSON CITY | 0% | 3% | 0% |
| DEASE LAKE | 0% | 0% | 0% |
| ENTERPRISE | 0% | 0% | 0% |
| FT. NELSON | 0% | 0% | 0% |
| FT. SIMPSON | 0% | 2% | 0% |
| FT. SMITH | 0% | 0% | 0% |
| HAY RIVER | 0% | 0% | 0% |
| INUVIK | 0% | 0% | 0% |
| IQALUIT | 0% | 0% | 0% |
| ISKUT | 0% | 0% | 0% |
| KAKISA | 0% | 0% | 0% |
| LOWER POST | 0% | 0% | 0% |
| MARSH LAKE | 0% | 0% | 0% |
| NORMAN WELLS | 0% | 0% | 0% |
| RANKIN INLET | 0% | 0% | 0% |
| WATSON LAKE | 0% | 0% | 0% |
| WHITEHORSE | 0% | 0% | 0% |
| YELLOWKNIFE | 0% | 0.2% | 0% |
| Rural Total | 0% | 0.2% | 0% |
| | | | |
| Corporate Total | 0% | 0.1% | 0.1% |

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

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

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

Rural

| Community | July | Aug | Sept |
|--------------------|-------------|------------|-------------|
| BECHOKO (RAE/EDZO) | 100% | 71% | 60% |
| CAMBRIDGE BAY | 67% | 88% | 60% |
| CARCROSS | 100% | 100% | 100% |
| DAWSON CITY | 100% | 100% | 67% |
| DEASE LAKE | 67% | 50% | 75% |
| ENTERPRISE | 100% | 100% | 100% |
| FT. NELSON | 89% | 96% | 100% |
| FT. SIMPSON | 67% | 25% | 100% |
| FT. SMITH | 91% | 100% | 100% |
| HAY RIVER | 91% | 94% | 88% |
| INUVIK | 90% | 94% | 92% |
| IQALUIT | 95% | 93% | 100% |
| ISKUT | 100% | 100% | 67% |
| KAKISA | 0% | 100% | 100% |
| LOWER POST | 50% | 75% | 100% |
| MARSH LAKE | 100% | 100% | 100% |
| NORMAN WELLS | 60% | 100% | 33% |
| RANKIN INLET | 90% | 100% | 91% |
| WATSON LAKE | 68% | 50% | 55% |
| WHITEHORSE | 94% | 97% | 93% |
| YELLOWKNIFE | 94% | 92% | 94% |
| Rural Total | 87% | 92% | 90% |

| 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 | July | Aug | Sept | Community by Designation | July | Aug | Sept |
| Remote | Remote | | | Remote | Remote | | |
| AKLAVIK | 100% | 100% | 100% | MAYO | 100% | 80% | 100% |
| ARCTIC BAY | 100% | 100% | 100% | MUNCHO LAKE/MOULD CREEK | 60% | 0% | 100% |
| ARVIAT | 100% | 100% | 100% | NAHANNI BUTTE | 100% | 0% | 100% |
| BAKER LAKE | 100% | 100% | 100% | NANISIVIK | 100% | 100% | 100% |
| BEAVER CREEK | 100% | 100% | 100% | OLD CROW | 67% | 0% | 67% |
| BOB QUINN LAKE | 100% | 0% | 100% | PANGNIRTUNG | 100% | 100% | 100% |
| BURWASH/DESTRUCTION BAY | 0% | 50% | 100% | PAULATUK | 0% | 100% | 75% |
| CAPE DORSET | 92% | 100% | 100% | PELLY BAY | 60% | 100% | 100% |
| CARMACKS | 100% | 100% | 100% | PELLY CROSSING | 100% | 100% | 67% |
| CASSIAR | 100% | 100% | 100% | POND INLET | 100% | 100% | 100% |
| CHESTERFIELD INLET | 100% | 100% | 100% | PROPHET RIVER | 100% | 100% | 100% |
| CLYDE RIVER | 0% | 100% | 20% | QIKIQTARJUAQ | 100% | 100% | 100% |
| COLVILLE LAKE | 100% | 100% | 100% | REPULSE BAY | 67% | 100% | 100% |
| CORAL HARBOUR | 100% | 100% | 100% | RESOLUTE | 100% | 100% | 75% |
| DELINE | 100% | 100% | 33% | ROSS RIVER | 100% | 100% | 100% |
| ELSA /KENO | 100% | 100% | 100% | SACHS HARBOUR | 67% | 100% | 100% |
| FARO | 100% | 100% | 100% | SANIKILUAQ | 100% | 100% | 100% |
| FT. GOOD HOPE | 75% | 67% | 36% | SWIFT RIVER | 100% | 100% | 100% |
| FT. LIARD | 100% | 50% | 100% | TAGISH | 50% | 50% | 0% |
| FT. MCPHERSON | 88% | 100% | 100% | TALOYOAK | 0% | 50% | 100% |
| FT. PROVIDENCE | 100% | 100% | 100% | TELEGRAPH CREEK | 100% | 100% | 100% |
| FT. RESOLUTION | 75% | 100% | 100% | TESLIN | 100% | 67% | 100% |
| FT. WARE | 100% | 0% | 100% | TOAD RIVER | 83% | 100% | 67% |
| GAMETI | 100% | 0% | 50% | TROUT LAKE | 100% | 100% | 100% |
| GJOA HAVEN | 100% | 100% | 100% | TSIIGEHTCHIC | 100% | 100% | 100% |
| GOOD HOPE LAKE | 100% | 100% | 100% | TUKTOYAKTUK | 79% | 88% | 63% |
| GRISE FIORD | 0% | 100% | 100% | TULITA | 33% | 100% | 100% |
| HAINES JUNCTION | 100% | 100% | 100% | ULUKHAKTOK(Holman Island) | 80% | 71% | 71% |
| HALL BEACH | 100% | 80% | 50% | WEKWETI | 100% | 100% | 100% |
| IGLOOLIK | 100% | 67% | 100% | WHA TI | 100% | 100% | 100% |
| JEAN MARIE RIVER | 100% | 100% | 100% | WHALE COVE | 0% | 100% | 100% |
| KIMMIRUT | 100% | 100% | 100% | WONOWON/BLUEBERRY | 83% | 100% | 100% |
| KOALA | 100% | 100% | 100% | WRIGLEY | 100% | 100% | 100% |
| KUGLUKTUK | 80% | 71% | 100% | Remote Total | 86% | 88% | 88% |
| 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% | 100% | 100% | MAYO | 75% | 92% | 100% |
| ARCTIC BAY | 100% | 100% | 100% | MUNCHO LAKE/MOULD CREEK | 80% | 100% | 100% |
| ARVIAT | 100% | 100% | 100% | NAHANNI BUTTE | 100% | 0% | 100% |
| BAKER LAKE | 100% | 100% | 100% | NANISIVIK | 100% | 100% | 100% |
| BEAVER CREEK | 100% | 100% | 100% | OLD CROW | 50% | 33% | 50% |
| BOB QUINN LAKE | 100% | 100% | 100% | PANGNIRTUNG | 100% | 100% | 100% |
| BURAWASH/DESTRUCTION BAY | 87% | 100% | 100% | PAULATUK | 75% | 100% | 60% |
| CAPE DORSET | 100% | 100% | 100% | PELLY BAY | 86% | 100% | 100% |
| CARMACKS | 100% | 100% | 100% | PELLY CROSSING | 100% | 100% | 100% |
| CASSIAR | 100% | 100% | 100% | POND INLET | 83% | 75% | 100% |
| CHESTERFIELD INLET | 33% | 100% | 20% | PROPHET RIVER | 100% | 100% | 100% |
| CLYDE RIVER | 0% | 100% | 100% | QIKIQTARJUAQ | 100% | 100% | 100% |
| COLVILLE LAKE | 93% | 100% | 100% | REPULSE BAY | 80% | 83% | 100% |
| CORAL HARBOUR | 100% | 60% | 33% | RESOLUTE | 100% | 100% | 83% |
| DELINE | 100% | 100% | 100% | ROSS RIVER | 0% | 100% | 100% |
| ELSA/KENO | 100% | 100% | 100% | SACHS HARBOUR | 75% | 100% | 100% |
| FARO | 100% | 100% | 100% | SANIKILUAQ | 100% | 100% | 100% |
| FT. GOOD HOPE | 80% | 60% | 31% | SWIFT RIVER | 100% | 100% | 100% |
| FT. LIARD | 100% | 67% | 100% | TAGISH | 100% | 100% | 0% |
| FT. MCPHERSON | 71% | 100% | 100% | TALOYOAK | 50% | 75% | 100% |
| FT. PROVIDENCE | 80% | 100% | 80% | TELEGRAPH CREEK | 100% | 100% | 100% |
| FT. RESOLUTION | 100% | 100% | 100% | TESLIN | 100% | 83% | 100% |
| FT. WARE | 100% | 0% | 100% | TOAD RIVER | 100% | 100% | 83% |
| GAMETI | 100% | 100% | 50% | TROUT LAKE | 100% | 100% | 100% |
| GJOA HAVEN | 100% | 100% | 89% | TSIGEHTCHIC | 100% | 100% | 100% |
| GOOD HOPE LAKE | 100% | 100% | 100% | TUKTOYAKTUK | 58% | 73% | 40% |
| GRISE FIORD | 0% | 50% | 100% | TULITA | 0% | 100% | 75% |
| HAINES JUNCTION | 89% | 100% | 100% | ULUKHAKTOK(Holman Island) | 91% | 56% | 64% |
| HALL BEACH | 100% | 88% | 0% | WEKWETI | 100% | 100% | 100% |
| IGLOOLIK | 100% | 71% | 100% | WHA TI | 0% | 96% | 75% |
| JEAN MARIE RIVER | 100% | 100% | 100% | WHALE COVE | 100% | 100% | 100% |
| KIMMIRUT | 100% | 75% | 86% | WONOWON/BLUEBERRY | 100% | 100% | 100% |
| KOALA | 100% | 100% | 100% | WRIGLEY | 100% | 100% | 100% |
| KUGLUKTUK | 86% | 64% | 100% | Remote Total | 85% | 88% | 87% |
| LUTSEL K'E | 100% | 100% | 100% | | | | |

| Community Level Indicators | | | |
|---|--------------|------------|-------------|
| 2.2B Repair Appt Met | | | |
| Community by Designation | Month | | |
| | July | Aug | Sept |
| Rural | Rural | | |
| BECHOKO (RAE/EDZO) | 100% | 91% | 71% |
| CAMBRIDGE BAY | 78% | 90% | 61% |
| CARCROSS | 100% | 100% | 100% |
| DAWSON CITY | 100% | 100% | 100% |
| DEASE LAKE | 100% | 67% | 67% |
| ENTERPRISE | 100% | 100% | 100% |
| FT. NELSON | 98% | 96% | 100% |
| FT. SIMPSON | 67% | 75% | 100% |
| FT. SMITH | 95% | 100% | 100% |
| HAY RIVER | 96% | 96% | 89% |
| INUVIK | 83% | 93% | 96% |
| IQALUIT | 97% | 98% | 100% |
| ISKUT | 0% | 100% | 83% |
| KAKISA | 50% | 100% | 100% |
| LOWER POST | 50% | 80% | 100% |
| MARSH LAKE | 75% | 100% | 100% |
| NORMAN WELLS | 73% | 92% | 86% |
| RANKIN INLET | 100% | 100% | 92% |
| WATSON LAKE | 62% | 61% | 71% |
| WHITEHORSE | 91% | 95% | 95% |
| YELLOWKNIFE | 92% | 96% | 92% |
| Rural Total | 87% | 94% | 93% |
| Corporate | 86% | 92% | 91% |
| n/a = no troubles in that month in that community | | | |

| Community Level Indicators | | | | Community Level Indicators | | | |
|---|--------|-----|------|---|------------|------------|------------|
| 2.3 Initial Trouble Reports per 100 NAS | | | | 2.3 Initial Trouble Reports per 100 NAS | | | |
| Community by Designation | Month | | | Community by Designation | Month | | |
| | July | Aug | Sept | | July | Aug | Sept |
| Remote | Remote | | | Remote | Remote | | |
| AKLAVIK | 1.1 | 0.5 | 0.5 | MAYO | 0.9 | 3.1 | 1.2 |
| ARCTIC BAY | 0.8 | 1.6 | 0.0 | MUNCHO LAKE/MOULD CREEK | 9.3 | 1.9 | 1.9 |
| ARVIAT | 1.2 | 0.9 | 0.8 | NAHANNI BUTTE | 0.0 | 2.0 | 0.0 |
| BAKER LAKE | 1.3 | 0.7 | 1.3 | NANISIVIK | 2.9 | 2.9 | 2.9 |
| BEAVER CREEK | 1.2 | 1.7 | 1.2 | OLD CROW | 2.8 | 1.4 | 1.9 |
| BOB QUINN LAKE | 0.0 | 7.7 | 0.0 | PANGNIRTUNG | 0.3 | 0.9 | 1.2 |
| BURWASH/DESTRUCTION BAY | 3.2 | 1.9 | 1.3 | PAULATUK | 2.8 | 3.5 | 3.5 |
| CAPE DORSET | 2.7 | 1.6 | 1.1 | PELLY BAY | 2.5 | 2.9 | 2.2 |
| CARMACKS | 1.0 | 1.7 | 1.0 | PELLY CROSSING | 0.0 | 1.1 | 1.7 |
| CASSIAR | 0.0 | 8.7 | 0.0 | POND INLET | 0.8 | 1.6 | 1.1 |
| CHESTERFIELD | 4.9 | 1.6 | 3.7 | PROPHET RIVER | 0.0 | 0.0 | 6.1 |
| CLYDE RIVER | 1.1 | 0.0 | 1.8 | QIKIQTARJUAQ | 1.3 | 3.4 | 3.0 |
| COLVILLE LAKE | 1.4 | 0.0 | 1.4 | REPULSE BAY | 2.0 | 2.4 | 0.4 |
| CORAL HARBOUR | 4.0 | 0.0 | 2.0 | RESOLUTE | 1.1 | 3.5 | 2.1 |
| DELINE | 1.1 | 1.3 | 0.8 | ROSS RIVER | 0.5 | 0.0 | 0.0 |
| ELSA/KENO | 13.0 | 4.3 | 0.0 | SACHS HARBOUR | 3.6 | 5.5 | 7.3 |
| FARO | 0.6 | 0.0 | 2.1 | SANIKILUAQ | 2.5 | 1.8 | 2.1 |
| FT. GOOD HOPE | 1.5 | 1.5 | 3.8 | SWIFT RIVER | 0.0 | 0.0 | 0.0 |
| FT. LIARD | 0.0 | 0.9 | 0.0 | TAGISH | 2.8 | 1.7 | 1.1 |
| FT. MCPHERSON | 11.4 | 1.2 | 2.8 | TALOYOAK | 0.7 | 1.4 | 1.4 |
| FT. PROVIDENCE | 1.2 | 1.0 | 1.2 | TELEGRAPH CREEK | 0.5 | 1.1 | 1.1 |
| FT. RESOLUTION | 1.9 | 0.6 | 0.3 | TESLIN | 2.0 | 1.7 | 1.4 |
| FT. WARE | 2.2 | 2.2 | 3.3 | TOAD RIVER | 15.9 | 4.5 | 13.6 |
| GAMETI | 1.5 | 1.5 | 1.5 | TROUT LAKE | 0.0 | 0.0 | 0.0 |
| GJOA HAVEN | 1.0 | 2.5 | 1.9 | TSIGEHTCHIC | 0.0 | 4.0 | 0.8 |
| GOOD HOPE LAKE | 11.1 | 0.0 | 2.8 | TUKTOYAKTUK | 3.0 | 2.3 | 1.6 |
| GRISE FIORD | 0.8 | 1.6 | 1.6 | TULITA | 1.0 | 1.3 | 1.3 |
| HAINES JUNCTION | 1.2 | 1.0 | 0.8 | ULUKHAKTOK(Holman Island) | 4.7 | 3.8 | 5.9 |
| HALL BEACH | 1.9 | 3.0 | 0.8 | WEKWETI | 1.1 | 0.0 | 0.0 |
| IGLOOLIK | 0.9 | 1.0 | 1.0 | WHA TI | 0.6 | 1.7 | 3.4 |
| JEAN MARIE RIVER | 0.0 | 0.0 | 0.0 | WHALE COVE | 1.1 | 12.1 | 2.1 |
| KIMMIRUT | 1.0 | 3.8 | 3.3 | WONOWON/BLUEBERRY | 2.5 | 1.9 | 7.5 |
| KOALA | 0.0 | 0.0 | 0.0 | WRIGLEY | 0.0 | 1.1 | 1.1 |
| KUGLUKTUK | 0.9 | 1.4 | 0.9 | Remote Total | 1.6 | 1.5 | 1.5 |
| LUTSEL K'E | 1.8 | 1.8 | 5.7 | | | | |

| Community Level Indicators | | | |
|--|---------------|------------|-------------|
| 2.3 Initial Trouble Reports per 100 NAS | | | |
| | Month | | |
| Community by Designation | July | Aug | Sept |
| Rural | Remote | | |
| BECHOKO (RAE/EDZO) | 0.9 | 1.4 | 1.7 |
| CAMBRIDGE BAY | 0.5 | 0.6 | 1.1 |
| CARCROSS | 0.6 | 0.9 | 1.3 |
| DAWSON CITY | 1.3 | 1.1 | 0.6 |
| DEASE LAKE | 1.0 | 0.5 | 1.5 |
| ENTERPRISE | 2.1 | 1.1 | 0.0 |
| FT. NELSON | 0.9 | 1.3 | 1.0 |
| FT. SIMPSON | 0.4 | 0.6 | 0.4 |
| FT. SMITH | 0.7 | 0.3 | 1.4 |
| HAY RIVER | 0.6 | 0.7 | 0.7 |
| INUVIK | 1.2 | 1.3 | 1.0 |
| IQALUIT | 0.7 | 0.6 | 0.8 |
| ISKUT | 0.5 | 0.5 | 3.3 |
| KAKISA | 4.4 | 0.0 | 2.2 |
| LOWER POST | 2.9 | 7.2 | 0.0 |
| MARSH LAKE | 1.3 | 0.6 | 0.6 |
| NORMAN WELLS | 0.8 | 0.9 | 0.5 |
| RANKIN INLET | 0.5 | 1.0 | 0.5 |
| WATSON LAKE | 11.9 | 2.0 | 1.2 |
| WHITEHORSE | 1.3 | 1.2 | 0.8 |
| YELLOWKNIFE | 0.9 | 0.7 | 0.5 |
| Rural Total | 1.1 | 0.9 | 0.8 |
| Corporate Total | 1.2 | 1.0 | 0.9 |

| 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 | | | | Community by Designation | | | |
| | July | Aug | Sept | | July | Aug | Sept |
| Remote | Remote | | | Remote | | | |
| AKLAVIK | 0 | 0 | 0 | MAYO | 0 | 0 | 0 |
| ARCTIC BAY | 0 | 1 | 0 | MUNCHO LAKE/MOULD CREEK | 0 | 0 | 0 |
| ARVIAT | 0 | 0 | 0 | NAHANNI BUTTE | 0 | 0 | 0 |
| BAKER LAKE | 0 | 0 | 0 | NANISIVIK | 0 | 0 | 0 |
| BEAVER CREEK | 0 | 0 | 0 | OLD CROW | 0 | 0 | 0 |
| BOB QUINN LAKE | 0 | 0 | 0 | PANGNIRTUNG | 0 | 0 | 0 |
| BURWASH/DESTRUCTION BAY | 0 | 0 | 0 | PAULATUK | 0 | 0 | 0 |
| CAPE DORSET | 0 | 0 | 0 | PELLY BAY | 0 | 0 | 0 |
| CARMACKS | 0 | 0 | 0 | PELLY CROSSING | 0 | 0 | 0 |
| CASSIAR | 0 | 0 | 0 | POND INLET | 0 | 0 | 0 |
| CHESTERFIELD INLET | 0 | 0 | 0 | PROPHET RIVER | 0 | 0 | 0 |
| CLYDE RIVER | 0 | 0 | 0 | QIKIQTARJUAQ | 0 | 0 | 0 |
| COLVILLE LAKE | 0 | 0 | 0 | REPULSE BAY | 0 | 0 | 0 |
| CORAL HARBOUR | 0 | 0 | 0 | RESOLUTE | 0 | 0 | 0 |
| DELINE | 0 | 0 | 0 | ROSS RIVER | 0 | 0 | 0 |
| ELSA/KENO | 0 | 0 | 0 | SACHS HARBOUR | 0 | 0 | 0 |
| FARO | 0 | 0 | 0 | SANIKILUAQ | 0 | 0 | 0 |
| FT. GOOD HOPE | 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 |
| GAMETI | 0 | 0 | 0 | TROUT LAKE | 0 | 0 | 0 |
| GJOA HAVEN | 0 | 0 | 0 | TSIIGEHTCHIC | 0 | 0 | 0 |
| GOOD HOPE LAKE | 0 | 0 | 0 | TUKTOYAKTUK | 0 | 0 | 0 |
| GRISE FIORD | 0 | 0 | 0 | TULITA | 0 | 0 | 0 |
| HAINES JUNCTION | 0 | 0 | 0 | ULUKHAKTOK(Holman Island) | 0 | 0 | 0 |
| HALL BEACH | 0 | 0 | 0 | WEKWETI | 0 | 0 | 0 |
| IGLOOLIK | 0 | 0 | 0 | WHA TI | 0 | 0 | 0 |
| JEAN MARIE RIVER | 0 | 0 | 0 | WHALE COVE | 0 | 0 | 0 |
| KIMMIRUT | 0 | 1 | 0 | WONOWON /BLUEBERRY | 0 | 0 | 0 |
| KOALA | 0 | 0 | 0 | WRIGLEY | 0 | 0 | 0 |
| KUGLUKTUK | 0 | 0 | 0 | Remote Totals | 0 | 2 | 0 |
| LUTSEL K'E | 0 | 0 | 0 | | | | |

| Northwestel CRTC Indicators | | | |
|------------------------------------|------------------|--------------|-----------------|
| 2.4 Community Isolation | | | |
| Telco | Indicator | Group | Standard |
| Northwestel | 2.4A | Cat 1 | N/A |
| Community by Designation | | | |
| | July | Aug | Sept |
| Rural | | | |
| BECHOKO (RAE/EDZO) | 0 | 0 | 0 |
| CAMBRIDGE BAY | 0 | 0 | 0 |
| CARCROSS | 0 | 0 | 0 |
| DAWSON CITY | 0 | 0 | 0 |
| DEASE LAKE | 0 | 0 | 0 |
| ENTERPRISE | 0 | 0 | 0 |
| FT. NELSON | 0 | 0 | 0 |
| FT. SIMPSON | 0 | 0 | 0 |
| FT. SMITH | 0 | 0 | 0 |
| HAY RIVER | 0 | 0 | 0 |
| INUVIK | 1 | 0 | 0 |
| IQALUIT | 0 | 0 | 0 |
| ISKUT | 0 | 0 | 0 |
| KAKISA | 0 | 1 | 0 |
| LOWER POST | 0 | 0 | 0 |
| MARSH LAKE | 0 | 0 | 0 |
| NORMAN WELLS | 0 | 0 | 0 |
| RANKIN INLET | 0 | 0 | 0 |
| WATSON LAKE | 1 | 0 | 0 |
| WHITEHORSE | 0 | 0 | 0 |
| YELLOWKNIFE | 0 | 0 | 0 |
| Rural Totals | 2 | 1 | 0 |
| Corporate Total | 2 | 3 | 0 |

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

| Community | Designation | Indicator | Standard | July | Aug | Sept |
|----------------|-------------|-----------|--------------|-------|-------|-------|
| Fort Ware | Remote | 5.1B2 | Repair | | | 10 |
| Gjoa Haven | Remote | 5.1B1 | Provisioning | 2.22 | | |
| Iqaluit | Rural | 5.1B7 | Billing | | | 0.22 |
| Kugluktuk | Remote | 5.1B2 | Repair | | 1.69 | |
| Yellowknife | Rural | 5.1B1 | Provisioning | | 0.067 | 0.067 |
| Total | Co | 5.1B | Total | 0.013 | 0.027 | 0.04 |
| Total Resolved | Co | 5.2 | | 100% | 100% | 100% |