



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

01 December 2006

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

Dear Ms. Rhéume:

**Re: Quality of Service Results - Monthly Reporting**

Pursuant to paragraph 90 of Telecom Decision CRTC 97-16, Northwestel Inc. hereby files the October 2006 report for those Quality of Service indicators, which have crossed below the standard threshold, set by the Commission for quarterly reporting. In particular, the monthly results for indicator 2.1C - Out of service troubles cleared within 5 business days - Remote

For explanation of below-standard performers and corrective action plans, please see the Company's Quarter 3 of 2006 quality of service report.

Yours truly,

A handwritten signature in cursive script, appearing to read 'Dallas Yeulett'.

Dallas Yeulett  
Manager, Regulatory Affairs

Attachment

Northwestel Quality of Service Reporting Monthly

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. Northwestel met the standard for October at 93%.

**October Results**

<b><u>Telco</u></b>	<b><u>Indicator</u></b>	<b><u>Description</u></b>	<b><u>Group</u></b>	<b><u>Standard</u></b>		<b><u>Jul-06</u></b>
Northwestel	2.1C	oos<5 bus days	Remote	90% or more	1	<b>93</b>

**Action Plans**

The Company notes that in September and October the Company hired and trained community technicians in the following communities: Pond Inlet, Tulita, Old Crow, Deline, Clyde River and Gameti.

Northwestel believes these hires and on-going training programs have helped to improve results above the 90% standard.