



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

19 February 2007

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 4th Quarter Quality of Service results for 2006.

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 | | Oct | Nov | Dec | | | | | | |
|-----------------------|----------------------------------|-----|-----|-----|--|--|--|--|--|--|
| No. | Description | | | | | | | | | |
| 1 | CCS7 Network interconnection | 0 | 0 | 0 | | | | | | |
| 2 | 9-1-1 Emergency services | 0 | 0 | 0 | | | | | | |
| 3 | 800 SCP database | 0 | 0 | 0 | | | | | | |
| 4 | BNS SCP database | 0 | 0 | 0 | | | | | | |
| 5 | LNP SCP database | 0 | 0 | 0 | | | | | | |
| 6 | End office | 0 | 0 | 0 | | | | | | |
| 7 | Toll access tandem switch | 0 | 0 | 0 | | | | | | |
| 8 | Interconnecting trunk facilities | 0 | 0 | 0 | | | | | | |
| 9 | Co-location | 0 | 0 | 0 | | | | | | |
| Total monthly outages | | 0 | 0 | 0 | | | | | | |

| <u>Telco</u> | <u>Indicator</u> | <u>Description</u> | <u>Group</u> | <u>Standard</u> | <u>Oct -06</u> | <u>Nov-06</u> | <u>Dec 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 | 96 | 96 | 96 |
| Northwestel | 1.3A | | Urban | 3.3% or less | N/A | N/A | N/A |
| Northwestel | 1.3B | Held Orders | Rural | 3.3% or less | 0 | 0 | 0.1 |
| Northwestel | 1.4 | Held Upgrades | Rural | 53% or less | 0 | 0 | 0 |
| Northwestel | 1.5 | TSF Bus Off | Co | 80% or more | 79 | 82 | 85 |
| 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 | 93 | 84 | 88 |
| Northwestel | 2.1C | oos<5 bus days | Remote | 90% or more | 93 | 91 | 91 |
| Northwestel | 2.2A | | Urban | 90% or more | N/A | N/A | N/A |
| Northwestel | 2.2B | Repair App Met | Rural | 90% or more | 95 | 90 | 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 | 0 | 0 | 1 |
| Northwestel | 2.4B | | Cat 2 | Not Applicable | N/A | N/A | N/A |
| Northwestel | 2.4C | | Cat 3 | Not Applicable | N/A | N/A | N/A |
| Northwestel | 2.5 | TSF Repair | Co | 80% or more | 80 | 80 | 85 |
| Northwestel | 2.6 | | Co | 90% or more | N/A | N/A | N/A |
| Northwestel | 3.1 | Dial Tone Delay | Co | 98.5% or more | 99.9 | 99.9 | 99.9 |
| Northwestel | 4.1 | Directory Accuracy | Co | 93.8% or more | 99.9 | 100.0 | 99.9 |
| Northwestel | 4.3 | Directory Assistance Survey | Co | 93.8% or more | 98 | 93 | 97 |
| Northwestel | 5.1A1 | | Urban | Provisioning | N/A | N/A | N/A |
| Northwestel | 5.1B1 | Cutomer Complaints | Rural | Provisioning | 0.000 | 0.013 | 0.000 |
| Northwestel | 5.1A2 | | Urban | Repair | N/A | N/A | N/A |
| Northwestel | 5.1B2 | Cutomer Complaints | Rural | Repair | 0.000 | 0.000 | 0.000 |
| 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 | 0.000 |
| Northwestel | 5.1A | | Urban | Total | N/A | N/A | N/A |
| Northwestel | 5.1B | Cutomer Complaints | Rural | Total | 0.000 | 0.013 | 0.000 |
| Northwestel | 5.2 | Cutomer Complaints | Co | Resolved | 100.0 | 100.0 | 100.0 |

| Community Level Indicators | | | | Community Level Indicators | | | |
|--------------------------------|--------|------|------|--------------------------------|------------|------------|------------|
| 1.1 Provisioning Interval | | | | 1.1 Provisioning Interval | | | |
| Community by Designation | Month | | | Community by Designation | Month | | |
| | Oct | Nov | Dec | | Oct | Nov | Dec |
| Remote | Remote | | | Remote | Remote | | |
| AKLAVIK | 100% | 100% | 100% | MAYO | 80% | 80% | 100% |
| ARCTIC BAY | 100% | 100% | 100% | MUNCHO LAKE/MOULD CREEK | 100% | 100% | 100% |
| ARVIAT | 100% | 100% | 96% | NAHANNI BUTTE | 100% | 100% | 100% |
| BAKER LAKE | 100% | 100% | 91% | NANISIVIK | 100% | 100% | 100% |
| BEAVER CREEK | 40% | 4% | 100% | OLD CROW | 82% | 82% | 100% |
| BOB QUINN LAKE | 100% | 80% | 100% | PANGNIRTUNG | 100% | 100% | 100% |
| BURWASH/DESTRUCTION BAY | 80% | 100% | 100% | PAULATUK | 100% | 100% | 100% |
| CAPE DORSET | 100% | 100% | 100% | PELLY BAY | 93% | 93% | 100% |
| CARMACKS | 100% | 100% | 100% | PELLY CROSSING | 100% | 100% | 100% |
| CASSIAR | 100% | 100% | 100% | POND INLET | 100% | 100% | 100% |
| CHESTERFIELD INLET | 100% | 100% | 100% | PROPHET RIVER | 100% | 100% | 100% |
| CLYDE RIVER | 100% | 100% | 100% | QIKIQTARJUAQ | 100% | 100% | 100% |
| COLVILLE LAKE | 100% | 100% | 75% | REPULSE BAY | 100% | 100% | 88% |
| CORAL HARBOUR | 100% | 100% | 100% | RESOLUTE | 100% | 100% | 100% |
| DELINE | 100% | 100% | 100% | ROSS RIVER | 83% | 83% | 100% |
| ELSA /KENO | 100% | 100% | 100% | SACHS HARBOUR | 100% | 100% | 100% |
| FARO | 100% | 100% | 33% | SANIKILUAQ | 100% | 100% | 100% |
| FT. GOOD HOPE | 100% | 100% | 100% | SWIFT RIVER | 100% | 100% | 100% |
| FT. LIARD | 100% | 100% | 100% | TAGISH | 100% | 100% | 100% |
| FT. MCPHERSON | 91% | 91% | 100% | TALOYOAK | 90% | 90% | 100% |
| FT. PROVIDENCE | 92% | 92% | 100% | TELEGRAPH CREEK | 100% | 100% | 100% |
| FT. RESOLUTION | 89% | 89% | 100% | TESLIN | 100% | 100% | 100% |
| FT. WARE | 100% | 100% | 100% | TOAD RIVER | 100% | 100% | 67% |
| GAMETI | 83% | 83% | 100% | TROUT LAKE | 100% | 100% | 100% |
| GJOA HAVEN | 96% | 96% | 100% | TSIIGEHTCHIC | 100% | 100% | 100% |
| GOOD HOPE LAKE | 100% | 100% | 100% | TUKTOYAKTUK | 88% | 88% | 82% |
| GRISE FIORD | 100% | 100% | 100% | TULITA | 64% | 64% | 90% |
| HAINES JUNCTION | 100% | 100% | 100% | ULUKHAKTOK(Holman Island) | 83% | 83% | 100% |
| HALL BEACH | 85% | 85% | 100% | WEKWETI | 75% | 75% | 100% |
| IGLOOLIK | 100% | 100% | 100% | WHA TI | 100% | 100% | 100% |
| JEAN MARIE RIVER | 100% | 100% | 100% | WHALE COVE | 100% | 100% | 88% |
| KIMMIRUT | 100% | 100% | 100% | WONOWON/BLUEBERRY | 50% | 50% | 100% |
| KOALA | 100% | 100% | 100% | WRIGLEY | 100% | 100% | 100% |
| KUGLUKTUK | 100% | 100% | 92% | Remote Total | 95% | 95% | 97% |
| LUTSEL K'E | 92% | 92% | 100% | | | | |

| Community Level Indicators | | | |
|--|--------------|------------|------------|
| 1.1 Provisioning Interval | | | |
| Community by Designation | Month | | |
| | Oct | Nov | Dec |
| Rural | Rural | | |
| BECHOKO (RAE/EDZO) | 100% | 100% | 100% |
| CAMBRIDGE BAY | 98% | 98% | 100% |
| CARCROSS | 100% | 100% | 75% |
| DAWSON CITY | 100% | 100% | 96% |
| DEASE LAKE | 100% | 100% | 100% |
| ENTERPRISE | 100% | 100% | 100% |
| FT. NELSON | 98% | 98% | 96% |
| FT. SIMPSON | 100% | 100% | 100% |
| FT. SMITH | 96% | 96% | 97% |
| HAY RIVER | 99% | 99% | 97% |
| INUVIK | 92% | 92% | 98% |
| IQALUIT | 98% | 98% | 99% |
| ISKUT | 100% | 100% | 100% |
| KAKISA | 100% | 100% | 100% |
| LOWER POST | 100% | 100% | 100% |
| MARSH LAKE | 100% | 100% | 100% |
| NORMAN WELLS | 100% | 100% | 75% |
| RANKIN INLET | 100% | 100% | 97% |
| WATSON LAKE | 100% | 100% | 100% |
| WHITEHORSE | 98% | 98% | 95% |
| YELLOWKNIFE | 98% | 98% | 98% |
| Rural Total | 98% | 98% | 97% |
| Corporate Total | 97% | 98% | 97% |
| 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 | | |
| | Oct | Nov | Dec | | Oct | Nov | Dec |
| Remote | Remote | | | Remote | Remote | | |
| AKLAVIK | 90% | 90% | 100% | MAYO | 80% | 100% | 100% |
| ARCTIC BAY | 100% | 100% | 100% | MUNCHO LAKE/MOULD CREEK | 100% | 100% | 100% |
| ARVIAT | 96% | 89% | 92% | NAHANNI BUTTE | 100% | 100% | 100% |
| BAKER LAKE | 100% | 100% | 100% | NANISIVIK | 100% | 100% | 100% |
| BEAVER CREEK | 100% | 100% | 100% | OLD CROW | 100% | 100% | 100% |
| BOB QUINN LAKE | 100% | 100% | 0% | PANGNIRTUNG | 100% | 100% | 100% |
| BURWASH/DESTRUCTION BAY | 100% | 100% | 100% | PAULATUK | 100% | 80% | 100% |
| CAPE DORSET | 95% | 100% | 95% | PELLY BAY | 93% | 91% | 100% |
| CARMACKS | 100% | 100% | 100% | PELLY CROSSING | 100% | 100% | 100% |
| CASSIAR | 100% | 100% | 100% | POND INLET | 96% | 100% | 100% |
| CHESTERFIELD INLET | 85% | 100% | 100% | PROPHET RIVER | 100% | 100% | 100% |
| CLYDE RIVER | 80% | 100% | 71% | QIKIQTARJUAQ | 100% | 100% | 100% |
| COLVILLE LAKE | 100% | 100% | 75% | REPULSE BAY | 92% | 100% | 88% |
| CORAL HARBOUR | 100% | 100% | 89% | RESOLUTE | 100% | 100% | 100% |
| DELINE | 92% | 100% | 93% | ROSS RIVER | 100% | 100% | 100% |
| ELSA /KENO | 100% | 100% | 100% | SACHS HARBOUR | 67% | 100% | 100% |
| FARO | 91% | 71% | 50% | SANIKILUAQ | 100% | 100% | 88% |
| FT. GOOD HOPE | 100% | 88% | 100% | SWIFT RIVER | 100% | 100% | 100% |
| FT. LIARD | 100% | 100% | 100% | TAGISH | 75% | 67% | 100% |
| FT. MCPHERSON | 91% | 96% | 88% | TALOYOAK | 100% | 92% | 100% |
| FT. PROVIDENCE | 92% | 100% | 100% | TELEGRAPH CREEK | 100% | 100% | 100% |
| FT. RESOLUTION | 100% | 100% | 100% | TESLIN | 100% | 93% | 80% |
| FT. WARE | 100% | 100% | 100% | TOAD RIVER | 100% | 100% | 100% |
| GAMETI | 67% | 100% | 67% | TROUT LAKE | 100% | 100% | 100% |
| GJOA HAVEN | 96% | 100% | 90% | TSIIGEHTCHIC | 100% | 83% | 100% |
| GOOD HOPE LAKE | 100% | 0% | 100% | TUKTOYAKTUK | 94% | 91% | 82% |
| GRISE FIORD | 100% | 100% | 100% | TULITA | 73% | 86% | 60% |
| HAINES JUNCTION | 95% | 88% | 93% | ULUKHAKTOK(Holman Island) | 100% | 100% | 100% |
| HALL BEACH | 100% | 75% | 100% | WEKWETI | 75% | 100% | 100% |
| IGLOOLIK | 100% | 100% | 100% | WHA TI | 100% | 88% | 100% |
| JEAN MARIE RIVER | 100% | 100% | 100% | WHALE COVE | 100% | 70% | 100% |
| KIMMIRUT | 100% | 100% | 100% | WONOWON/BLUEBERRY | 100% | 100% | 100% |
| KOALA | 100% | 100% | 100% | WRIGLEY | 80% | 100% | 100% |
| KUGLUKTUK | 97% | 97% | 100% | Remote Total | 96% | 96% | 94% |
| LUTSEL K'E | 100% | 100% | 100% | | | | |

| Community Level Indicators | | | |
|---|--------------|------------|------------|
| 1.2 % of Installation Appointments Met | | | |
| | Month | | |
| Community by Designation | Oct | Nov | Dec |
| Rural | Rural | | |
| BECHOKO (RAE/EDZO) | 100% | 90% | 89% |
| CAMBRIDGE BAY | 83% | 94% | 98% |
| CARCROSS | 100% | 100% | 100% |
| DAWSON CITY | 94% | 98% | 97% |
| DEASE LAKE | 96% | 100% | 100% |
| ENTERPRISE | 100% | 100% | 100% |
| FT. NELSON | 94% | 99% | 99% |
| FT. SIMPSON | 100% | 100% | 91% |
| FT. SMITH | 100% | 97% | 97% |
| HAY RIVER | 96% | 96% | 95% |
| INUVIK | 94% | 97% | 98% |
| IQALUIT | 97% | 97% | 95% |
| ISKUT | 100% | 88% | 100% |
| KAKISA | 100% | 100% | 100% |
| LOWER POST | 100% | 67% | 100% |
| MARSH LAKE | 100% | 100% | 100% |
| NORMAN WELLS | 91% | 91% | 91% |
| RANKIN INLET | 98% | 98% | 97% |
| WATSON LAKE | 100% | 96% | 92% |
| WHITEHORSE | 95% | 96% | 98% |
| YELLOWKNIFE | 98% | 98% | 96% |
| Rural Total | 96% | 97% | 97% |
| Corporate Total | 96% | 96% | 96% |
| 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 | | |
| | Oct | Nov | Dec | | Oct | Nov | Dec |
| Remote | Remote | | | Remote | Remote | | |
| AKLAVIK | 0% | 0% | 0% | MAYO | 0% | 0% | 25% |
| 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% | 0% | 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% | 0.2% |
| 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 | Oct | Nov | Dec |
| 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 | 1% | 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 | 0.1% | 0% | 0% |
| Corporate Total | 0.04% | 0.0% | 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 | | |
| | Oct | Nov | Dec | | Oct | Nov | Dec |
| 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 FIORL | 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 | | | | | | |
| | Oct | Nov | Dec | | | | |
| 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 | Oct | Nov | Dec |
|--------------------|------------|------------|------------|
| BECHOKO (RAE/EDZO) | 93% | 88% | 75% |
| CAMBRIDGE BAY | 60% | 100% | 100% |
| CARCROSS | 50% | 100% | 100% |
| DAWSON CITY | 71% | 100% | 64% |
| DEASE LAKE | 100% | 100% | 50% |
| ENTERPRISE | 100% | 100% | 100% |
| FT. NELSON | 93% | 97% | 100% |
| FT. SIMPSON | 100% | 100% | 100% |
| FT. SMITH | 86% | 100% | 100% |
| HAY RIVER | 100% | 48% | 85% |
| INUVIK | 100% | 93% | 75% |
| IQALUIT | 92% | 90% | 94% |
| ISKUT | 100% | 100% | 100% |
| KAKISA | 100% | 100% | 100% |
| LOWER POST | 100% | 100% | 100% |
| MARSH LAKE | 0% | 100% | 100% |
| NORMAN WELLS | 80% | 100% | 100% |
| RANKIN INLET | 100% | 100% | 100% |
| WATSON LAKE | 83% | 88% | 100% |
| WHITEHORSE | 99% | 96% | 90% |
| YELLOWKNIFE | 94% | 95% | 82% |
| Rural Total | 93% | 84% | 88% |

| 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 | Oct | Nov | Dec | Community by Designation | Oct | Nov | Dec |
| Remote | Remote | | | Remote | Remote | | |
| AKLAVIK | 100% | 100% | 100% | MAYO | 100% | 100% | 100% |
| ARCTIC BAY | 100% | 100% | 100% | MUNCHO LAKE/MOULD CREEK | 100% | 100% | 100% |
| ARVIAT | 100% | 100% | 100% | NAHANNI BUTTE | 100% | 100% | 100% |
| BAKER LAKE | 100% | 100% | 100% | NANISIVIK | 100% | 100% | 100% |
| BEAVER CREEK | 100% | 100% | 100% | OLD CROW | 100% | 75% | 100% |
| BOB QUINN LAKE | 100% | 100% | 100% | PANGNIRTUNG | 100% | 100% | 100% |
| BURWASH/DESTRUCTION BAY | 100% | 100% | 100% | PAULATUK | 100% | 100% | 100% |
| CAPE DORSET | 100% | 100% | 100% | PELLY BAY | 100% | 100% | 100% |
| CARMACKS | 100% | 100% | 100% | PELLY CROSSING | 100% | 100% | 0% |
| CASSIAR | 100% | 100% | 100% | POND INLET | 100% | 100% | 100% |
| CHESTERFIELD INLET | 100% | 100% | 100% | PROPHET RIVER | 100% | 100% | 100% |
| CLYDE RIVER | 100% | 75% | 0% | QIKIQTARJUAQ | 100% | 100% | 100% |
| COLVILLE LAKE | 100% | 100% | 100% | REPULSE BAY | 100% | 100% | 100% |
| CORAL HARBOUR | 83% | 100% | 100% | RESOLUTE | 100% | 100% | 100% |
| DELINE | 100% | 100% | 100% | ROSS RIVER | 100% | 100% | 100% |
| ELSA /KENO | 100% | 100% | 100% | SACHS HARBOUR | 100% | 100% | 100% |
| FARO | 100% | 100% | 100% | SANIKILUAQ | 100% | 100% | 100% |
| FT. GOOD HOPE | 100% | 100% | 100% | SWIFT RIVER | 100% | 100% | 100% |
| FT. LIARD | 100% | 100% | 0% | TAGISH | 100% | 100% | 100% |
| FT. MCPHERSON | 100% | 100% | 93% | TALOYOAK | 100% | 100% | 100% |
| FT. PROVIDENCE | 100% | 67% | 100% | TELEGRAPH CREEK | 100% | 100% | 100% |
| FT. RESOLUTION | 100% | 100% | 100% | TESLIN | 100% | 100% | 100% |
| FT. WARE | 50% | 100% | 100% | TOAD RIVER | 50% | 100% | 100% |
| GAMETI | 100% | 100% | 100% | TROUT LAKE | 50% | 0% | 100% |
| GJOA HAVEN | 75% | 100% | 100% | TSIIGEHTCHIC | 100% | 100% | 100% |
| GOOD HOPE LAKE | 100% | 100% | 0% | TUKTOYAKTUK | 0% | 33% | 50% |
| GRISE FIORD | 0% | 100% | 100% | TULITA | 100% | 100% | 100% |
| HAINES JUNCTION | 100% | 50% | 100% | ULUKHAKTOK(Holman Island) | 67% | 100% | 100% |
| HALL BEACH | 100% | 60% | 75% | WEKWETI | 100% | 100% | 50% |
| IGLOOLIK | 100% | 100% | 100% | WHA TI | 100% | 100% | 100% |
| JEAN MARIE RIVER | 100% | 100% | 100% | WHALE COVE | 100% | 100% | 83% |
| KIMMIRUT | 100% | 100% | 100% | WONOWON/BLUEBERRY | 50% | 100% | 100% |
| KOALA | 100% | 100% | 100% | WRIGLEY | 100% | 100% | 100% |
| KUGLUKTUK | 100% | 100% | 75% | Remote Total | 93% | 91% | 91% |
| 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 | | |
| | Oct | Nov | Dec | | Oct | Nov | Dec |
| Remote | Remote | | | Remote | Remote | | |
| AKLAVIK | 100% | 100% | 100% | MAYO | 100% | 100% | 100% |
| ARCTIC BAY | 100% | 100% | 100% | MUNCHO LAKE/MOULD CREEK | 100% | 0% | 100% |
| ARVIAT | 96% | 100% | 100% | NAHANNI BUTTE | 0% | 100% | 100% |
| BAKER LAKE | 90% | 100% | 100% | NANISIVIK | 100% | 100% | 100% |
| BEAVER CREEK | 100% | 100% | 100% | OLD CROW | 100% | 100% | 100% |
| BOB QUINN LAKE | 100% | 0% | 100% | PANGNIRTUNG | 100% | 100% | 100% |
| BURAWASH/DESTRUCTION BAY | 100% | 100% | 100% | PAULATUK | 100% | 100% | 100% |
| CAPE DORSET | 100% | 100% | 100% | PELLY BAY | 100% | 100% | 100% |
| CARMACKS | 100% | 100% | 100% | PELLY CROSSING | 100% | 100% | 100% |
| CASSIAR | 100% | 100% | 100% | POND INLET | 100% | 86% | 50% |
| CHESTERFIELD INLET | 100% | 80% | 33% | PROPHET RIVER | 100% | 100% | 100% |
| CLYDE RIVER | 100% | 100% | 100% | QIKIQTARJUAQ | 100% | 100% | 100% |
| COLVILLE LAKE | 91% | 100% | 100% | REPULSE BAY | 100% | 100% | 100% |
| CORAL HARBOUR | 100% | 100% | 100% | RESOLUTE | 100% | 100% | 100% |
| DELINE | 100% | 100% | 100% | ROSS RIVER | 100% | 100% | 100% |
| ELSA/KENO | 100% | 100% | 100% | SACHS HARBOUR | 100% | 100% | 100% |
| FARO | 100% | 100% | 100% | SANIKILUAQ | 100% | 100% | 100% |
| FT. GOOD HOPE | 100% | 100% | 100% | SWIFT RIVER | 100% | 100% | 100% |
| FT. LIARD | 67% | 100% | 100% | TAGISH | 100% | 100% | 100% |
| FT. MCPHERSON | 100% | 100% | 95% | TALOYOAK | 83% | 75% | 100% |
| FT. PROVIDENCE | 100% | 100% | 100% | TELEGRAPH CREEK | 100% | 100% | 100% |
| FT. RESOLUTION | 100% | 100% | 100% | TESLIN | 100% | 100% | 100% |
| FT. WARE | 25% | 100% | 100% | TOAD RIVER | 100% | 100% | 100% |
| GAMETI | 100% | 0% | 100% | TROUT LAKE | 100% | 0% | 100% |
| GJOA HAVEN | 83% | 100% | 0% | TSIGEHTCHIC | 100% | 100% | 100% |
| GOOD HOPE LAKE | 100% | 100% | 0% | TUKTOYAKTUK | 38% | 60% | 25% |
| GRISE FIORD | 50% | 100% | 100% | TULITA | 100% | 100% | 83% |
| HAINES JUNCTION | 100% | 100% | 100% | ULUKHAKTOK(Holman Island) | 80% | 100% | 100% |
| HALL BEACH | 100% | 62% | 75% | WEKWETI | 100% | 100% | 50% |
| IGLOOLIK | 100% | 100% | 100% | WHA TI | 100% | 100% | 67% |
| JEAN MARIE RIVER | 100% | 100% | 100% | WHALE COVE | 100% | 100% | 100% |
| KIMMIRUT | 78% | 100% | 100% | WONOWON/BLUEBERRY | 100% | 100% | 100% |
| KOALA | 100% | 100% | 100% | WRIGLEY | 0% | 100% | 100% |
| KUGLUKTUK | 92% | 100% | 75% | Remote Total | 93% | 93% | 90% |
| LUTSEL K'E | 100% | 100% | 100% | | | | |

| Community Level Indicators | | | |
|---|--------------|------------|------------|
| 2.2B Repair Appt Met | | | |
| Community by Designation | Month | | |
| | Oct | Nov | Dec |
| Rural | Rural | | |
| BECHOKO (RAE/EDZO) | 94% | 92% | 71% |
| CAMBRIDGE BAY | 78% | 92% | 88% |
| CARCROSS | 67% | 100% | 100% |
| DAWSON CITY | 86% | 100% | 69% |
| DEASE LAKE | 100% | 100% | 75% |
| ENTERPRISE | 100% | 100% | 100% |
| FT. NELSON | 95% | 97% | 96% |
| FT. SIMPSON | 100% | 100% | 100% |
| FT. SMITH | 94% | 93% | 92% |
| HAY RIVER | 96% | 58% | 94% |
| INUVIK | 100% | 92% | 93% |
| IQALUIT | 94% | 95% | 97% |
| ISKUT | 100% | 50% | 100% |
| KAKISA | 100% | 100% | 100% |
| LOWER POST | 100% | 100% | 100% |
| MARSH LAKE | 50% | 100% | 100% |
| NORMAN WELLS | 83% | 100% | 100% |
| RANKIN INLET | 100% | 94% | 100% |
| WATSON LAKE | 90% | 86% | 67% |
| WHITEHORSE | 98% | 93% | 93% |
| YELLOWKNIFE | 95% | 96% | 88% |
| Rural Total | 95% | 89% | 91% |
| Corporate | 95% | 90% | 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 | | |
| | Oct | Nov | Dec | | Oct | Nov | Dec |
| Remote | Remote | | | Remote | Remote | | |
| AKLAVIK | 0.5 | 0.3 | 0.8 | MAYO | 1.6 | 0.7 | 0.2 |
| ARCTIC BAY | 1.2 | 1.6 | 0.8 | MUNCHO LAKE/MOULD CREEK | 5.6 | 1.9 | 3.7 |
| ARVIAT | 2.2 | 1.0 | 0.5 | NAHANNI BUTTE | 2.0 | 2.0 | 8.2 |
| BAKER LAKE | 1.1 | 1.0 | 0.5 | NANISIVIK | 0.0 | 0.0 | 5.9 |
| BEAVER CREEK | 0.6 | 2.3 | 0.6 | OLD CROW | 2.8 | 1.9 | 0.5 |
| BOB QUINN LAKE | 0.0 | 15.4 | 0.0 | PANGNIRTUNG | 0.3 | 0.5 | 0.3 |
| BURWASH/DESTRUCTION BAY | 5.1 | 1.3 | 6.4 | PAULATUK | 0.7 | 0.7 | 1.4 |
| CAPE DORSET | 1.8 | 1.6 | 0.9 | PELLY BAY | 1.4 | 1.1 | 0.0 |
| CARMACKS | 0.7 | 0.3 | 0.7 | PELLY CROSSING | 0.6 | 0.6 | 0.6 |
| CASSIAR | 0.0 | 0.0 | 0.0 | POND INLET | 0.5 | 0.9 | 0.3 |
| CHESTERFIELD | 3.3 | 2.4 | 1.6 | PROPHET RIVER | 1.2 | 1.2 | 1.2 |
| CLYDE RIVER | 0.4 | 1.8 | 1.1 | QIKIQTARJUAQ | 1.7 | 1.7 | 0.4 |
| COLVILLE LAKE | 0.0 | 0.0 | 0.0 | REPULSE BAY | 0.4 | 0.0 | 1.2 |
| CORAL HARBOUR | 3.1 | 0.3 | 1.1 | RESOLUTE | 1.8 | 1.1 | 0.4 |
| DELINE | 0.5 | 0.3 | 0.8 | ROSS RIVER | 0.5 | 0.9 | 0.5 |
| ELSA/KENO | 8.7 | 4.3 | 0.0 | SACHS HARBOUR | 3.6 | 1.8 | 0.0 |
| FARO | 0.0 | 0.6 | 0.0 | SANIKILUAQ | 3.5 | 5.3 | 1.8 |
| FT. GOOD HOPE | 2.6 | 1.5 | 1.5 | SWIFT RIVER | 3.4 | 0.0 | 0.0 |
| FT. LIARD | 0.9 | 0.9 | 0.6 | TAGISH | 2.2 | 2.2 | 0.6 |
| FT. MCPHERSON | 2.8 | 0.9 | 4.4 | TALOYOAK | 2.0 | 1.4 | 0.0 |
| FT. PROVIDENCE | 1.4 | 0.7 | 0.5 | TELEGRAPH CREEK | 0.5 | 1.1 | 0.0 |
| FT. RESOLUTION | 1.0 | 0.6 | 0.0 | TESLIN | 0.3 | 0.0 | 0.6 |
| FT. WARE | 4.4 | 0.0 | 2.2 | TOAD RIVER | 6.8 | 0.0 | 4.5 |
| GAMETI | 0.0 | 0.7 | 0.0 | TROUT LAKE | 5.6 | 1.9 | 0.0 |
| GJOA HAVEN | 1.3 | 0.4 | 0.2 | TSIGEHTCHIC | 0.8 | 0.8 | 0.0 |
| GOOD HOPE LAKE | 2.8 | 0.0 | 2.8 | TUKTOYAKTUK | 1.2 | 0.8 | 0.6 |
| GRISE FIORD | 1.6 | 1.6 | 0.8 | TULITA | 0.0 | 0.0 | 2.0 |
| HAINES JUNCTION | 1.0 | 0.7 | 1.0 | ULUKHAKTOK(Holman Island) | 2.1 | 0.4 | 0.4 |
| HALL BEACH | 6.1 | 4.9 | 1.5 | WEKWETI | 1.1 | 1.1 | 2.2 |
| IGLOOLIK | 2.0 | 0.7 | 0.1 | WHA TI | 1.1 | 2.8 | 3.2 |
| JEAN MARIE RIVER | 0.0 | 0.0 | 0.0 | WHALE COVE | 0.5 | 1.1 | 0.6 |
| KIMMIRUT | 4.3 | 0.5 | 0.0 | WONOWON/BLUEBERRY | 1.4 | 3.9 | 0.3 |
| KOALA | 0.0 | 0.0 | 0.0 | WRIGLEY | 1.1 | 1.1 | 0.0 |
| KUGLUKTUK | 1.6 | 1.4 | 0.5 | Remote Total | 1.4 | 1.0 | 0.7 |
| LUTSEL K'E | 0.4 | 0.4 | 0.9 | | | | |

| Community Level Indicators | | | |
|--|---------------|------------|------------|
| 2.3 Initial Trouble Reports per 100 NAS | | | |
| | Month | | |
| Community by Designation | Oct | Nov | Dec |
| Rural | Remote | | |
| BECHOKO (RAE/EDZO) | 2.2 | 1.5 | 0.9 |
| CAMBRIDGE BAY | 0.5 | 0.7 | 0.5 |
| CARCROSS | 0.9 | 0.3 | 0.6 |
| DAWSON CITY | 0.8 | 0.8 | 0.8 |
| DEASE LAKE | 0.2 | 0.5 | 0.7 |
| ENTERPRISE | 1.1 | 0.0 | 0.0 |
| FT. NELSON | 0.8 | 1.1 | 0.4 |
| FT. SIMPSON | 0.9 | 0.4 | 0.3 |
| FT. SMITH | 0.6 | 0.5 | 0.4 |
| HAY RIVER | 0.6 | 2.2 | 0.9 |
| INUVIK | 0.5 | 0.8 | 0.6 |
| IQALUIT | 0.8 | 0.6 | 0.7 |
| ISKUT | 1.1 | 1.1 | 1.1 |
| KAKISA | 0.0 | 4.4 | 0.0 |
| LOWER POST | 0.0 | 0.0 | 1.4 |
| MARSH LAKE | 0.6 | 0.3 | 0.6 |
| NORMAN WELLS | 0.4 | 0.4 | 0.3 |
| RANKIN INLET | 1.0 | 0.7 | 0.3 |
| WATSON LAKE | 0.9 | 1.2 | 0.5 |
| WHITEHORSE | 0.8 | 0.6 | 0.6 |
| YELLOWKNIFE | 0.9 | 0.5 | 0.5 |
| Rural Total | 0.8 | 0.7 | 0.6 |
| Corporate Total | 0.9 | 0.8 | 0.6 |

| 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 | | | |
| | Oct | Nov | Dec | | Oct | Nov | Dec |
| 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 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 | 1 |
| 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 | 0 | 0 | WONOWON /BLUEBERRY | 0 | 0 | 0 |
| KOALA | 0 | 0 | 0 | WRIGLEY | 0 | 0 | 0 |
| KUGLUKTUK | 0 | 0 | 0 | Remote Totals | 0 | 0 | 1 |
| 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 | | | |
| | Oct | Nov | Dec |
| 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 Totals | 0 | 0 | 0 |
| Corporate Total | 0 | 0 | 1 |

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

| Community | Designation | Indicator | Standard | Oct | Nov | Dec |
|------------------|--------------------|------------------|-----------------|------------|------------|------------|
| Wonowon | Remote | 5.1B1 | Provisioning | 0 | 9.09 | 0 |
| Total | Co | 5.1B | Total | 0 | 0.013 | 0 |
| Total Resolved | Co | 5.2 | Total Resolved | 100% | 100% | 100% |