



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

13 February 2008

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 2007.

Sincerely,

A handwritten signature in dark 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>Oct-07</u>	<u>Nov-07</u>	<u>Dec 07</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	97	96	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	0.1	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	84	85	87
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	94	87	93
Northwestel	2.1C	oos<5 bus days	Remote	90% or more	95	96	93
Northwestel	2.2A		Urban	90% or more	N/A	N/A	N/A
Northwestel	2.2B	Repair App Met	Rural	90% or more	95	93	95
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	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	82	86	86
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	100.0	100.0
Northwestel	4.1	Directory Accuracy	Co	93.8% or more	100.0	100.0	100.0
Northwestel	4.3	Directory Assistance Survey	Co	93.8% or more	96	96	97
Northwestel	5.1A1		Urban	Provisioning	N/A	N/A	N/A
Northwestel	5.1B1	Cutomer Complaints	Rural	Provisioning	0.027	0.000	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	0.013	0.013	0.000
Northwestel	5.1A		Urban	Total	N/A	N/A	N/A
Northwestel	5.1B	Cutomer Complaints	Rural	Total	0.000	0.000	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	100%	100%	100%
ARCTIC BAY	100%	100%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	86%	100%	NAHANNI BUTTE	0%	100%	100%
BAKER LAKE	93%	96%	100%	NANISIVIK	100%	100%	100%
BEAVER CREEK	100%	100%	100%	OLD CROW	100%	100%	100%
BOB QUINN LAKE	100%	100%	100%	PANGNIRTUNG	100%	100%	100%
BURWASH/DESTRUCTION BAY	100%	83%	100%	PAULATUK	100%	83%	100%
CAPE DORSET	100%	95%	100%	PELLY BAY	100%	89%	90%
CARMACKS	67%	78%	100%	PELLY CROSSING	67%	100%	83%
CASSIAR	100%	100%	100%	POND INLET	90%	90%	95%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	0%	100%	100%
CLYDE RIVER	100%	100%	100%	QIKIQTARJUAQ	100%	100%	100%
COLVILLE LAKE	100%	0%	100%	REPULSE BAY	100%	100%	100%
CORAL HARBOUR	100%	100%	100%	RESOLUTE	50%	100%	100%
DELINE	100%	83%	100%	ROSS RIVER	100%	50%	100%
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	100%	100%	100%
FARO	100%	100%	100%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	90%	100%	80%	SWIFT RIVER	100%	100%	0%
FT. LIARD	100%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	100%	100%	TALOYOAK	100%	100%	100%
FT. PROVIDENCE	100%	93%	100%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	100%	100%	82%	TESLIN	91%	100%	100%
FT. WARE	100%	100%	100%	TOAD RIVER	100%	100%	100%
GAMETI	100%	100%	100%	TROUT LAKE	100%	100%	100%
GJOA HAVEN	100%	94%	100%	TSIIGEHTCHIC	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TUKTOYAKTUK	100%	100%	100%
GRISE FIORD	100%	100%	100%	TULITA	91%	100%	80%
HAINES JUNCTION	100%	88%	100%	ULUKHAKTOK (HOLMAN ISLAND)	100%	100%	100%
HALL BEACH	100%	100%	100%	WEKWETI	0%	100%	100%
IGLOOLIK	100%	95%	94%	WHA TI	100%	88%	100%
JEAN MARIE RIVER	100%	100%	100%	WHALE COVE	100%	100%	100%
KIMMIRUT	100%	100%	100%	WONOWON/BLUEBERRY	100%	100%	100%
KOALA	100%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	100%	96%	100%	Remote Total	97%	98%	97%
LUTSEL K'E	83%	100%	100%				

Community Level Indicators			
1.1 Provisioning Interval			
Community by Designation	Month		
	Oct	Nov	Dec
Rural	Rural		
BECHOKO (RAE/EDZO)	96%	100%	100%
CAMBRIDGE BAY	98%	100%	100%
CARCROSS	100%	100%	100%
DAWSON CITY	98%	98%	92%
DEASE LAKE	100%	100%	100%
ENTERPRISE	100%	100%	100%
FT. NELSON	98%	99%	98%
FT. SIMPSON	88%	100%	89%
FT. SMITH	95%	100%	100%
HAY RIVER	95%	100%	100%
INUVIK	98%	99%	97%
IQALUIT	98%	99%	97%
ISKUT	100%	100%	100%
KAKISA	100%	100%	100%
LOWER POST	100%	100%	100%
MARSH LAKE	100%	100%	100%
NORMAN WELLS	100%	100%	91%
RANKIN INLET	100%	100%	100%
WATSON LAKE	100%	100%	100%
WHITEHORSE	97%	96%	96%
YELLOWKNIFE	98%	98%	98%
Rural Total	97%	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	100%	92%	100%	MAYO	91%	100%	67%
ARCTIC BAY	89%	92%	100%	MUNCHO LAKE/MOULD CREEK	0%	0%	0%
ARVIAT	100%	81%	100%	NAHANNI BUTTE	0%	0%	0%
BAKER LAKE	94%	100%	100%	NANISIVIK	100%	0%	0%
BEAVER CREEK	100%	100%	100%	OLD CROW	100%	100%	100%
BOB QUINN LAKE	0%	100%	0%	PANGNIRTUNG	100%	100%	100%
BURWASH/DESTRUCTION BAY	100%	71%	100%	PAULATUK	33%	71%	100%
CAPE DORSET	94%	96%	93%	PELLY BAY	100%	64%	67%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	83%
CASSIAR	100%	0%	100%	POND INLET	95%	96%	100%
CHESTERFIELD INLET	90%	100%	100%	PROPHET RIVER	0%	100%	0%
CLYDE RIVER	83%	100%	100%	QIKIQTARJUAQ	100%	86%	100%
COLVILLE LAKE	100%	0%	100%	REPULSE BAY	100%	100%	100%
CORAL HARBOUR	100%	100%	100%	RESOLUTE	50%	100%	100%
DELINE	100%	86%	100%	ROSS RIVER	100%	50%	100%
ELSA /KENO	0%	100%	100%	SACHS HARBOUR	100%	75%	100%
FARO	100%	100%	100%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	100%	89%	100%	SWIFT RIVER	80%	0%	0%
FT. LIARD	100%	100%	100%	TAGISH	100%	75%	0%
FT. MCPHERSON	100%	95%	100%	TALOYOAK	100%	100%	100%
FT. PROVIDENCE	85%	100%	100%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	88%	100%	87%	TESLIN	100%	100%	100%
FT. WARE	67%	100%	100%	TOAD RIVER	100%	0%	100%
GAMETI	100%	100%	100%	TROUT LAKE	100%	0%	67%
GJOA HAVEN	93%	100%	100%	TSIIGEHTCHIC	100%	83%	67%
GOOD HOPE LAKE	0%	100%	100%	TUKTOYAKTUK	100%	94%	86%
GRISE FIORD	100%	100%	100%	TULITA	93%	90%	83%
HAINES JUNCTION	92%	100%	83%	ULUKHAKTOK (HOLMAN ISLAND)	100%	100%	100%
HALL BEACH	100%	100%	100%	WEKWETI	100%	100%	100%
IGLOOLIK	96%	100%	95%	WHA TI	92%	100%	88%
JEAN MARIE RIVER	0%	0%	100%	WHALE COVE	93%	100%	100%
KIMMIRUT	100%	100%	83%	WONOWON/BLUEBERRY	100%	100%	83%
KOALA	0%	100%	0%	WRIGLEY	100%	100%	100%
KUGLUKTUK	100%	81%	96%	Remote Total	96%	95%	98%
LUTSEL K'E	100%	75%	71%				

Community Level Indicators			
1.2 % of Installation Appointments Met			
	Month		
Community by Designation	Oct	Nov	Dec
Rural	Rural		
BECHOKO (RAE/EDZO)	94%	96%	92%
CAMBRIDGE BAY	96%	96%	100%
CARCROSS	100%	100%	100%
DAWSON CITY	93%	98%	100%
DEASE LAKE	94%	100%	100%
ENTERPRISE	100%	100%	0%
FT. NELSON	100%	99%	99%
FT. SIMPSON	93%	97%	91%
FT. SMITH	97%	93%	97%
HAY RIVER	98%	100%	93%
INUVIK	98%	92%	98%
IQALUIT	98%	97%	97%
ISKUT	100%	100%	90%
KAKISA	100%	0%	0%
LOWER POST	100%	100%	100%
MARSH LAKE	100%	100%	100%
NORMAN WELLS	100%	95%	93%
RANKIN INLET	93%	97%	100%
WATSON LAKE	88%	100%	100%
WHITEHORSE	98%	95%	98%
YELLOWKNIFE	98%	98%	98%
Rural Total	97%	97%	98%
Corporate Total	97%	96%	97%
CRTC Objective -- 90%			
n/a = no service orders in that community in that month			

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			
Month				Month			
Community by Designation	Oct	Nov	Dec	Community by Designation	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%	12%
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	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	0.3%	0%	0%				
YELLOWKNIFE	0%	0%	0%				
Rural Total	0.1%	0.0%	0.0%				
Corporate Total	0.1%	0.0%	0.1%				

Community Level Indicators				Community Level Indicators			
1.4 Held Upgrades per 100 Requests				1.4 Held Upgrades per 100 Requests			
	Month				Month		
Community by Designation	Oct	Nov	Dec	Community by Designation	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 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						
	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)	100%	81%	89%
CAMBRIDGE BAY	71%	57%	83%
CARCROSS	100%	100%	100%
DAWSON CITY	100%	100%	100%
DEASE LAKE	100%	100%	0%
ENTERPRISE	100%	100%	100%
FT. NELSON	100%	92%	100%
FT. SIMPSON	87%	80%	67%
FT. SMITH	100%	100%	80%
HAY RIVER	100%	90%	94%
INUVIK	84%	86%	90%
IQALUIT	88%	81%	92%
ISKUT	100%	100%	100%
KAKISA	100%	100%	100%
LOWER POST	100%	100%	100%
MARSH LAKE	50%	100%	100%
NORMAN WELLS	86%	100%	83%
RANKIN INLET	85%	91%	100%
WATSON LAKE	88%	83%	100%
WHITEHORSE	99%	90%	96%
YELLOWKNIFE	94%	87%	100%
Rural Total	94%	87%	93%

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			
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%	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%	100%	100%
BOB QUINN LAKE	50%	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%	67%
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%	75%	100%	QIKIQTARJUAQ	100%	100%	100%
COLVILLE LAKE	100%	0%	100%	REPULSE BAY	100%	100%	100%
CORAL HARBOUR	100%	100%	100%	RESOLUTE	100%	100%	100%
DELINE	75%	100%	100%	ROSS RIVER	100%	100%	100%
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	100%	100%	100%
FARO	100%	100%	100%	SANIKILUAQ	80%	100%	100%
FT. GOOD HOPE	75%	100%	100%	SWIFT RIVER	100%	100%	100%
FT. LIARD	100%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	100%	100%	TALOYOAK	100%	100%	100%
FT. PROVIDENCE	100%	100%	80%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	50%	50%	100%	TOAD RIVER	100%	100%	100%
GAMETI	100%	100%	100%	TROUT LAKE	100%	100%	100%
GJOA HAVEN	100%	100%	100%	TSIIGEHTCHIC	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TUKTOYAKTUK	100%	100%	100%
GRISE FIORD	100%	100%	100%	TULITA	100%	50%	100%
HAINES JUNCTION	100%	100%	100%	ULUKHAKTOK (HOLMAN ISLAND)	100%	100%	100%
HALL BEACH	100%	100%	100%	WEKWETI	100%	100%	100%
IGLOOLIK	100%	100%	100%	WHA TI	100%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WHALE COVE	100%	100%	100%
KIMMIRUT	67%	100%	0%	WONOWON/BLUEBERRY	100%	75%	83%
KOALA	50%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	100%	100%	100%	Remote Total	95%	96%	93%
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	50%	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%	100%	100%
BOB QUINN LAKE	100%	100%	100%	PANGNIRTUNG	100%	100%	100%
BURAWASH/DESTRUCTION BAY	88%	82%	100%	PAULATUK	100%	100%	100%
CAPE DORSET	100%	100%	100%	PELLY BAY	83%	100%	75%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	75%	100%	100%	POND INLET	100%	100%	100%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	100%	0%	100%	QIKIQTARJUAQ	100%	100%	100%
COLVILLE LAKE	100%	100%	100%	REPULSE BAY	100%	80%	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	50%	50%	100%
FARO	100%	100%	100%	SANIKILUAQ	90%	100%	100%
FT. GOOD HOPE	80%	100%	100%	SWIFT RIVER	100%	100%	100%
FT. LIARD	100%	75%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	75%	100%	100%	TALOYOAK	100%	80%	100%
FT. PROVIDENCE	100%	100%	100%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	100%	100%	100%	TOAD RIVER	100%	100%	100%
GAMETI	100%	93%	100%	TROUT LAKE	100%	100%	100%
GJOA HAVEN	100%	100%	75%	TSIIGEHTCHIC	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TUKTOYAKTUK	100%	90%	100%
GRISE FIORD	100%	100%	100%	TULITA	100%	67%	75%
HAINES JUNCTION	100%	100%	100%	ULUKHAKTOK (HOLMAN ISLAND)	100%	67%	100%
HALL BEACH	100%	100%	100%	WEKWETI	100%	100%	100%
IGLOOLIK	100%	100%	100%	WHA TI	100%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WHALE COVE	100%	100%	100%
KIMMIRUT	100%	100%	100%	WONOWON/BLUEBERRY	100%	100%	82%
KOALA	100%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	60%	100%	100%	Remote Total	96%	94%	96%
LUTSEL K'E	100%	67%	100%				

Community Level Indicators							
2.2B Repair Appt Met							
Community by Designation	Month						
	Oct	Nov	Dec				
Rural	Rural						
BECHOKO (RAE/EDZO)	100%	89%	90%				
CAMBRIDGE BAY	69%	67%	80%				
CARCROSS	100%	100%	100%				
DAWSON CITY	100%	100%	100%				
DEASE LAKE	100%	100%	50%				
ENTERPRISE	100%	100%	100%				
FT. NELSON	98%	89%	96%				
FT. SIMPSON	75%	83%	78%				
FT. SMITH	100%	100%	100%				
HAY RIVER	100%	92%	94%				
INUVIK	87%	91%	91%				
IQALUIT	89%	87%	95%				
ISKUT	100%	100%	100%				
KAKISA	100%	100%	100%				
LOWER POST	100%	100%	100%				
MARSH LAKE	75%	100%	100%				
NORMAN WELLS	70%	100%	92%				
RANKIN INLET	87%	100%	100%				
WATSON LAKE	91%	100%	86%				
WHITEHORSE	97%	94%	95%				
YELLOWKNIFE	98%	94%	96%				
Rural Total	94%	92%	94%				
Corporate	95%	93%	95%				
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	0.5	1.1	MAYO	2.1	0.0	2.1
ARCTIC BAY	1.2	0.8	0.4	MUNCHO LAKE/MOULD CREEK	11.4	2.3	2.3
ARVIAT	1.3	0.2	0.5	NAHANNI BUTTE	0.0	0.0	2.3
BAKER LAKE	2.3	1.4	0.5	NANISIVIK	3.2	0.0	0.0
BEAVER CREEK	1.2	0.0	0.0	OLD CROW	0.5	0.0	0.9
BOB QUINN LAKE	12.5	6.3	0.0	PANGNIRTUNG	0.7	0.3	0.5
BURWASH/DESTRUCTION BAY	0.6	5.2	0.6	PAULATUK	0.0	2.1	0.0
CAPE DORSET	3.1	2.0	0.9	PELLY BAY	2.2	0.7	1.5
CARMACKS	0.3	0.3	0.0	PELLY CROSSING	1.1	0.6	0.0
CASSIAR	0.0	0.0	0.0	POND INLET	1.6	0.5	0.4
CHESTERFIELD	1.6	3.1	0.0	PROPHET RIVER	1.3	0.0	0.0
CLYDE RIVER	3.2	3.2	0.6	QIKIQTARJUAQ	2.1	0.8	0.4
COLVILLE LAKE	1.5	3.0	0.0	REPULSE BAY	1.5	1.9	0.8
CORAL HARBOUR	1.8	1.2	0.6	RESOLUTE	0.8	0.0	0.4
DELINE	1.6	0.3	0.8	ROSS RIVER	0.5	0.5	1.4
ELSA/KENO	0.0	0.0	0.0	SACHS HARBOUR	1.8	1.8	0.9
FARO	0.9	0.0	0.3	SANIKILUAQ	3.5	1.8	0.7
FT. GOOD HOPE	1.5	2.0	0.0	SWIFT RIVER	0.0	0.0	3.4
FT. LIARD	1.3	1.3	0.6	TAGISH	0.6	1.7	1.1
FT. MCPHERSON	1.0	0.2	0.5	TALOYOAK	1.6	1.6	0.7
FT. PROVIDENCE	0.5	2.9	7.9	TELEGRAPH CREEK	2.6	4.7	0.5
FT. RESOLUTION	0.7	0.3	0.0	TESLIN	0.6	1.5	1.2
FT. WARE	6.1	3.1	1.0	TOAD RIVER	0.0	0.0	0.0
GAMETI	0.0	10.9	0.0	TROUT LAKE	0.0	0.0	0.0
GJOA HAVEN	1.2	0.4	0.8	TSIIGEHTCHIC	0.0	0.9	0.9
GOOD HOPE LAKE	2.8	2.8	5.6	TUKTOYAKTUK	0.9	1.5	0.5
GRISE FIORD	1.6	0.0	0.0	TULITA	1.6	0.9	1.3
HAINES JUNCTION	0.5	1.1	0.5	ULUKHAKTOK (HOLMAN ISLAND)	2.6	1.3	0.9
HALL BEACH	4.1	2.3	0.4	WEKWETI	0.0	0.0	0.0
IGLOOLIK	1.0	1.8	0.7	WHA TI	1.6	2.1	0.0
JEAN MARIE RIVER	2.5	2.5	2.5	WHALE COVE	1.1	0.5	0.5
KIMMIRUT	1.4	1.4	0.5	WONOWON/BLUEBERRY	3.5	1.2	2.7
KOALA	0.0	0.0	0.0	WRIGLEY	1.2	0.0	0.0
KUGLUKTUK	0.6	0.7	0.9	Remote Total	1.3	1.0	0.7
LUTSEL K'E	0.0	1.3	0.4				

Community Level Indicators							
2.3 Initial Trouble Reports per 100 NAS							
Community by Designation	Month						
	Oct	Nov	Dec				
Rural	Remote						
BECHOKO (RAE/EDZO)	0.1	2.2	1.2				
CAMBRIDGE BAY	0.8	0.5	0.6				
CARCROSS	0.0	0.6	0.6				
DAWSON CITY	0.9	0.6	0.2				
DEASE LAKE	0.7	0.3	0.3				
ENTERPRISE	2.2	3.4	2.2				
FT. NELSON	1.1	0.9	0.5				
FT. SIMPSON	1.4	1.3	0.6				
FT. SMITH	1.1	0.4	0.4				
HAY RIVER	1.2	0.3	0.8				
INUVIK	0.8	0.7	1.0				
IQALUIT	0.6	0.6	0.2				
ISKUT	2.8	0.0	0.6				
KAKISA	0.0	0.0	0.0				
LOWER POST	2.8	0.0	2.8				
MARSH LAKE	1.3	0.0	0.3				
NORMAN WELLS	0.7	0.4	0.9				
RANKIN INLET	1.2	0.8	0.5				
WATSON LAKE	1.0	1.0	0.6				
WHITEHORSE	0.8	0.5	0.5				
YELLOWKNIFE	0.6	0.6	0.4				
Rural Total	0.8	0.6	0.5				
Corporate Total	0.9	0.7	0.5				

Community Level Indicators 2.4 Community Isolation				Community Level Indicators			
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	Oct	Nov	Dec	Community by Designation	Oct	Nov	Dec
Remote	Remote			Remote			
AKLAVIK	0	0	0	LUTSEL K'E	0	0	0
ARCTIC BAY	0	0	0	MAYO	0	0	0
ARVIAT	0	0	0	MUNCHO LAKE/MOULD CREEK	0	0	0
BAKER LAKE	0	0	0	NAHANNI BUTTE	0	0	0
BEAVER CREEK	0	0	0	NANISIVIK	0	0	0
BOB QUINN LAKE	0	0	0	OLD CROW	0	0	0
BURWASH/DESTRUCTION BAY	0	0	0	PANGNIRTUNG	0	0	0
CAPE DORSET	0	0	0	PAULATUK	0	0	0
CARMACKS	0	0	0	PELLY BAY	0	0	0
CASSIAR	0	0	0	PELLY CROSSING	0	0	0
CHESTERFIELD INLET	0	0	0	POND INLET	0	0	0
CLYDE RIVER	0	0	0	PROPHET RIVER	0	0	0
COLVILLE LAKE	0	0	0	QIKIQTARJUAQ	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
				Remote Totals	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	0				

		Community Level Indicators						
		5.1 Customer Complaints by Community (complaints per 1000 NAS)						
	Community	Designation	Indicator	Standard	Oct	Nov	Dec	
	Teslin	Remote	5.1B1	Provisioning	3.1	0	0	
	Marsh Lake	Rural	5.1B1	Provisioning	1.79	0	0	
	Whitehorse	Rural	5.1B7	Billing	0.053	0	0	
	Inuvik	Rural	5.1B7	Billing	0	0.37	0	
	Total	Co	5.1B	Total	0.04	0.013	0	
	Total	Co	5.2	Resolved	100	100	100	