



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

13 May 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 1st Quarter Quality of Service results for 2008.

Sincerely,

A handwritten signature in black 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		Jan	Feb	Mar
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>Jan-08</u>	<u>Feb -08</u>	<u>Mar -08</u>
Northwestel	1.1A		Urban	90% or more	N/A	N/A	N/A
Northwestel	1.1B	Prov Interval	Rural	90% or more	98	98	98
Northwestel	1.2A		Urban	90% or more	N/A	N/A	N/A
Northwestel	1.2B	Inst App Met	Rural	90% or more	96	97	98
Northwestel	1.3A		Urban	3.3% or less	N/A	N/A	N/A
Northwestel	1.3B	Held Orders	Rural	3.3% or less	0.05	0	0
Northwestel	1.4	Held Upgrades	Rural	53% or less	0	0	0
Northwestel	1.5	TSF Bus Off	Corp	80% or more	82	85	83
Northwestel	1.6		Corp	90% or more	N/A	N/A	N/A
Northwestel	1.7		Corp	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	84	85
Northwestel	2.1C	oos<5 bus days	Remote	90% or more	94	88	93
Northwestel	2.2A		Urban	90% or more	N/A	N/A	N/A
Northwestel	2.2B	Repair App Met	Rural	90% or more	91	90	92
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	5
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	Corp	80% or more	84	87	84
Northwestel	2.6		Corp	90% or more	N/A	N/A	N/A
Northwestel	3.1	Dial Tone Delay	Corp	98.5% or more	100.0%	100%	99.9%
Northwestel	4.1	Directory Accuracy	Corp	93.8% or more	100.0%	99.9%	99.9%
Northwestel	4.3	Directory Assistance Survey	Corp	93.8% or more	97%	100%	100%
Northwestel	5.1A1		Urban	Provisioning	N/A	N/A	N/A
Northwestel	5.1B1		Rural	Provisioning	0.000	0.000	0.000
Northwestel	5.1A2	Cutomer Complaints	Urban	Repair	N/A	N/A	N/A
Northwestel	5.1B2		Rural	Repair	0.000	0.000	0.000
Northwestel	5.1A3	Cutomer Complaints	Urban	Local Service	N/A	N/A	N/A
Northwestel	5.1B3		Rural	Local Service	0.000	0.000	0.000
Northwestel	5.1A4	Cutomer Complaints	Urban	Long Distance	N/A	N/A	N/A
Northwestel	5.1B4		Rural	Long Distance	0.000	0.000	0.000
Northwestel	5.1A5	Cutomer Complaints	Urban	Operator Service	N/A	N/A	N/A
Northwestel	5.1B5		Rural	Operator Service	0.000	0.000	0.000
Northwestel	5.1A6	Cutomer Complaints	Urban	Directory Service	N/A	N/A	N/A
Northwestel	5.1B6		Rural	Directory Service	0.000	0.000	0.000
Northwestel	5.1A7	Cutomer Complaints	Urban	Billing Service	N/A	N/A	N/A
Northwestel	5.1B7		Rural	Billing Service	0.013	0.000	0.000
Northwestel	5.1A	Cutomer Complaints	Urban	Total	N/A	N/A	N/A
Northwestel	5.1B		Rural	Total	0.013	0.000	0.000
Northwestel	5.2	Cutomer Complaints	Corp	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		
	Jan	Feb	Mar		Jan	Feb	Mar
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%	97%	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	67%	100%	100%	PAULATUK	100%	100%	83%
CAPE DORSET	100%	100%	97%	PELLY BAY	100%	100%	100%
CARMACKS	100%	86%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	100%	100%	POND INLET	100%	100%	94%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	100%	100%	100%	QIKIQTARJUAQ	92%	100%	100%
COLVILLE LAKE	100%	100%	100%	REPULSE BAY	100%	100%	100%
CORAL HARBOUR	83%	100%	100%	RESOLUTE	100%	88%	100%
DELINE	100%	83%	100%	ROSS RIVER	100%	100%	100%
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	100%	50%	100%
FARO	100%	100%	100%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	100%	100%	100%	SWIFT RIVER	100%	100%	100%
FT. LIARD	88%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	100%	100%	TALOYOAK	90%	100%	100%
FT. PROVIDENCE	100%	90%	100%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	91%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	100%	100%	100%	TOAD RIVER	100%	100%	100%
GAMETI	100%	100%	100%	TROUT LAKE	100%	100%	100%
GJOA HAVEN	91%	100%	100%	TSIIGEHTCHIC	100%	100%	50%
GOOD HOPE LAKE	100%	100%	100%	TUKTOYAKTUK	100%	100%	100%
GRISE FIORD	100%	100%	100%	TULITA	100%	100%	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	100%	67%	100%	WONOWON/BLUEBERRY	100%	80%	100%
KOALA	100%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	100%	96%	100%	Remote Total	98%	98%	99%
LUTSEL K'E	100%	100%	100%				

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

Community Level Indicators			
1.2 % of Installation Appointments Met			
	Month		
Community by Designation	Jan	Feb	Mar
Rural	Rural		
BECHOKO (RAE/EDZO)	93%	97%	96%
CAMBRIDGE BAY	90%	100%	100%
CARCROSS	75%	100%	100%
DAWSON CITY	100%	94%	100%
DEASE LAKE	82%	100%	100%
ENTERPRISE	100%	0%	0%
FT. NELSON	97%	98%	99%
FT. SIMPSON	92%	79%	100%
FT. SMITH	93%	100%	98%
HAY RIVER	100%	97%	91%
INUVIK	98%	94%	100%
IQUALUIT	96%	99%	99%
ISKUT	100%	67%	100%
KAKISA	100%	100%	100%
LOWER POST	100%	100%	100%
MARSH LAKE	100%	100%	100%
NORMAN WELLS	94%	100%	100%
RANKIN INLET	95%	100%	96%
WATSON LAKE	100%	100%	100%
WHITEHORSE	97%	97%	95%
YELLOWKNIFE	97%	97%	99%
Rural Total	96%	97%	98%
Corporate Total	96%	97%	98%
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			
Community by Designation	Month			Community by Designation	Month		
	Jan	Feb	Mar		Jan	Feb	Mar
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%	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%
LUTSEL K'E	0%	0%	0%				

Community Level Indicators							
1.3 Held Orders per 100 Network Access Services Main Inward Movement							
Community by Designation	Month						
	Jan	Feb	Mar				
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%	0.0%				

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		
	Jan	Feb	Mar		Jan	Feb	Mar
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						
	Jan	Feb	Mar				
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	Jan	Feb	Mar
BECHOKO (RAE/EDZO)	100%	60%	100%
CAMBRIDGE BAY	67%	50%	100%
CARCROSS	100%	100%	100%
DAWSON CITY	100%	100%	100%
DEASE LAKE	100%	100%	50%
ENTERPRISE	100%	100%	100%
FT. NELSON	100%	92%	80%
FT. SIMPSON	75%	100%	100%
FT. SMITH	100%	86%	100%
HAY RIVER	100%	100%	100%
INUVIK	90%	100%	77%
IQALUIT	90%	92%	88%
ISKUT	100%	60%	67%
KAKISA	100%	100%	100%
LOWER POST	100%	0%	100%
MARSH LAKE	100%	100%	67%
NORMAN WELLS	50%	100%	100%
RANKIN INLET	100%	100%	89%
WATSON LAKE	100%	38%	50%
WHITEHORSE	86%	81%	77%
YELLOWKNIFE	82%	86%	94%
Rural Total	87%	84%	85%

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		
	Jan	Feb	Mar		Jan	Feb	Mar
Remote	Remote			Remote	Remote		
AKLAVIK	100%	100%	100%	MAYO	100%	67%	67%
ARCTIC BAY	100%	100%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	100%	71%	100%	NANISIVIK	100%	100%	100%
BEAVER CREEK	100%	100%	50%	OLD CROW	100%	100%	100%
BOB QUINN LAKE	100%	100%	100%	PANGNIRTUNG	100%	100%	100%
BURWASH/DESTRUCTION BAY	100%	67%	100%	PAULATUK	100%	100%	100%
CAPE DORSET	100%	50%	100%	PELLY BAY	100%	100%	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	80%	67%	0%	QIKIQTARJUAQ	100%	50%	100%
COLVILLE LAKE	0%	50%	100%	REPULSE BAY	100%	33%	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%	67%	SWIFT RIVER	100%	100%	100%
FT. LIARD	100%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	100%	50%	TALOYOAK	0%	100%	100%
FT. PROVIDENCE	80%	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%	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%	50%	100%	TULITA	100%	100%	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	100%	100%	100%	WONOWON/BLUEBERRY	100%	91%	100%
KOALA	100%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	100%	0%	50%	Remote Total	94%	88%	93%
LUTSEL K'E	50%	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		
	Jan	Feb	Mar		Jan	Feb	Mar
Remote	Remote			Remote	Remote		
AKLAVIK	100%	100%	100%	MAYO	100%	75%	83%
ARCTIC BAY	100%	100%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	91%	78%	100%	NANISIVIK	100%	100%	100%
BEAVER CREEK	100%	100%	67%	OLD CROW	100%	100%	50%
BOB QUINN LAKE	100%	100%	100%	PANGNIRTUNG	100%	100%	100%
BURAWASH/DESTRUCTION BAY	83%	80%	100%	PAULATUK	100%	100%	100%
CAPE DORSET	100%	100%	100%	PELLY BAY	80%	100%	100%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	100%	100%	POND INLET	100%	100%	100%
CHESTERFIELD INLET	100%	75%	0%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	100%	67%	100%	QIKIQTARJUAQ	100%	67%	100%
COLVILLE LAKE	100%	100%	100%	REPULSE BAY	100%	60%	100%
CORAL HARBOUR	100%	100%	100%	RESOLUTE	100%	100%	100%
DELINE	100%	88%	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%	67%	SWIFT RIVER	100%	100%	100%
FT. LIARD	100%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	100%	100%	50%	TALOYOAK	0%	100%	100%
FT. PROVIDENCE	83%	100%	100%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	100%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	100%	50%	50%	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%	75%	100%	TUKTOYAKTUK	100%	100%	100%
GRISE FIORD	100%	67%	100%	TULITA	100%	100%	67%
HAINES JUNCTION	100%	100%	100%	ULUKHAKTOK (HOLMAN ISLAND)	100%	75%	100%
HALL BEACH	100%	100%	100%	WEKWETI	100%	100%	100%
IGLOOLIK	100%	100%	100%	WHA TI	67%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WHALE COVE	100%	100%	100%
KIMMIRUT	100%	100%	100%	WONOWON/BLUEBERRY	100%	92%	75%
KOALA	100%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	100%	50%	100%	Remote Total	93%	91%	94%
LUTSEL K'E	33%	100%	100%				

Community Level Indicators							
2.2B Repair Appt Met							
Community by Designation	Month						
	Jan	Feb	Mar				
Rural	Rural						
BECHOKO (RAE/EDZO)	100%	71%	100%				
CAMBRIDGE BAY	80%	71%	60%				
CARCROSS	100%	100%	100%				
DAWSON CITY	100%	0%	100%				
DEASE LAKE	75%	100%	50%				
ENTERPRISE	100%	100%	100%				
FT. NELSON	93%	91%	84%				
FT. SIMPSON	78%	100%	100%				
FT. SMITH	100%	70%	100%				
HAY RIVER	100%	100%	100%				
INUVIK	71%	86%	88%				
IQALUIT	89%	93%	88%				
ISKUT	100%	100%	100%				
KAKISA	100%	100%	100%				
LOWER POST	100%	0%	100%				
MARSH LAKE	100%	100%	50%				
NORMAN WELLS	73%	100%	67%				
RANKIN INLET	89%	93%	90%				
WATSON LAKE	91%	58%	90%				
WHITEHORSE	91%	90%	88%				
YELLOWKNIFE	92%	92%	98%				
Rural Total	90%	89%	91%				
n/a = no troubles in that month in that community	91%	90%	92%				

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		
	Jan	Feb	Mar		Jan	Feb	Mar
Remote	Remote			Remote	Remote		
AKLAVIK	0.3	0.3	0.5	MAYO	0.5	0.9	1.4
ARCTIC BAY	0.8	0.4	0.4	MUNCHO LAKE/MOULD CREEK	2.3	2.3	2.3
ARVIAT	0.8	0.8	0.8	NAHANNI BUTTE	2.3	6.8	2.3
BAKER LAKE	1.3	1.0	0.9	NANISIVIK	0.0	0.0	0.0
BEAVER CREEK	0.0	1.2	1.9	OLD CROW	0.9	0.0	0.9
BOB QUINN LAKE	0.0	0.0	0.0	PANGNIRTUNG	0.1	0.4	0.5
BURWASH/DESTRUCTION BAY	5.2	5.2	1.3	PAULATUK	0.0	0.7	1.4
CAPE DORSET	1.1	0.9	1.8	PELLY BAY	1.8	0.4	1.5
CARMACKS	0.7	0.3	1.0	PELLY CROSSING	0.6	0.6	0.0
CASSIAR	0.0	0.0	0.0	POND INLET	0.5	0.0	0.1
CHESTERFIELD	0.8	0.8	0.4	PROPHET RIVER	2.5	0.0	0.0
CLYDE RIVER	3.9	2.6	0.6	QIKIQTARJUAQ	1.7	1.3	0.4
COLVILLE LAKE	3.0	4.5	0.0	REPULSE BAY	0.0	1.9	0.8
CORAL HARBOUR	0.6	0.9	1.5	RESOLUTE	0.0	2.3	0.8
DELINE	0.5	0.3	0.0	ROSS RIVER	0.5	0.0	0.9
ELSA/KENO	0.0	0.0	0.0	SACHS HARBOUR	0.0	0.9	0.0
FARO	0.6	0.6	0.3	SANIKILUAQ	1.8	1.4	1.1
FT. GOOD HOPE	0.0	0.3	0.9	SWIFT RIVER	3.4	0.0	3.4
FT. LIARD	0.6	0.6	0.6	TAGISH	1.1	0.6	0.6
FT. MCPHERSON	1.0	0.2	0.5	TALOYOAK	0.3	0.0	0.0
FT. PROVIDENCE	1.4	1.0	0.7	TELEGRAPH CREEK	0.0	1.6	1.1
FT. RESOLUTION	0.7	0.3	1.0	TESLIN	1.5	0.0	0.6
FT. WARE	2.0	2.0	2.0	TOAD RIVER	0.0	4.9	0.0
GAMETI	0.0	0.0	0.0	TROUT LAKE	0.0	0.0	0.0
GJOA HAVEN	0.4	1.5	0.4	TSIIGEHTCHIC	0.0	0.9	1.7
GOOD HOPE LAKE	0.0	11.1	2.8	TUKTOYAKTUK	1.5	1.8	0.5
GRISE FIORD	0.0	2.5	0.0	TULITA	2.2	0.3	0.9
HAINES JUNCTION	0.5	0.7	0.5	ULUKHAKTOK (HOLMAN ISLAND)	1.7	1.7	1.3
HALL BEACH	0.8	0.4	1.5	WEKWETI	0.0	0.0	0.0
IGLOOLIK	1.3	0.7	0.6	WHA TI	1.6	2.6	2.6
JEAN MARIE RIVER	2.5	0.0	0.0	WHALE COVE	1.1	0.5	0.5
KIMMIRUT	1.9	1.0	0.0	WONOWON/BLUEBERRY	0.7	3.2	1.0
KOALA	0.0	0.0	0.0	WRIGLEY	0.0	0.0	5.8
KUGLUKTUK	0.2	0.2	0.6	Remote Total	0.9	0.9	0.9
LUTSEL K'E	1.3	0.8	0.4				

Community Level Indicators							
2.3 Initial Trouble Reports per 100 NAS							
Community by Designation	Month						
	Jan	Feb	Mar				
Rural	Remote						
BECHOKO (RAE/EDZO)	0.9	0.9	0.9				
CAMBRIDGE BAY	0.3	0.4	0.3				
CARCROSS	1.0	1.3	0.3				
DAWSON CITY	0.4	0.1	0.5				
DEASE LAKE	0.7	0.5	0.3				
ENTERPRISE	1.1	0.0	0.0				
FT. NELSON	0.6	0.4	0.7				
FT. SIMPSON	1.3	0.4	0.4				
FT. SMITH	0.4	0.7	0.5				
HAY RIVER	0.7	0.7	0.6				
INUVIK	0.6	0.5	0.4				
IQALUIT	0.3	0.5	0.3				
ISKUT	0.6	3.4	1.7				
KAKISA	0.0	0.0	0.0				
LOWER POST	2.8	1.4	1.4				
MARSH LAKE	1.3	0.0	1.3				
NORMAN WELLS	0.8	0.3	0.2				
RANKIN INLET	0.4	0.6	0.4				
WATSON LAKE	1.0	1.1	0.9				
WHITEHORSE	0.5	0.6	0.5				
YELLOWKNIFE	0.5	0.5	0.5				
Rural Total	0.5	0.5	0.5				
Corporate Total	0.6	0.6	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	Jan	Feb	Mar	Community by Designation	Jan	Feb	Mar
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	1	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	1
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	1
				Remote Totals	0	0	3

Northwestel CRTC Indicators			
2.4 Community Isolation			
Telco	Indicator	Group	Standard
Northwestel	2.4A	Cat 1	N/A
Community by Designation	Jan	Feb	Mar
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	1
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	1
RANKIN INLET	0	0	0
WATSON LAKE	0	0	0
WHITEHORSE	0	0	0
YELLOWKNIFE	0	0	0
Rural Totals	0	0	2
Corporate Total	0	0	5

