



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

18 November 2008

Robert A. Morin
Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa, Ontario
K1A 0N2

Dear Mr. Morin:

Re: Telecom Decision CRTC Retail quality of service regime in non-forborne markets.

In accordance with the above noted Decision, Northwestel ("the Company") submits its 3rd Quarter Quality of Service results for 2008.

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>Jul-08</u>	<u>Aug-08</u>	<u>Sept-08</u>
Northwestel	1.2B	Inst App Met	Rural	90% or more	97	98	98
Northwestel	2.1B	oos<24hrs	Rural	80% or more	85	75	84
Northwestel	2.1C	oos<5 bus days	Remote	90% or more	92	89	96
Northwestel	2.2B	Repair App Met	Corporate	90% or more	90	82	89

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%	100%	MAYO	100%	92%	100%
ARCTIC BAY	90%	100%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	96%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	100%	97%	97%	NANISIVIK	100%	100%	100%
BEAVER CREEK	80%	100%	93%	OLD CROW	100%	100%	88%
BOB QUINN LAKE	0%	100%	100%	PANGNIRTUNG	97%	100%	100%
BURWASH/DESTRUCTION BAY	100%	100%	100%	PAULATUK	75%	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	95%	100%	97%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	100%	0%	100%
CLYDE RIVER	83%	100%	100%	QIKIQTARJUAQ	100%	92%	100%
COLVILLE LAKE	0%	100%	100%	REPULSE BAY	100%	100%	100%
CORAL HARBOUR	100%	84%	100%	RESOLUTE	100%	89%	100%
DELINE	89%	85%	95%	ROSS RIVER	0%	100%	100%
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	100%	83%	100%
FARO	100%	100%	71%	SANIKILUAQ	100%	95%	96%
FT. GOOD HOPE	100%	94%	95%	SWIFT RIVER	0%	0%	100%
FT. LIARD	100%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	83%	94%	100%	TALOYOAK	95%	100%	83%
FT. PROVIDENCE	100%	95%	92%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	80%	100%	100%	TESLIN	87%	100%	100%
FT. WARE	33%	100%	100%	TOAD RIVER	0%	0%	100%
GAMETI	100%	33%	100%	TROUT LAKE	100%	100%	100%
GJOA HAVEN	85%	100%	96%	TSIIGEHTCHIC	100%	100%	100%
GOOD HOPE LAKE	0%	0%	100%	TUKTOYAKTUK	100%	100%	93%
GRISE FIORD	100%	100%	100%	TULITA	100%	100%	100%
HAINES JUNCTION	100%	100%	100%	ULUKHAKTOK (HOLMAN ISLAND)	75%	75%	33%
HALL BEACH	100%	100%	100%	WEKWETI	0%	100%	50%
IGLOOLIK	100%	100%	97%	WHA TI	100%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WHALE COVE	91%	100%	100%
KIMMIRUT	100%	100%	100%	WONOWON/BLUEBERRY	100%	100%	100%
KOALA	0%	0%	0%	WRIGLEY	100%	100%	100%
KUGLUKTUK	100%	94%	97%	Remote Total	96%	96%	97%
LUTSEL K'E	100%	100%	90%				

Community Level Indicators			
1.2 % of Installation Appointments Met			
	Month		
Community by Designation	July	Aug	Sept
Rural	Rural		
BECHOKO (RAE/EDZO)	100%	100%	94%
CAMBRIDGE BAY	100%	100%	96%
CARCROSS	75%	89%	100%
DAWSON CITY	100%	94%	99%
DEASE LAKE	82%	89%	100%
ENTERPRISE	100%	100%	100%
FT. NELSON	97%	97%	98%
FT. SIMPSON	95%	90%	97%
FT. SMITH	95%	93%	92%
HAY RIVER	91%	95%	99%
INUVIK	97%	96%	96%
IQALUIT	99%	96%	98%
ISKUT	67%	100%	83%
KAKISA	0%	100%	100%
LOWER POST	0%	100%	67%
MARSH LAKE	86%	100%	100%
NORMAN WELLS	92%	100%	88%
RANKIN INLET	100%	100%	99%
WATSON LAKE	100%	96%	100%
WHITEHORSE	97%	98%	99%
YELLOWKNIFE	98%	99%	99%
Rural Total	97%	98%	98%
Corporate Total	97%	97%	98%
CRTC Objective -- 90%			
n/a = no service orders in that community in that month			

Northwestel CRTC Indicators			
2.1 Out of Service Trouble Reports Cleared within 24 hours			Rural
Community	July	Aug	Sept
BECHOKO (RAE/EDZO)	100%	50%	81%
CAMBRIDGE BAY	89%	100%	88%
CARCROSS	100%	100%	100%
DAWSON CITY	78%	70%	73%
DEASE LAKE	0%	100%	0%
ENTERPRISE	100%	100%	100%
FT. NELSON	88%	79%	88%
FT. SIMPSON	60%	37%	86%
FT. SMITH	78%	87%	92%
HAY RIVER	93%	100%	100%
INUVIK	79%	81%	96%
IQALUIT	97%	100%	97%
ISKUT	100%	100%	100%
KAKISA	100%	100%	100%
LOWER POST	67%	100%	100%
MARSH LAKE	50%	100%	0%
NORMAN WELLS	100%	100%	67%
RANKIN INLET	88%	100%	100%
WATSON LAKE	100%	80%	100%
WHITEHORSE	68%	89%	75%
YELLOWKNIFE	94%	61%	78%
Rural Total	85%	75%	84%

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		
	July	Aug	Sept		July	Aug	Sept
Remote	Remote			Remote	Remote		
AKLAVIK	100%	100%	100%	MAYO	80%	100%	100%
ARCTIC BAY	100%	57%	100%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	100%	100%	100%	NANISIVIK	100%	0%	100%
BEAVER CREEK	100%	100%	100%	OLD CROW	100%	100%	100%
BOB QUINN LAKE	100%	100%	100%	PANGNIRTUNG	100%	67%	100%
BURWASH/DESTRUCTION BAY	100%	100%	100%	PAULATUK	0%	0%	100%
CAPE DORSET	100%	100%	100%	PELLY BAY	100%	83%	100%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	100%	100%	POND INLET	50%	83%	100%
CHESTERFIELD INLET	100%	100%	100%	PROPHET RIVER	100%	100%	100%
CLYDE RIVER	100%	67%	100%	QIKIQTARJUAQ	83%	100%	25%
COLVILLE LAKE	100%	100%	100%	REPULSE BAY	100%	100%	100%
CORAL HARBOUR	100%	100%	100%	RESOLUTE	100%	71%	100%
DELINE	100%	100%	33%	ROSS RIVER	100%	100%	100%
ELSA /KENO	100%	100%	100%	SACHS HARBOUR	0%	0%	100%
FARO	100%	100%	100%	SANIKILUAQ	100%	100%	100%
FT. GOOD HOPE	100%	75%	100%	SWIFT RIVER	100%	100%	100%
FT. LIARD	100%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	97%	100%	100%	TALOYOAK	100%	100%	75%
FT. PROVIDENCE	100%	100%	100%	TELEGRAPH CREEK	100%	100%	100%
FT. RESOLUTION	0%	100%	100%	TESLIN	100%	100%	100%
FT. WARE	25%	0%	100%	TOAD RIVER	100%	100%	100%
GAMETI	100%	75%	100%	TROUT LAKE	0%	100%	100%
GJOA HAVEN	67%	100%	100%	TSIIGEHTCHIC	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TUKTOYAKTUK	100%	63%	100%
GRISE FIORD	100%	80%	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	86%	100%	100%
KIMMIRUT	100%	100%	100%	WONOWON/BLUEBERRY	82%	100%	83%
KOALA	100%	100%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	85%	80%	100%	Remote Total	92%	89%	96%
LUTSEL K'E	100%	94%	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	83%	100%	100%
ARCTIC BAY	100%	60%	83%	MUNCHO LAKE/MOULD CREEK	100%	100%	100%
ARVIAT	100%	100%	100%	NAHANNI BUTTE	100%	100%	100%
BAKER LAKE	100%	100%	100%	NANISIVIK	100%	0%	0%
BEAVER CREEK	100%	100%	0%	OLD CROW	100%	100%	100%
BOB QUINN LAKE	100%	100%	100%	PANGNIRTUNG	100%	80%	100%
BURAWASH/DESTRUCTION BAY	100%	100%	94%	PAULATUK	0%	0%	100%
CAPE DORSET	100%	100%	100%	PELLY BAY	100%	90%	100%
CARMACKS	100%	100%	100%	PELLY CROSSING	100%	100%	100%
CASSIAR	100%	100%	100%	POND INLET	46%	75%	100%
CHESTERFIELD INLET	100%	86%	100%	PROPHET RIVER	50%	100%	100%
CLYDE RIVER	100%	100%	100%	QIKIQTARJUAQ	100%	80%	60%
COLVILLE LAKE	100%	71%	88%	REPULSE BAY	75%	83%	100%
CORAL HARBOUR	100%	100%	33%	RESOLUTE	100%	100%	75%
DELINE	100%	100%	100%	ROSS RIVER	100%	67%	100%
ELSA/KENO	100%	100%	0%	SACHS HARBOUR	0%	0%	100%
FARO	100%	100%	100%	SANIKILUAQ	50%	9%	100%
FT. GOOD HOPE	100%	75%	100%	SWIFT RIVER	100%	100%	100%
FT. LIARD	100%	100%	100%	TAGISH	100%	100%	100%
FT. MCPHERSON	93%	100%	96%	TALOYOAK	100%	100%	60%
FT. PROVIDENCE	100%	100%	100%	TELEGRAPH CREEK	40%	100%	100%
FT. RESOLUTION	50%	100%	100%	TESLIN	100%	80%	100%
FT. WARE	50%	0%	100%	TOAD RIVER	100%	100%	80%
GAMETI	100%	50%	100%	TROUT LAKE	0%	100%	100%
GJOA HAVEN	57%	100%	94%	TSIIGEHTCHIC	100%	100%	100%
GOOD HOPE LAKE	100%	100%	100%	TUKTOYAKTUK	100%	58%	100%
GRISE FIORD	100%	77%	100%	TULITA	100%	100%	100%
HAINES JUNCTION	100%	100%	100%	ULUKHAKTOK (HOLMAN ISLAND)	100%	100%	100%
HALL BEACH	100%	90%	100%	WEKWETI	100%	83%	100%
IGLOOLIK	100%	100%	100%	WHA TI	88%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	WHALE COVE	100%	100%	100%
KIMMIRUT	100%	0%	100%	WONOWON/BLUEBERRY	86%	100%	84%
KOALA	100%	75%	100%	WRIGLEY	100%	100%	100%
KUGLUKTUK	77%	95%	91%	Remote Total	90%	85%	93%
LUTSEL K'E	100%	100%	100%				

Community Level Indicators							
2.2B Repair Appt Met							
	Month						
Community by Designation	July	Aug	Sept				
Rural	Rural						
BECHOKO (RAE/EDZO)	100%	90%	88%				
CAMBRIDGE BAY	71%	100%	85%				
CARCROSS	100%	100%	100%				
DAWSON CITY	94%	92%	93%				
DEASE LAKE	17%	100%	50%				
ENTERPRISE	100%	100%	100%				
FT. NELSON	90%	88%	93%				
FT. SIMPSON	57%	42%	75%				
FT. SMITH	86%	90%	100%				
HAY RIVER	89%	94%	93%				
INUVIK	85%	83%	96%				
IQALUIT	98%	98%	88%				
ISKUT	100%	50%	67%				
KAKISA	100%	100%	100%				
LOWER POST	67%	100%	100%				
MARSH LAKE	83%	100%	0%				
NORMAN WELLS	78%	100%	63%				
RANKIN INLET	100%	100%	90%				
WATSON LAKE	100%	83%	100%				
WHITEHORSE	88%	93%	86%				
YELLOWKNIFE	92%	65%	83%				
Rural Total	89%	81%	87%				
Corporate	90%	82%	89%				
n/a = no troubles in that month in that community							