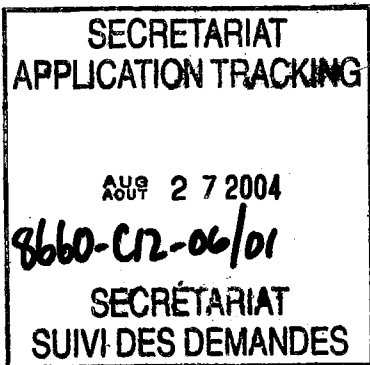




Northwestel Inc.  
P.O. Box 2727  
Whitehorse, YT  
Y1A 4Y4



18 August 2004

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

CRTC AN11:12 27AUG'04

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 2<sup>nd</sup> Quarter Quality of Service results for 2004.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dallas Yeulett'.

Dallas Yeulett  
Manager, Regulatory Affairs

Attachments

CRTC Report Order 2000-397

Outage Summary

Outage Category		Jan	Feb	Mar	Apr	May	Jun						
No.	Description												
1	CCS7 Network interconnection	0	0	0	0	0	0						
2	9-1-1 Emergency services	0	0	0	0	0	0						
3	800 SCP database	0	0	0	0	0	0						
4	BNS SCP database	0	0	0	0	0	0						
5	LNP SCP database	0	0	0	0	0	0						
6	End office	0	0	0	0	0	0						
7	Toll access tandem switch	0	0	0	0	0	0						
8	Interconnecting trunk facilities	0	0	0	0	0	0						
9	Co-location	0	0	0	0	0	0						
<b>Total monthly outages</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>						



Telco	Indicator	Group	Standard	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
Northwestel	1.1A	Urban	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	1.1B	Rural	90% or more	93	95	96	97	97	97
Northwestel	1.2A	Urban	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	1.2B	Rural	90% or more	94	95	94	96	96	95
Northwestel	1.3A	Urban	3.3% or less	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	1.3B	Rural	3.3% or less	0	0	0	0	0	0
Northwestel	1.4	Rural	53% or less	0	0	0	0	0	0
Northwestel	1.5	Co	80% or more	84	89	82	84	80	82
Northwestel	1.6	Co	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	1.7	Co	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.1A	Urban	80% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.1B	Rural	80% or more	92	89	91	90	85	82
Northwestel	2.1C	Remote	90% or more	90	96	97	97	93	91
Northwestel	2.2A	Urban	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.2B	Rural	90% or more	96	96	96	96	95	93
Northwestel	2.3A	Urban	5% or less	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.3B	Rural	5% or less	1	1	1	1	1	1
Northwestel	2.4A	Cat 1	Not Applicable	0	0	0	0	0	1
Northwestel	2.4B	Cat 2	Not Applicable	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.4C	Cat 3	Not Applicable	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	2.5	Co	80% or more	83	84	80	80	79	81
Northwestel	2.6	Co	90% or more	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	3.1	Co	98.5% or more	99.9	99.9	99.9	99.9	99.9	99.9
Northwestel	4.1	Co	93.8% or more	99.9	99.9	99.9	99.9	99.9	99.9
Northwestel	4.3	Co	93.8% or more	96.0	95.0	96.0	97.0	92.0	100.0
Northwestel	5.1A1	Urban	Provisioning	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B1	Rural	Provisioning	0.000	0.000	0.000	0.000	0.000	0.000
Northwestel	5.1A2	Urban	Repair	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B2	Rural	Repair	0.000	0.000	0.000	0.013	0.013	0.000
Northwestel	5.1A3	Urban	Local Service	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B3	Rural	Local Service	0.000	0.000	0.000	0.000	0.000	0.000
Northwestel	5.1A4	Urban	Long Distance	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B4	Rural	Long Distance	0.000	0.000	0.000	0.000	0.000	0.000
Northwestel	5.1A5	Urban	Operator Service	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B5	Rural	Operator Service	0.000	0.000	0.000	0.000	0.000	0.000
Northwestel	5.1A6	Urban	Directory Service	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B6	Rural	Directory Service	0.000	0.000	0.000	0.000	0.000	0.000
Northwestel	5.1A7	Urban	Billing Service	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B7	Rural	Billing Service	0.000	0.013	0.000	0.000	0.000	0.000
Northwestel	5.1A	Urban	Total	N/A	N/A	N/A	N/A	N/A	N/A
Northwestel	5.1B	Rural	Total	0.000	0.013	0.000	0.013	0.013	0.000
Northwestel	5.2	Co	Resolved	100.0	100.0	100.0	100.0	100.0	100.0

**Community Level Indicators**

1.1 Provisioning Interval

Community by Designation Remote	Month			June
	Apr	May	Remote	
AKLAVIK	80%	100%	100%	100%
ARCTIC BAY	100%	71%	100%	100%
ARVIAT	100%	100%	100%	100%
BAKER LAKE	100%	83%	92%	100%
BEARSKIN LAKE	100%	100%	100%	100%
BEAVER CREEK	0%	100%	100%	100%
BOB QUIJIN LAKE	100%	100%	100%	100%
CAPE DORSET	92%	100%	100%	100%
CARMACKS	100%	75%	100%	100%
CASSIAR	100%	100%	100%	100%
CHESTERFIELD INLET	100%	100%	100%	100%
CLYDE RIVER	75%	86%	100%	100%
COLVILLE LAKE	100%	100%	100%	100%
CORAL HARBOUR	100%	100%	100%	100%
DELINE	75%	100%	100%	100%
DESTRUCTION BAY/BURWASH	100%	100%	100%	100%
ELSA /KENO	100%	100%	100%	100%
FARO	80%	50%	100%	100%
FT. GOOD HOPE	90%	100%	100%	100%
FT. LIARD	86%	80%	100%	100%
FT. MCPHERSON	100%	75%	89%	100%
FT. PROVIDENCE	100%	100%	83%	100%
FT. RESOLUTION	100%	75%	75%	100%
FT. WARE	100%	100%	100%	100%
GJOA HAVEN	86%	100%	100%	100%
GOOD HOPE LAKE	0%	75%	100%	100%
GRISE FIORD	100%	100%	100%	100%
HAINES JUNCTION	100%	87%	56%	100%
HALL BEACH	100%	100%	100%	100%
HOLMAN ISLAND	100%	100%	100%	100%
IGLOOLIK	93%	100%	100%	100%
JEAN MARIE RIVER	100%	100%	100%	100%
KIMMIRUT	100%	100%	100%	100%
KOALA	100%	100%	100%	100%
KUGLUKTUK	91%	100%	92%	100%
LITTLE CORNWALLIS	100%	100%	100%	100%
LUTSEL KE	100%	88%	50%	100%

**Community Level Indicators**

1.1 Provisioning Interval

Community by Designation Remote	Month			June
	Apr	May	Remote	
MAYO	100%	75%	75%	75%
MUNCHO LAKE/MOULD CREEK	100%	100%	100%	0%
NAHANNI BUTTE	100%	100%	100%	100%
NANISIVIK	100%	100%	100%	100%
OLD CROW	100%	75%	100%	100%
PANGNIRTUNG	90%	100%	100%	100%
PAULATUK	100%	100%	100%	100%
PELLY BAY	100%	100%	100%	80%
PELLY CROSSING	100%	100%	100%	50%
POND INLET	96%	67%	100%	100%
PROPHET RIVER	100%	100%	100%	100%
QIKIQTARJUAQ	100%	100%	100%	100%
RAE LAKES	100%	100%	100%	100%
REPULSE BAY	67%	67%	67%	67%
RESOLUTE	100%	100%	100%	100%
ROSS RIVER	67%	100%	80%	100%
SACHS HARBOUR	83%	100%	100%	100%
SANIKILJUAQ	100%	100%	100%	100%
SWIFT RIVER	100%	100%	100%	100%
TAGISH	88%	86%	100%	100%
TALOYOAK	100%	100%	100%	100%
TELEGRAPH CREEK	100%	100%	100%	100%
TESLIN	100%	100%	75%	100%
TOAD RIVER	100%	100%	100%	100%
TROUT LAKE	100%	100%	100%	100%
TSIIGHTCHIC	100%	100%	100%	100%
TUKTOYAKTUK	91%	100%	100%	100%
TULITA	100%	100%	88%	100%
WEKWETI	100%	100%	100%	100%
WHA TI	86%	100%	67%	100%
WHALE COVE	100%	100%	100%	100%
WONOWON/BLUEBERRY	100%	50%	50%	50%
WRIGLEY	100%	100%	100%	100%
<b>Remote Total</b>	<b>95%</b>	<b>93%</b>	<b>93%</b>	

Community Level Indicators				
1.1 Provisioning Interval				
Community by Designation	Month			
	Apr	May	June	
Rural	Rural			
CAMBRIDGE BAY	96%	100%	97%	
CARCROSS	67%	90%	92%	
DAWSON CITY	97%	100%	91%	
DEASE LAKE	100%	100%	100%	
ENTERPRISE	100%	100%	100%	
FT. NELSON	96%	92%	100%	
FT. SIMPSON	100%	100%	100%	
FT. SMITH	100%	93%	94%	
HAY RIVER	92%	97%	97%	
INUVIK	95%	100%	98%	
IQALUIT	98%	99%	99%	
ISKUT	50%	100%	100%	
KAKISA	100%	100%	100%	
LOWER POST	100%	100%	100%	
MARSH LAKE	100%	100%	100%	
NORMAN WELLS	100%	100%	100%	
RAE/EDZO	90%	95%	100%	
RANKIN INLET	98%	97%	95%	
WATSON LAKE	100%	100%	100%	
WHITEHORSE	99%	99%	99%	
YELLOWKNIFE	98%	98%	98%	
<b>Rural Total</b>	<b>97%</b>	<b>98%</b>	<b>98%</b>	
<b>Corporate Total</b>	<b>96%</b>	<b>97%</b>	<b>97%</b>	
<b>CRTC Objective = 90% in 10 working days</b>				
n/a = no service orders in that community in that month				