



Edmund H. Burry
Manager - Regulatory Reporting
Fort William Building
P.O. Box 2110
St. John's, NL
Canada A1C 5H6
Bus: (709) 739-2003
Fax: (709) 739-3122
E-mail regulatory.matters@aliant.ca

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

Dear Ms. Rhéaume:

Subject: **Quality of Service Indicators – Exception Reporting – December 2005**

1. Pursuant to paragraph 90 of Decision 97-16, Quality of Service Indicators for Use in Telephone Company Regulation, which outlines reporting requirements for below standard quality of service indicators, Aliant Telecom Inc. provides the following report for December 2005.

Attachment: Indicator 1.5 – Access to Business Office
Indicator 2.1B – OOS Trouble Reports Cleared Within 24 Hours
(Rural)
Indicator 2.6 – Competitor Repair Appointments Met

2. An electronic version of this report is being provided for posting on the Commission's web site.

Yours truly

A handwritten signature in black ink, appearing to read "E H Burry". The signature is written in a cursive, flowing style.

Attachment

Aliant Telecom Inc.
Quality of Service Monthly Results
December 2005

Indicator 1.5 – Access to Business Office

Standard – 80% or more

October	2005	54%
November	2005	81%
December	2005	85%

The standard for Access to the Business Office was achieved in December for the second consecutive month. Factors influencing the improved results were improvements in incidental absence, reallocation of staff, part time staff working full time hours and improvements in the Average Handle Time and the Not Ready Time.

A plan is in place to ensure that the January 2006 standard is achieved. Managers will continue to monitor the Average Handle Time and the Not Ready Time. The reallocation of staff will continue as well as the resources that are on loan from other departments will remain with the Business Office.

Indicator 2.1B – OOS Trouble Reports Cleared Within 24 Hours (Rural)

Standard – 80% or more

October	2005	64%
November	2005	75%
December	2005	81%

Repair volumes returned to normal levels in December resulting in reduced cycle times to dispatch out-of-service repairs. This coupled with the expanded temporary workforce reaching full productivity led to the improved OOS results. The standard for Rural Out-of-Service Trouble Reports Cleared Within 24 Hours was achieved in December.

Aliant will utilize increased capacity from temporary resources to maintain service levels at or above standard. Temporary resources have reached full capacity. Ticket quality initiatives are in progress that will reduce cycle times and hand-offs within the dispatch process. These action plans are expected to positively impact Indicator 2.1B results in January 2006 and beyond.

Indicator 2.6 – Competitor Repair Appointments Met

Standard – 90% or more

October	2005	87%
November	2005	89%
December	2005	85%

The standard for Competitor Repair Appointments Met was not achieved in December.

Work volumes have been up and available capacity has remained flat. A temporary workforce was hired to deal with the fourth quarter workload but Aliant's ability to get this workforce to full productivity in a short timeframe fell short and results were impacted.

To ensure wholesale results return to standard, Aliant will establish daily tactical reports of all wholesale work and ensure that all resource pools are explored in order to complete the work on time. This, in conjunction with the temporary workforce, should provide the capacity and provide the proper insight into where the capacity should be utilized. A specific focus on workforce and workload in the Halifax Regional Municipality will be undertaken to ensure proper workforce to workload relationships exist in this major market. These action plans are expected to improve service performance for Wholesale Commitments Met.