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

Stella Wallace-Chagnon  
Reporting Manager,  
Regulatory Matters

Dear Ms. Rhéaume:

Subject: **Quality of Service Indicators – Exception Reporting – November 2006**

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, Bell Aliant Regional Communications, Limited Partnership (“Bell Aliant”) provides the following report for November 2006.

Attachment: Indicator 4.3 Directory Assistance Accuracy

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 "Stella Wallace-Chagnon".

Attachment

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**Quality of Service Monthly Results**  
**November 2006**

**Indicator 4.3 – Directory Assistance Accuracy**

Standard – 93.8% or more

September	2006	93.6%
October	2006	94.2%
November	2006	95.8%

The standard for Directory Assistance Accuracy was achieved for the second consecutive month in November.

To improve the quality of Directory Assistance Accuracy, Bell Aliant - Atlantic Region continued the focus on coaching and education to ensure quality of service results continued to meet the standard.