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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 – October 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 October 2006.

Attachment: Indicator 4.3 Directory Assistance Accuracy

2. Bell Aliant apologizes for the lateness of this report. Due to an oversight, the October report was prepared but not sent.
3. 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
October 2006

Indicator 4.3 – Directory Assistance Accuracy

Standard – 93.8% or more

August	2006	92.5%
September	2006	93.6%
October	2006	94.2%

To improve the quality of Directory Assistance Accuracy, Bell Aliant – Atlantic Region focused on coaching and education to ensure quality of service results returned to standard. As a result the standard for Directory Assistance Accuracy was achieved for October.

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