

NORTHERNTEL
RETAIL QUALITY OF SERVICE INDICATORS
CRTC report 2008

#	Indicator	Stand.	Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1.1B	Provisioning Interval	90% or more	98	99	99	99	98	99	98	98	99	99		
1.2B	Installation Appointments Met	90% or more	98	99	98	99	99	99	98	98	99	98	96	99
1.3B	Held Orders per 100 Netwok Access Services (NAS) Inward Movement	3.3% or less	0.0	0.1	0.0	0.0	0.1	0.0	0.1	0.2	0.1	0.3	0.3	0.0
1.5	Access to Business Office	80% or more	82	82	82	83	83	85	84	81	82	79		
1.6	Competitor Installation Appointments Met	90% or more	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
1.7	On-Time Activation of PICs for Alternative Providers of Long Distance Service (APLDS)	90% or more	78	97	95	95	96	97	100	100	94	100		
2.1B	Out-of-service Trouble Reports Cleared within 24 hours	80% or more	83	84	86	84	85	82	82	81	82	81	81	81
2.2B	Repair Appointments Met	90% or more	92	94	96	95	96	94	92	92	92	92	93	93
2.3B	Initial Customer Trouble Reports per 100 NAS	5% or less	1.1	0.8	0.8	1.3	1.2	1.4	1.6	1.7	1.2	1.3		
2.4A	Community Isolation - Category 1	NA	0	0	0	1	0	0	0	1	0	0	0	
2.4B	Community Isolation - Category 2	NA	0	0	0	0	0	0	0	0	0	0	0	
2.4C	Community Isolation - Category 3	NA	0	0	0	0	0	0	0	0	0	0	0	
2.5	Access to Repair Bureau	80% or more	83	83	87	82	88	87	84	84	79	83		
2.6	Competitor Repair Appointments Met	90% or more	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
3.1	Dial Tone Delay	98.5% or more	100.0			100.0	100.0	100.0	100.0			99.9		
4.1	Directory Accuracy	93.8% or more	97.5	98.5	97.5	97.5	94.5	98.5	95.5	99.5	97.5	97.0		
4.2	Access to Directory Assistance	80% or more	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
4.3	Directory Assistance - Accuracy	93.8% or more	99.0	97.5	99.0	100.0	99.5	97.5	96.5	98.5	99.5	99.0	97.0	
5.1B1	Provisionning Complaints / 1000 NAS	Installation	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0164	0.0000	0.0000	0.0000	
5.1B2	Repair Complaints / 1000 NAS	Repair	0.0000	0.0000	0.0000	0.0163	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
5.1B3	Local Service Complaints / 1000 NAS	Local Service	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0164	0.0000	0.0000	0.0000	
5.1B4	Long Distance Complaints / 1000 NAS	Long Distance	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
5.1B5	Operator Service Complaints / 1000 NAS	Operator	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
5.1B6	Directory Customer Complaints / 1000 NAS	Directory	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
5.1B7	Billing Complaints / 1000 NAS	Billing	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
5.1B	Total Complaints / 1000 NAS	Total	0.0000	0.0000	0.0000	0.0163	0.0000	0.0000	0.0000	0.0327	0.0000	0.0000	0.0000	
5.2	Complaints Resolved	90% or more	NA	NA	NA	100	NA	NA	NA	100	NA	NA	NA	

Legend

NR Not Required

NA Not Available or Not Applicable