

NORTHERNTEL  
RETAIL QUALITY OF SERVICE INDICATORS  
CRTC report 2007

| #     | Indicator                                                                             | Stand.        | Jan    | Feb    | March  | Apr    | May    | June   | July | Aug | Sept | Oct | Nov | Dec |
|-------|---------------------------------------------------------------------------------------|---------------|--------|--------|--------|--------|--------|--------|------|-----|------|-----|-----|-----|
| 1.1B  | Provisioning Interval                                                                 | 90% or more   | 98     | 99     | 98     | 93     | 96     | 98     |      |     |      |     |     |     |
| 1.2B  | Installation Appointments Met                                                         | 90% or more   | 99     | 99     | 100    | 100    | 99     | 99     |      |     |      |     |     |     |
| 1.3B  | Held Orders per 100 Netwok Access Services (NAS) Inward Movement                      | 3.3% or less  | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    |      |     |      |     |     |     |
| 1.5   | Access to Business Office                                                             | 80% or more   | 84     | 85     | 80     | 80     | 80     | 78     |      |     |      |     |     |     |
| 1.6   | Competitor Installation Appointments Met                                              | 90% or more   | NA     | NA     | NA     | NA     | NA     | NA     |      |     |      |     |     |     |
| 1.7   | On-Time Activation of PICs for Alternative Providers of Long Distance Service (APLDS) | 90% or more   | 100    | 100    | 99     | 97     | 97     |        |      |     |      |     |     |     |
| 2.1B  | Out-of-service Trouble Reports Cleared within 24 hours                                | 80% or more   | 89     | 89     | 86     | 84     | 84     | 84     |      |     |      |     |     |     |
| 2.2B  | Repair Appointments Met                                                               | 90% or more   | 95     | 96     | 94     | 94     | 95     | 93     |      |     |      |     |     |     |
| 2.3B  | Initial Customer Trouble Reports per 100 NAS                                          | 5% or less    | 0.8    | 0.7    | 1.1    | 0.9    | 1.4    | 2.0    |      |     |      |     |     |     |
| 2.4A  | Community Isolation - Category 1                                                      | NA            | 0      | 0      | 0      | 0      | 0      | 1      |      |     |      |     |     |     |
| 2.4B  | Community Isolation - Category 2                                                      | NA            | 0      | 0      | 0      | 0      | 0      | 0      |      |     |      |     |     |     |
| 2.4C  | Community Isolation - Category 3                                                      | NA            | 0      | 0      | 0      | 0      | 1      | 0      |      |     |      |     |     |     |
| 2.5   | Access to Repair Bureau                                                               | 80% or more   | 88     | 86     | 84     | 86     | 80     | 86     |      |     |      |     |     |     |
| 2.6   | Competitor Repair Appointments Met                                                    | 90% or more   | NA     | NA     | na     | NA     | NA     | NA     |      |     |      |     |     |     |
| 3.1   | Dial Tone Delay                                                                       | 98.5% or more | 99.9   | 99.9   | 99.9   | 99.9   | 99.9   | 99.9   |      |     |      |     |     |     |
| 4.1   | Directory Accuracy                                                                    | 93.8% or more | 96.5   | 96.0   | 94.0   | 97.5   | 97.0   | 95.0   |      |     |      |     |     |     |
| 4.2   | Access to Directory Assistance                                                        | 80% or more   | NA     | NA     | NA     | NA     | NA     | NA     |      |     |      |     |     |     |
| 4.3   | Directory Assistance - Accuracy                                                       | 93.8% or more | 97.0   | 98.0   | 98.5   | 98.5   | 95.0   | 96.5   |      |     |      |     |     |     |
| 5.1B1 | Provisionning Complaints / 1000 NAS                                                   | Installation  | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 0.0161 | 0.0000 |      |     |      |     |     |     |
| 5.1B2 | Repair Complaints / 1000 NAS                                                          | Repair        | 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 |      |     |      |     |     |     |
| 5.1B4 | Long Distance Complaints / 1000 NAS                                                   | Long Distance | 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 |      |     |      |     |     |     |
| 5.1B6 | Directory Customer Complaints / 1000 NAS                                              | Directory     | 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 | 0.0161 | 0.0000 |      |     |      |     |     |     |
| 5.1B  | Total Complaints / 1000 NAS                                                           | Total         | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 0.0322 | 0.0000 |      |     |      |     |     |     |
| 5.2   | Complaints Resolved                                                                   | 90% or more   | NA     | NA     | NA     | NA     | 100    | NA     |      |     |      |     |     |     |

Legend

NR

Not Required

NA

Not Available or Not Applicable