

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	98	100	98	99	98	99
1.2B	Installation Appointments Met	90% or more	99	99	100	100	99	99	98	98	99	98	99	97
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	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	84	81	81	71	83	85
1.6	Competitor Installation Appointments Met	90% or more	NA	NA	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	100	100	99	97	97	96	100	96	93	99	100	97
2.1B	Out-of-service Trouble Reports Cleared within 24 hours	80% or more	89	89	86	84	84	84	84	86	80	81	83	82
2.2B	Repair Appointments Met	90% or more	95	96	94	94	95	93	93	93	93	92	94	95
2.3B	Initial Customer Trouble Reports per 100 NAS	5% or less	0.8	0.7	1.1	0.9	1.4	2.0	1.5	1.5	1.4	1.4	1.0	0.7
2.4A	Community Isolation - Category 1	NA	0	0	0	0	0	1	0	0	0	0	0	0
2.4B	Community Isolation - Category 2	NA	0	0	0	0	0	0	0	0	0	0	0	0
2.4C	Community Isolation - Category 3	NA	0	0	0	0	1	0	0	0	0	0	0	0
2.5	Access to Repair Bureau	80% or more	88	86	84	86	80	86	87	90	81	83	87	83
2.6	Competitor Repair Appointments Met	90% or more	NA	NA	NA	NA	NA	NA	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	100.0	100.0	100.0	100.0	100.0	100.0
4.1	Directory Accuracy	93.8% or more	96.5	96.0	94.0	97.5	97.0	95.0	97.5	95.0	97.0	97.0	95.0	98.0
4.2	Access to Directory Assistance	80% or more	NA	NA	NA	NA	NA	NA	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	100.0	97.5	96.5	98.5	98.0	97.5
5.1B1	Provisionning Complaints / 1000 NAS	Installation	0.0000	0.0000	0.0000	0.0000	0.0161	0.0000	0.0000	0.0000	0.0162	0.0000	0.0000	0.0000
5.1B2	Repair Complaints / 1000 NAS	Repair	0.0000	0.0000	0.0000	0.0000	0.0000	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	0.0000	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	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	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	0.0000
5.1B7	Billing Complaints / 1000 NAS	Billing	0.0000	0.0000	0.0000	0.0000	0.0161	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	0.0000	0.0322	0.0000	0.0000	0.0000	0.0162	0.0000	0.0000	0.0000
5.2	Complaints Resolved	90% or more	NA	NA	NA	NA	100	NA	NA	NA	100	NA	NA	NA

Legend

NR Not Required

NA Not Available or Not Applicable