

NORTHWESTEL TELEPHONE INFORMATION SERVICE



TABLE OF CONTENTS

QUALITY OF SERVICE INDICATORS FOR USE IN TELEPHONE COMPANY REGULATION.....	2
DISCONNECTION	2
RECONNECTION	2
TIME PERIOD FOR OBJECTING TO BILLS AND PROVISIONS REGARDING UNDERBILLING AND OVERBILLING	2
A DEPOSIT MAY BE REQUIRED.....	3
INTEREST PAID ON DEPOSITS.....	3
NSF CHEQUES.....	3
LATE PAYMENT	3
TELEPHONE NUMBER TRANSMISSION AND DISPLAY.....	3
QUALITY OF SERVICE INQUIRIES.....	4



QUALITY OF SERVICE INDICATORS FOR USE IN TELEPHONE COMPANY REGULATION

Northwestel Inc. is required to report to the Canadian Radio-television and Telecommunications Commission (CRTC) the performance of a number of indicators within each of the following categories:

1. Provision of Service
2. Repair Service
3. Local Service
4. Long Distance Service
5. Operator Service
6. Directory Service
7. Billing
8. Complaints

Performance data is report on a quarterly basis with separate presentation of data for each month within each quarter. Results are provided with 45 days of the end of the relevant quarter and explanation and action plan reports, in cases of below-standard performance, within 60 days of the end of the relevant quarter. The standards established for the various indicators are set at a level which ensures that 90 percent of subscribers are satisfied with the service provided. Subscriber satisfaction levels are determined monthly on data gathered from subscribers by means of questionnaires administered by telephone.

A copy of the report is available for public inspection during normal business hours in the public examination rooms of the CRTC located at 1 Promenade du Portage, Terrasses de la Chaudiere, Central Building, Hull (Québec) or through the CRTC's regional office at 800 Burrard Street, Suite 1380, Vancouver, BC. The reports will be sent to anyone who requests a copy by writing to Regulatory Affairs, Northwestel Inc., PO Box 2727, Whitehorse, YT Y1A 4Y4

DISCONNECTION

A service charge does not apply for the removal of service equipment or facilities except as specified elsewhere in the Company's tariff. A customer who has deliberately, or through lack of reasonable care, caused loss or damage to the Company's equipment or facilities may be charged for cost of repair or replacement.

RECONNECTION

All charges billed for service must be paid before your service can be reconnected. This could include any amount that you may have received on a new phone bill. You will also have to re-establish your credit as a result. We may require a deposit before reconnecting your service. A charge to have your service reconnected will be assessed.

TIME PERIOD FOR OBJECTING TO BILLS AND PROVISIONS REGARDING UNDERBILLING AND OVERBILLING

The Terms of Service provide for specific time periods for objecting to charges the Company may have underbilled and those that were overbilled. Unless there has been customer deception with regard to a charge the customer is responsible for paying an unbilled or underbilled charge where:

- in the case of a recurring charge or a charge for an international long distance message, it is correctly billed within a period of one year from the date it was incurred; or
- in the case of a non-recurring charge other than for an international long distance message it is correctly billed within a period of 150 days from the date it was incurred.

The Company will not charge interest on the amount corrected.



In the case of a recurring charge that should not have been billed or that was overbilled, a customer must be credited with the excess back to the date of the error, subject to applicable limitation periods provided by law. However, a customer who does not dispute the charge within one year of the date of an itemized statement which shows that charge correctly, loses the right to have the excess credited amount for the period prior to that statement.

Non-recurring charges that should not have been billed or that were overbilled must be credited, provided that the customer disputes them within 150 days of the date of the bill.

A customer who is credited with any amount that should not have been billed or that was overbilled must also be credited with interest on the amount at the rate payable for interest on deposits that applied during the period in question.

A DEPOSIT MAY BE REQUIRED

If you have an unsatisfactory payment record with the Company due to payment practices in the previous two years, if you have no credit history with the Company and have not supplied adequate credit information, or if you clearly present an abnormal risk of loss, a deposit will be required. This deposit is based on an amount sufficient to cover billing for three months charges including long distance charges.

INTEREST PAID ON DEPOSITS

Deposits will earn monthly savings account interest calculated on the last day of each month, at a rate used by the Canadian Imperial Bank of Commerce. The interest will be credited to the customer's deposit account monthly. Customer monthly statements of account will show the total amount of deposits held plus accrued interest.

NSF CHEQUES

An \$15.00 charge as tariffed, applies for each NSF cheque submitted in payment of any bill rendered by the Company.

LATE PAYMENT

As provided for in the Company's Tariffs, a late payment charge applies when payment has not been received 37 days after the date of the statement of account for services, provided the unpaid portion of the account exceeds \$50.00. It is based on a monthly compound rate calculated on the basis of the Canadian Imperial Bank of Commerce (CIBC) Prime Rate. This charge will apply to charges for all Northwestel Inc. services.

TELEPHONE NUMBER TRANSMISSION AND DISPLAY

Some areas in Northwestel's operating area are served by technology which transmits the telephone number of the caller when a call is placed. New services such as Call Display allow subscribers to see the telephone number of callers on a special display phone or device.

If you live in one of these areas, you may sometimes wish to prevent the display of your telephone number when you place a call. Automated Call Display Block is available free of charge to those customers who request it.

Where the provision of per call blocking is unavailable for technical reasons, a customer who requests Call Display Block will be offered per line blocking, until such time as per-call blocking become available. Call Display Block, on a per line basis, is available free of charge to Shelters for Victims of Domestic Violence that have registered with the Company in CMS (Call Management Service) areas and customers who request it in non-CMS areas. Alternatively, customers can also place calls through a Northwestel operator, although there is a fee for this service.



QUALITY OF SERVICE INQUIRIES

Good, reliable service is Northwestel's aim. However, occasionally problems may occur. When this happens, please call one of our experienced staff at your local Customer Care Centre at 1-888-423-2333.

If your problem has not been resolved to your satisfaction, the Manager at the Customer Care Centre will be pleased to assist you. Our Staff or Customer Service Manager will make every effort to help you. However, if you feel you still have not received satisfaction, you may call our Customer Care Centre and speak to a Service Specialist at 1-800-257-5690.

Or you may wish to write to:

Customer Service Manager
Northwestel Inc.
PO Box 2727
Whitehorse, YT Y1A 4Y4

If after dealing with the Company's representatives you feel your problem has not been resolved, you can write to the:

Secretary General
Canadian Radio-television &
Telecommunications Commission
Ottawa, ON, K1A 0N2

Your letter should outline the nature of your complaint and a copy should be sent to Assistant Vice President at the above address.