

## **Maintaining high quality service for customers**

Aliant Telecom always strives to meet or exceed customer quality of service standards set by the Canadian Radio-television and Telecommunications Commission (CRTC).

Based on the CRTC *Retail Quality of Service Rate Adjustment Plan*, Aliant must provide a one-time credit to all local service customers if it does not meet standards for any of the 13 quality of service indicators during a particular year.

Examples of the types of local service activities measured by the quality of service indicators include:

- access to the business office
- access to repair
- access to directory assistance
- whether installation and repair appointments are met
- whether out-of-service troubles are cleared within 24 hours

The amount of any customer credit would be based on the number of below-standard indicators and the extent to which the standard for each indicator was not met in the previous year. The maximum credit payable under the rate adjustment plan would be equivalent to five per cent of Aliant Telecom's local service revenues.

If any credits are owed in the future, they will be equally distributed to customers and appear on customer bills.

Aliant Telecom's quality of service results are reported to the CRTC quarterly and are available on the CRTC website at:

<http://www.crtc.gc.ca/eng/publications/reports/8660/Aliant.htm>