

COLLECTIVE AGREEMENT

Between

ONTERA

and

UNITED STEELWORKERS TC LOCAL 1976

Expires December 31, 2025

ontera



14956-03

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PREAMBLE

The following rules and rates of pay shall govern the employees of Ontera.

The rates of pay for additional positions established shall be in conformity with the rates of pay for comparable positions of the same class shown in this Agreement and currently occupied. Such rates shall be subject to immediate review by the proper officer of the Company on request of the Union.

Changes shall be made in agreed basic rates of pay for individual positions only when warranted by changed conditions. When changes in basic rates of pay are proposed, the positions affected will be reviewed and compared with the duties and responsibilities of comparable positions by the proper officer of the Company and the Union, with the object of reaching an agreement of revised rates to maintain uniformity for positions on which the duties and responsibilities are relatively the same. Reduction in the basic rate of pay for any position will be made only when a permanent vacancy occurs in such position, and the amount of such reduction shall be applied to increase the basic rates of pay of other existing positions where an increase is required to bring the basic rates of pay of such

positions in conformity with those of positions of which the duties and responsibilities are relatively the same.

DEFINITIONS AND INTERPRETATIONS

"Company" shall mean Ontera.

"Management" shall be understood to mean the Senior Company Official of Ontera or Corporate Labour Relations Department, as applicable.

"Union" shall mean the Local Steward or other such authority of the Union.

INTERPRETATION

Any question of interpretation which may arise will be adjusted by the Union with Management.

ARTICLE 1 - Scope

1.1 Employees assigned to service in Ontera within those classifications listed in the schedule of wages attached to and forming part of this Agreement, or who are regularly required to devote any portion of their time to work performed within those classifications, and all other classifications in Ontera as certified by the Canada Industrial Relations Board with additions or deletions as may be mutually agreed to from time to time, shall be considered as coming within the scope of this Agreement.

Interpretation

Supervisory or staff employees will not be used to do work covered by this schedule at any time when qualified employees in Ontera are reasonably available. When all efforts to meet the situation by employees are exhausted, supervisory or staff employees may be used in emergency.

1.2 Employees will have the exclusive right to all positions incorporated in the accompanying wage schedule and any employees' positions subsequently added in accordance with the Preamble, and/or Article 1.1, also to any new employees' positions created by the absorption of other lines when vacancies in such positions occur.

When newly constructed lines are taken over, all employees' positions on such lines will be considered vacant and any employee in line for promotion to them will have 15 days within which to make application for same.

ARTICLE 2 - Seniority Status and Lists

2.1 The right of promotion of employees in the various groups specified in the schedule of wages appended hereto and forming part of this Agreement shall extend over the entire Ontera system and shall be governed by merit, fitness, and ability. Where these are sufficient, the senior employee shall be given the preference.

2.2 (a) When an employee is offered an official or other position by the Company not covered by this schedule, it is not obligatory upon him/her to accept. If he/she does so and an understanding is reached between him/her and Management, confirmed through the Union, he/she may retain rights to the position previously held for a period of six months. If he/she remains in such official or other position beyond six months, his/her previous position will be bulletined at once, but he/she may retain his/her standing on the seniority list. A person released from an official or other position after the six-month period may only bid in vacancies

occurring within the seniority group from which promoted or work spare.

(b) The assignment held by an employee granted leave of absence to act as full time representative of the employees will, subject to the approval of Management, be protected during period of such leave, but during this period the employee concerned will be allowed to bid on other positions.

(c) Effective July 1, 1999, when an employee is offered an official or other position by the System not covered by this schedule, it is not obligatory on him/her to accept. If he/she does so and an understanding is reached between him/her and Management, confirmed through the Union, he/she may retain and continue to accumulate seniority for a period of one year. He/she may retain rights to the position previously held for a period of six months. After one year, his/her seniority will be frozen at that date unless he/she continues to pay the normal monthly Union dues. If he/she decides to suspend the payment of Union dues, their seniority will be frozen as of the month in which payment is stopped. A person released from an official or other position after the one year period may only bid in vacancies occurring within the seniority group from which promoted or work spare. This provision does not apply to employees promoted to the supervisory position in Moosonee.

2.3 If an employee is granted leave of absence from the Company, concurred in by the Union, for a period of six months or less, he/she may retain his/her position for that period. If his/her leave of absence is extended beyond six months, his/her position will be bulletined vacant at once and he/she may retain his/her seniority for an additional six months after which he/she loses all rights. This is not intended to apply to cases of sickness and/or disability which are, in the opinion of Management and the Union bona fide.

2.4 Seniority of employees in each group covered by this Agreement will date from the time they last entered the service in such group; it being understood that employees temporarily out of employment on account of staff reductions will not forfeit their seniority, provided they are available when required.

2.5 A new employee shall be on a six months' period of probation from date of employment and if retained beyond this period will then rank on the seniority list from the date first employed in a position governed by this Agreement. In the meantime, unless removed for cause, which in the opinion of the Company renders him/her undesirable for its services, the employee will be regarded as coming within the terms of this Agreement. The six-month probationary period may be extended as required in consultation with the Union.

2.6 Occasional employees who are used when regular relief employees are not available will not establish seniority until they have 15 continuous days of service. Assigned days off not to be counted.

2.7 Temporary employees may be hired by the Company to perform non-skilled, non-technical type work on special projects or contract work on other than Company property. Such temporary employees will not accumulate seniority or be entitled to any benefits other than those prescribed by law. Upon completion of the project or contract work, such temporary employees will be released from service and their records will be closed. When necessary, a technician will be assigned to perform skilled work. If a supervisor is assigned to be present on the project site, a technician will also be assigned.

2.8 Lists of employees showing their seniority standing will be kept on file open to the inspection of all employees concerned. These lists will be subject to correction on proper representation from any employee, jointly to Management and the Union and a copy of same, corrected to date, will be furnished to the Union at the beginning of each year.

2.9 When two or more employees are employed on the same day, their seniority standing will be determined by the

time they start work and they will be considered senior in the order shown on the list.

2.10 Seniority protests by employees shall be invalid unless filed jointly with Management and the Union within one year from date of first publication of the name in the official seniority list.

2.11 No change shall be made in existing seniority status unless concurred by the Union.

2.12 When a permanent assignment within an office becomes vacant, it will be allocated based on merit, fitness and ability. When these are sufficient, the senior employee shall be given preference.

ARTICLE 3 - Bulletining and Filling of Positions

3.1 All vacancies and appointments for 60 days or more shall be identified as temporary or permanent and bulletined over the entire Company within each seniority group with a copy to the Union. A position bulletined as temporary after having been continuously established for one year shall be bulletined as a permanent position, unless it is known at the time that the position will only continue to be required temporarily; if it is known prior to the expiration of one year that the position will be

required permanently it shall be so bulletined except in case of sickness.

3.2 When **temporary or permanent** vacancies are bulletined, **they shall be posted on the Company's Career Zone site for a period of ten (10) calendar days. All bargaining unit employees will receive an email notification for each posted position. The email will include a link to the posted position on the Company's Career Zone site.**

3.3 Employees applying for a position advertised may, if they so desire, cancel their application by wire within 15 days from the date of advertising of the vacancy; should the senior applicant withdraw or not receive the appointment, the next senior qualified applicant who has not withdrawn will then be appointed without another bulletin being issued advertising the vacancy. After such period of 15 days a request to cancel or withdraw his/her application will not be considered and the position from which he/she is transferring will be immediately advertised and he/she cannot again bid in his/her former position until it again becomes vacant. Senior applicant who has not withdrawn within 15 days from date of vacancy bulletin must take the position within 30 days of vacancy bulletin or go on the spare list. Once an application for a position advertised has been withdrawn, the withdrawal cannot be cancelled.

3.4 When a vacancy occurs the appropriate officer will fill same by appointing the senior employee who is, in his/her opinion, entitled to it, but this will not prevent any employee senior to the employee so appointed claiming his/her right to the position under Article 2.1 hereof, provided he/she files his/her protest within 10 calendar days after the appointment has been bulletined as above.

3.5 An employee declining to accept promotion in any instance does not forfeit his/her right to the same or any other position he/she may be entitled to under seniority when a vacancy occurs. An employee on leave of absence when a vacancy occurs will not be debarred from claiming position and receiving the appointment if entitled to it, providing that such claim is made within 20 days from date of vacancy bulletin. The Union will be advised of all appointments made.

3.6 A vacancy will be filled within 30 calendar days after date of vacancy bulletin by appointment of the employee entitled to it. Such employee not placed within 45 calendar days from date of vacancy bulletin through no fault of his/her own, will thereafter be paid at the rate of the position held or the position to which transferring, whichever is the higher and allowed reasonable actual expenses incurred because of such delay upon producing vouchers.

3.7 Employees holding established positions in any office will have the right to do temporary work in such office in accordance with their seniority without affecting their permanently established positions and will revert thereto when the temporary work is finished, unless they have been appointed to another office, and provided that the exercise of privilege under this Rule will not involve the Company in extra expense for overtime or otherwise. When a temporary position is bulletined in an office it will not be necessary for established employees in such office to apply for same, but the filling of positions may be rearranged among the employees in the office according to seniority.

3.8 The Company may select, without the necessity of posting and without regard to seniority, an employee from the bargaining unit to act in a lead hand capacity. In such instances, the employee's current rate of pay will be increased by 5% for the period so assigned.

ARTICLE 4 - Displacement and Recall

4.1 Except as otherwise provided when a permanently established employee is displaced or his/her position is abolished, he/she must, if his/her seniority entitles him/her thereto, displace the junior permanently established employee, or the junior temporarily established employee, in the order named.

4.2 Except as otherwise provided, when a temporarily established employee is displaced, or his/her position is abolished, he/she must, if his/her seniority entitles him/her thereto, displace the junior temporarily established employee.

4.3 The exercise of choice of positions as provided for shall not involve the Company in the payment of any punitive overtime as a consequence of the employee working in excess of eight hours within 24 hours.

4.4 In case the number of permanent employees working in any office is reduced, the employee or employees who have bid in temporary positions, or junior permanent employees, will, in the order named, first be dispensed with and the employees remaining in such office shall, according to seniority, take their choice of the remaining positions.

4.5 No regular full time employees will be reduced in any classification until the employment of all student, regular part time, and temporary employees in that classification where there is a surplus condition, have first been terminated.

4.6 The Company agrees to give regular full-time employees fourteen (14) days notification when they are to be laid-off for periods less than six (6) months and thirty (30) days notification for periods of lay-off of six (6) months or longer. Temporarily established employees will be given ten (10) days' notice of any lay-off.

Temporary Lay-Off (less than 6 months)

4.7 Should a position be termed surplus by the Company and be expected to be vacant for a period of less than six (6) months, the most senior employee(s) within the surplus Job Classification affected shall have the option of:

(a) Being assigned to another position in the same job classification in accordance with Article 4.1 or 4.2, as applicable.

OR

(b) Accepting a lay-off.

NOTE: There will be no reduction in an employee's rate of pay as a result of transfer to another position or job classification for a period up to six (6) months under this clause 4.7 (a).

4.8 An employee who is laid off under Article 4.7 shall be guaranteed a recall by the Company to his same job classification.

Long Term Lay-Off (Greater than 6 months)

4.9 Should a position be termed surplus by the Company and be expected to be vacant for a period of greater than six (6) months, all employees that have been declared surplus, in order of seniority, shall have the option of:

- (a) Being assigned to another position in the same job classification in accordance with Article 4.1 or 4.2, as applicable,

OR

- (b) Being assigned to any unfilled vacancy in another job classification which he is qualified to perform within such period of time which may be reasonably required, but in any event not less than ten (10) working

days, subject to adequate training being provided,

OR

(c) Accepting a lay-off.

4.10 In the application of Article 4.9 (a) or (b), if an employee is assigned to a position with a lower rate of pay, he will maintain the rate of pay of the position he formerly held. An employee covered by this Article will not receive any wage increase while being maintained at his former rate of pay, until the rate of pay applicable for his new position equals or surpasses the former rate of pay, at which time he will receive the rate of pay for the new position and any future wage increases.

4.11 The Company will attempt to place in accordance with 4.7 and 4.9 each of the surplus employees commencing with the most senior. Each employee displaced in this procedure shall be placed on the surplus list in proper ranking of seniority.

4.12 Those employees eventually constituting the final surplus list shall be laid-off. A copy of the final surplus list will be provided to the Union.

Notification period

4.13 Employees affected by the operation of Articles 4.1 and 4.2 must notify their supervisor within five days or forfeit the right to displace established employees, and the supervisor will, upon such notification, advise employees affected what positions they are entitled to.

Reassignment or Transfer (Prior to Job Posting)

4.14 An employee declared surplus under 4.5 or transferred or laid-off under 4.7, 4.9 and/or 4.11, shall retain exclusive right to that position and be offered the opportunity to retransfer to their former position if such work becomes available within 1 year prior to the job filling procedure of Article 3 being implemented. This is not intended to give such employee protection in his former position in preference to senior employees who may have been reduced from other positions and have not been appointed to other permanent positions.

Recall Procedures

4.15 (a) Employees who are actually laid off shall be listed on a Company-wide recall list in seniority order and maintained on their seniority list for a period of up to 24 months. Employees not recalled after this 24 month period will be removed from the recall/seniority list.

When recalling employees they shall be recalled in order of Seniority at time of lay-off, provided they are qualified to perform the work available. When an employee is recalled to a location other than his location at the time of lay-off, he may choose to refuse recall until a job is available at his original location, provided the position can be filled by another employee on lay-off with less seniority who is qualified to perform the work. If an employee is recalled to a location other than his location at time of lay-off, the provisions of 4.14 shall apply.

(b) The employees recalled must notify the Company within three (3) days, (excluding Saturdays, Sundays, and holidays) of the date of the notice of recall to his last address on file with the Company that he is available and willing to accept the work assigned. If he fails to do so, his name will be passed over, and another employee will be recalled. Notice shall be sent out by registered mail and a copy sent to the Union and Local

Treasurer. Notice shall be deemed to have been received within five (5) working days from the date of mailing.

NOTE: An employee who has been laid off shall be expected to keep the Company advised as to where he can be reached with the least possible delay.

(c) It is understood that in an emergency, the Company may recall employees or hire new employees for a period of seven (7) days without regard to seniority.

Lay-Off Allowance Plan – Temporary Lay-off

4.16 Regular full-time employees who have 3 years or more net credited service shall be entitled to lay-off allowance under the Lay-Off Allowance Plan when they are laid-off under Article 4.7. An employee's total layoff allowance during the period of lay-off shall be as follows:

<u>Net Credited Service On Date of Lay-Off</u>	<u>Lay-Off Allowance Entitlement</u>
3 years but less than 4 years	5 weeks
4 years but less than 5 years	6 weeks
5 years but less than 6 years	7 weeks
6 years but less than 7 years	8 weeks
7 years but less than 8 years	9 weeks

8 years but less than 9 years	10 weeks
9 years but less than 10 years	11 weeks
10 years but less than 11 years	20 weeks
11 years but less than 12 years	22 weeks
12 years but less than 13 years	24 weeks
13 years but less than 14 years	26 weeks
14 years but less than 15 years	28 weeks

Two weeks additional pay for each full year of service in excess of 15 years of net credited service up to a maximum of 52 weeks.

4.17 The lay-off allowance plan becomes operative at the time the employee applies for and qualifies for Employment Insurance benefits and upon receipt of proof that he receives such benefits.

- (a) Each week's benefit shall be equivalent to 90% of the employee's regular weekly pay at time of lay-off, less Employment Insurance benefits entitlement.
- (b) In addition, during the first two weeks of lay-off, the employee shall receive an allowance equivalent to 40% of his regular weekly pay at time of lay-off.

- (c) The combined weekly level of Employment Insurance benefits and lay-off allowance will not exceed 90% of the employee's basic weekly rate of pay.
- (d) Employees have no vested right to payments under the Supplementary Unemployment Benefits Plan except to payments during a period of unemployment specified in the plan.
- (e) Any payments in respect of guaranteed annual remuneration or in respect of deferred remuneration or severance pay benefits will not be reduced or increased by payments received under the Supplementary Unemployment Benefits Plan.

4.18 Lay-off allowance will cease as follows:

1. When the lay-off allowance entitlement is used up.
2. When the employee reports for work subsequent to recall.
3. When the employee fails to report for work after recall.
4. When the employee is disentitled or disqualified from employment Insurance payments.
5. When the employee obtains other employment.

6. If the employee resigns.

4.19 Lay-off allowance payments shall be based on the employee's established weekly schedule of work hours (excluding overtime) in effect as of the date of the lay-off.

4.20 Lay-off allowance benefits will be fully reinstated after four (4) months of continuous service after date of return to work from lay-off.

4.21 An employee who has been recalled following a period of lay-off and is again laid-off prior to completing four (4) months of continuous service after the date of return to work, shall be granted a lay-off allowance pursuant to 4.16 based on his overall net credited service after deducting the amount he received from his previous lay-off.

Benefit Coverage – Temporary Lay-Off

4.22 The Company shall maintain the eligibility of an employee, laid off under 4.7, during the entire period of lay-off, in the following benefit coverages:

(a) Participation, without payment of premium, in:

1. Medical Plan
2. Dental Plan
3. Vision Care Plan

(b) Additional voluntary life insurance purchased by the employee, provided the employee prepays the applicable premiums.

Lay-Off Allowance Plan – Long-Term Lay-off

4.23 Regular full-time employees who have 3 years or more net credited service who are entitled to lay-off allowance shall be governed by the following:

(a) The severance payment shall be equivalent to the lay-off allowance entitlement identified in section 4.16.

(b) The severance payment shall not be paid to an employee who resigns or is discharged

(c) If an employee is recalled before the severance payment is payable, no such payment shall be made

(d) An employee refusing a recall shall forfeit his right to a severance payment

(e) The severance payment shall be paid in a lump sum, at the end of the twenty-four (24) month recall period

(f) Notwithstanding the provisions of paragraph (e), an employee may elect to receive the severance payment at any time during the twenty-four (24) month recall period, in which case the employee's name shall be removed from the recall list coincident with the payment of the lump sum severance payment.

Reduction of Hours

4.24 a) The Company does not guarantee to provide work for any employee, nor to maintain the working week or working hours herein agreed upon, subject however that if the necessity arises of reducing the hours of work below the average work week in the department scheduled the Union shall be consulted prior to effecting such change.

(b) In the event that an agreement as to a plan cannot be reached under 4.24 (a) within a period of thirty (30) calendar days after the matter has been submitted to the Union, the

Company may proceed on a plan of layoffs to the extent the Company deems necessary.

The above provision applies to lay-off situations, which will last longer than one (1) month.

ARTICLE 5 - Training

5.1 Employees of all classifications will be paid at straight time rate for time spent traveling to attend training seminars.

5.2 Employees from the CSR classifications assigned to train will receive, in addition to regular wages for each working day so assigned, the amount of \$15.00.

5.3 Employees from the Technical classifications assigned to train will receive, in addition to regular wages for each working day so assigned, the amount of \$25.00.

5.4 Employees attending training seminars outside of the Ontera serving territory who incur meal expenses in excess of the normal daily maximums will be reimbursed actual reasonable expenses with receipts.

5.5 Employees hired after December 19, 2008, will be required to reimburse Ontera for all tuition and travel expenses incurred by Ontera if the employee voluntarily leaves within 36 months from date of hire.

ARTICLE 6 - Hours of Service, Rest and Meal Periods

6.1(a) Except as otherwise provided, eight consecutive hours' service shall constitute a day's work and may be extended to include **a half hour** or one hour for meals. **The duration of the meal period will be based upon the needs of the business.**

(b) When a meal hour is established, time in which to eat shall be allowed between the end of the fourth hour and the beginning of the seventh hour after starting work, unless otherwise locally arranged.

(c) If an employee is required to work during his/her meal hour such time worked shall be paid for at the overtime rate and 20 minutes for lunch, without deduction in pay, shall be afforded at the first opportunity. Time waiting or travelling on public transportation, on which meal service is available, during regular meal periods is not considered work time.

6.2 Except in cases of emergency, employees will have eight consecutive hours' rest in any 24 hour period.

6.3 Except as otherwise provided, the regular hours of duty of employees will be specified by Management and will be the same on all days of the week.

6.4 Employees called before their regular hours of duty and who have not had an opportunity to secure breakfast, will be allowed 20 minutes, without loss of pay, as soon as possible after regular starting time for the purpose. Employees working a straight eight hour shift will be allowed 20 minutes for lunch without deduction in pay, and as opportunity affords, provided they are available in case of emergency during such period.

6.5 Exchange of shifts in the same office for short periods of time may be made when justified but only with the approval of the supervisor.

6.6 No deduction will be made for time lost in making transfers in cases of bona fide sickness of an employee and/or annual vacation.

6.7 Employees covered by this agreement will be allowed up to **\$50.00** per day (breakfast - **\$10.00**; lunch - **\$15.00**; supper - **\$25.00**) for meal expenses while away from headquarters. **Receipts are required when using the company travel card and for per diems in excess of the amounts above.**

Meals and per diems will be reimbursed by using the corporate visa.

Boarding: Employees who elect to stay with friends / relatives when they would otherwise be required to stay at a hotel / motel will be reimbursed for the amount they pay their friends / relatives for lodging up to a maximum of \$20.00 per day with receipts.

ARTICLE 7 – Assigned Rest Days

7.1 Unless otherwise excepted herein, a work week consists of 40 hours of 5 days of 8 hours each with 2 consecutive rest days in each 7 subject to the following modifications. The work week may be staggered in accordance with the Company's operational requirements. This clause shall not be construed to create a guarantee of any number of hours or days of work not elsewhere provided for in this Agreement.

7.2 Employees' rest days are subject to change in accordance with the requirements of the service and not less than 72 hours' notice shall be given employees affected.

7.3 If owing to such change in his/her rest days off duty, an employee is required by the Company to work more than five days per week, he/she will be paid overtime as per Article 7.10 for such days.

7.4 The rest days shall be consecutive as far as is possible consistent with the establishment of regular relief assignments and the avoidance of working an employee on an assigned rest day. Preference shall be given to Saturday and Sunday and then to Sunday and Monday.

7.5 In any dispute as to the necessity of departing from the pattern of two consecutive rest days or for granting rest days other than Saturday and Sunday or Sunday and Monday, it shall be incumbent on the Company to show that such departure is necessary to meet operational requirements and that otherwise additional relief service or working an employee on as assigned rest day would be involved.

7.6 On positions where it is not reasonably practicable to provide regular relief each week, one rest day, for which relief is not provided, may be accumulated and granted at a

later date. Such accumulation shall not exceed five days and rest days so accumulated shall be allowed consecutively when five days have been accumulated. However, the accumulation of a greater number of rest days and their allowance at longer intervals may be arranged by mutual agreement between Management and the Union.

Positions on which rest days are to be accumulated shall be so bulletined.

7.7 In the event that a situation arises which makes it impracticable to assign consecutive rest days to all employees, the following shall be followed:

(a) All possible regular relief positions shall be established pursuant to Article 7.9.

(b) Possible use of rest days, other than Saturday, Sunday or Monday, where these may be required under this Agreement, to be explored by the parties.

(c) Accumulation of rest days under Article 7.6 shall be considered.

(d) Other suitable or practicable plans which may be suggested by either of the parties shall be considered and efforts made to come to an agreement thereon.

(e) If the foregoing does not solve the problem, then some of the relief or extra employees may be given non-consecutive rest days.

(f) If, after all the foregoing has been done, there still remains service which can only be performed by requiring employees to work in excess of five days per week, the number of regular assignments necessary to avoid this may be made with two non-consecutive days off.

(g) The least desirable solution of the problem would be to work some regular employees on the sixth or seventh days at overtime rates and thus withhold work from additional relief employees.

7.8 In naming the assigned rest days, where the hours of an assignment overlap at midnight and partially cover two calendar days, the calendar name of the day on which the assignment commences shall be used to determine the name of the day assigned; and the continuous 24-hour period as from the starting minute of the commencement hour of the assignment shall be substituted for such calendar day.

7.9 Except as otherwise provided, employees assigned, notified or called to work on their regularly assigned rest days shall be paid at the rate of time and one-half with a

minimum allowance of three hours for which three hours service may be required; except that if required to work a full day within their regularly assigned hours of duty the provisions of Articles 8.1, 8.4 and 8.5 will apply.

ARTICLE 8 – Overtime and Calls

8.1 Except as otherwise provided, time in excess of eight hours' service (exclusive of meal period) shall be considered overtime and shall be paid at the rate of time and one-half time in accordance with the following schedule:

10 - 15 minutes - 1/4 hour

16 - 30 minutes - 1/2 hour

31 - 45 minutes - 3/4 hour

46 - 60 minutes - 1 hour

8.2 Work in excess of 40 straight-time hours, or five days in any work week, shall be considered overtime and paid at the rate of time and one-half time, except where such work is performed by an employee due to moving from one assignment to another other than at the order of the Company or to or from an extra or laid off list or where rest days are being accumulated under Article 7.6.

8.3 There shall be no overtime on overtime, neither shall overtime hours paid for, other than hours not in

excess of eight paid for at overtime rates on holidays or for changing shifts, be utilized in computing the 40 hours per week, nor shall time paid for in the nature of arbitraries or special allowances such as attending court, deadheading, travel time, etc., be utilized for this purpose except when such payments apply during assigned working hours in lieu of pay for such hours, or where such time is now included under existing rules in computations leading to overtime.

NOTE: The term "work week" for regularly assigned employees shall mean a week beginning on the first day on which the assignment is bulletined or scheduled to work.

8.4 For calls outside regularly assigned hours of duty on regular working days, but within one hour before regularly assigned starting time, a minimum of one hour at time and one-half shall be allowed for one hours' service or less. For calls more than one hour before, but continuous

with, the regularly assigned starting time, time and one-half time will be allowed in accordance with Article 8.1.

8.5 Except as otherwise provided, employees notified or called to perform work not continuous with, before or after the regularly assigned hours of duty shall be allowed a minimum of three hours at time and one-half for three hours' work or less and if held on duty in excess of three hours, time and one-half time shall be allowed in accordance with Article 8.1.

8.6 When an employee is called to perform work in accordance with Article 8.5, any subsequent and related or unrelated troubles that occur during this three hour period will be repaired and considered part of the first call-out. However, if the employee has been released from duty before being notified of the subsequent problem, this will be considered a second call-out except when directly related to the repairs affected during the first call-out.

8.7 Employees required by the Company for duty on regularly assigned rest days will be given as much advance notice as possible but not later than the preceding day.

8.8 Where work is required by the Company to be performed on a day which is not a part of any assignment, it

may be performed by an available extra or unassigned employee who will otherwise not have 40 hours of work that week. In all other **cases it will be done** by a regular employee.

Overtime shall be allocated on the basis of seniority wherever possible, in a voluntary manner, within the work classification and headquarters, provided the employee is capable of performing the duties; however, upon reaching the bottom of the seniority list in that classification and headquarters, the **capable** junior employee(s) will be required, in reverse order to work the overtime. Should employees in that classification and headquarters be unavailable, employees in that classification from the next closest headquarters shall be dispatched in the same manner.

8.9 Overtime must be submitted using current payroll methods and systems. If overtime as claimed is not allowed, employees will be notified in writing within 5 calendar days from the end of payroll week in which the overtime was submitted, setting forth the reasons for the disallowance.

8.10 All overtime earned shall be shown on pay cheques as a separate item.

8.11 An employee who is required to work overtime, and as a result cannot secure eight consecutive hours of rest before his/her scheduled shift, shall not normally be required to report for his/her next scheduled shift until he/she has secured eight consecutive hours of rest. He/she shall be paid on a straight time basis for any time not worked as a result of so reporting. If the Company requires the employee to commence his/her next scheduled shift without eight consecutive hours rest, he/she shall be given time off at the end of the shift equivalent to the difference in time between eight hours and the actual time the employee had off the job.

8.12 Employees will only be required to attend investigations outside their working hours when the requirements of the service will not permit the taking of statements during regular working hours and will be paid at the prevailing overtime rate as provided under this rule.

8.13 The selection of an employee for call outs as per Articles 8.4, 8.5 and 8.6, will be based upon the criteria outlined in Article 8.8

Banking of Overtime

8.14 An employee may be compensated for overtime hours earned by time off in lieu of overtime payment, from scheduled tours of duty.

(a) An employee wanting to bank such time off in lieu of overtime payment must advise his manager. Overtime hours banked by an individual employee for purposes of time off in lieu of overtime payment shall never exceed 40 hours, at any one time.

(b) Time off in lieu of overtime payment shall be banked on the basis of one and one half (1.5) hours for each hour of overtime earned, and when taken, shall be paid at the employee's basic rate of pay. This time off shall constitute full compensation for those hours.

(c) Once an employee advises his/her Manager that he will bank the overtime, it must be taken as time off and will not be paid out at any later date. Employees must clearly identify on their overtime claims the number of hours worked to be banked.

(d) Time off must be requested at least 48 hours in advance. Approval for time off requests will be delayed until it is reasonably known that service coverage requirements will be met for the period that the time off is requested. Time off will be allowed subject to Company service requirements

and at no additional cost to the Company and scheduled at a time mutually agreed to by the employee and the Company.

(e) The minimum amount of time off which may be granted under this section shall be one (1) hour.

(f) Until such process is automated, employees must track their own banked time to ensure they do not exceed the 40 hour bank maximum, and to ensure they do not request time off in excess of what they have banked. Time banked and time taken each pay period is shown on the employee's pay stub.

(g) An employee must take any banked time off by December 31st of each calendar year. If an employee fails to take all his banked time by this date, the remaining amount will be paid out, at his basic rate of pay, on the first pay of the following year.

ARTICLE 9 - Applicable to Network Service Technicians Only

9.1 There shall be two classifications in this group as follows:

(a) Qualified Network Service Technicians:

This group shall consist of employees who have served a three year apprentice period in this work or have equivalent experience and who have qualified and have been appointed to Network Service Technicians' positions. (Hereinafter they shall be referred to as Network Service Technicians.)

(b) Apprentice Network Service Technicians:

These shall consist of employees who are serving their apprenticeship. (Hereinafter these shall be referred to as apprentices.)

9.2 Seniority List

A separate seniority list combining the employees in classifications 1(a) and 1(b) above will be maintained for this group.

9.3 Appointments

(a) When a Network Service Technician's position becomes vacant, the senior Network Service Technician who applies for the position will be appointed. If the employee so appointed has not the knowledge or skill required for this position, the Company will provide training for a reasonable period for the employee to become proficient in the work. If after such training as determined by the Company the employee is found to be incompetent, he/she will follow the provisions under Article 4, "Displacement and Recall."

(b) If there are no applications for the vacant position from the Network Service Technician classification, the senior applicant from the apprentice classification will be designated. The designated Apprentice will automatically be appointed to the position when he/she qualifies as a Network Service Technician.

(c) If an employee accepts specialized training, he/she may be required, at the option of the Company, to serve in the position covered by the training for a period of up to one year, to commence on the completion of the specialized training. If during the one year period he/she is the successful applicant for another position, he/she will be allowed to take up that position at the completion of the one year period. His/her position will not be advertised until that

time. When this Article is invoked by the Company the provisions contained in the second sentence of Article 3.6 will not apply.

9.4 Transfer of Telecommunications Employees to this Group

When additional employees are required in this group, employees in Ontera who are covered by this Agreement will be notified by bulletin of the positions to be filled. Applicants with the necessary qualifications will be given consideration for transfer in the order of seniority in the service of the Company. In order to qualify for the position, they will be required to pass an appropriate examination, the details of which will be supplied at any time to any interested employee. If there are no successful applicants who can be transferred to this group, the Company will be free to recruit elsewhere.

(a) If an applicant is transferred to this group and within six months or less does not show sufficient aptitude for the work, he/she will revert to his/her former group and the vacancy so created will be filled on the basis of the original bulletin.

(b) Employees transferred from other groups of this Agreement may retain their seniority on the list from which

they transferred for a period not exceeding 12 months. Should the employee revert for any reason to his/her former group he/she will be entitled to displace the junior permanently established employee in that group or the junior temporarily established employee, in the order named, or at his/her option work spare. During the trial period, such employee will not be considered as in line for filling of positions or vacancies in the group from which transferred.

(c) At the end of the said 12-month period, employees transferred to this group shall be considered permanent employees in this group and their names shall be removed from the list on which formerly carried.

9.5 Hours of Service

Assigned hours of duty for each employee will be established (not necessarily the same hours for each day of the week) subject to the provisions of Articles 9.8 and 9.11.

9.6 Service on Assigned Rest Days and Holidays

Employees required to work on their regularly assigned rest days shall be paid at the rate of time and one-half time with a minimum allowance of three hours for which three hours service may be required.

9.7 Travelling and Waiting Time

(a) Time waiting and travelling outside of assigned hours will be paid for at pro rata rates except that time spent traveling in or on Company work vehicles (including track motor cars, telecommunications vehicles, and employees' automobiles when authorized) will be considered as time worked. When waiting or traveling by public transportation, on which meal service is available, one hour without pay shall be allowed for each regular meal period.

(b) When away from headquarters waiting time will not be paid if hotel or sleeping accommodation is provided.

9.8 Duties

Employees herein may be required to perform any duties connected with the operation and maintenance of the Ontera network.

9.9 Apprentices

(a) The Company will provide reasonable facilities and training to enable apprentices to become qualified Network Service Technicians within their normal apprentice period of three years. During this period, they may be assigned to any duties including the relieving of regular Network Service Technicians in order to provide for the necessary experience and job training.

(b) Assignment of hours and duties will be made as required as part of their training program.

9.10 Rate of Pay for New Employees

New employees or employees entering this group with previous experience and who have sufficient knowledge of communications equipment and plant operations may qualify for any of the specified rates, the Company to be judge of their qualifications.

9.11 Where practicable, junior qualified employees will be used for work away from headquarters in preference to senior employees, unless senior employees desire such work; the Company to be the judge of qualifications. The operation of this Rule will not involve extra expense to the Company. This does not apply to employees whose assignment includes work away from headquarters or to the assignment of junior employees for training purposes.

ARTICLE 10 - Applicable to Network Installation Repair Technicians Only

10.1 The working hours of Network Installation Repair Technicians will be regular and will not exceed eight consecutive hours per day exclusive of meal hour. When the conditions of the service require, the working hours may be reassigned with eight hours' notice.

10.2 Network Installation Repair Technicians whose assigned hours include a meal hour will be allowed 60 consecutive minutes for a meal commencing between 7:00 a.m. and 8:00 a.m., 12 noon and 1:00 p.m., 5:30 p.m. and 6:30 p.m. or receive in lieu thereof one hour's pay at pro rata rate and 20 minutes without loss of pay in which to each shall be afforded at the first opportunity. If a meal period is assigned between the hours of 10:00 p.m. and 6:00 a.m., it shall commence during the fourth hour after the start of the tour of duty and shall be governed by the above conditions. When waiting or travelling on public transportation, on which meal service is available, one hour without pay will be allowed for each regular meal period.

10.3 (a) Seniority of Network Installation Repair Technicians will date from the time of their last appointment as Network Installation Repair Technicians.

(b) The Assistant Supervisor Outside Plant Construction will rank on the Network Installation Repair Technician list once appointed.

(c) A Network Installation Repair Technician who is displaced, and fails to exercise their seniority rights, or who voluntarily bids into an Outside Plant Construction Technician position, will thereafter rank junior on the Network Installation Repair Technician's seniority list to the junior established Network Installation Repair Technician.

10.4 (a) An employee selected who, by merit and ability is competent to do the work of a regular Network Installation Repair Technician will accumulate seniority from the date first appointed to relieve a Network Installation Repair Technician, provided such relief is a minimum of 10 consecutive working days of service and provided he/she is available for service when required. Such employee, will be designated a Relieving Network Installation Repair Technician until appointed to a Permanent Network Installation Repair Technician position. A Relieving Network Installation Repair Technician who fails to bid a permanent position of Network Installation Repair

Technician will thereafter rank junior on the Network Installation Repair Technician's seniority list to the person appointed to such position. Rate of pay for relief assignments will be at least at the minimum rate of regular Network Installation Repair Technician.

(b) When a permanent Network Installation Repair Technician position becomes vacant, the senior applicant with Network Installation Repair Technician seniority will be appointed. Should there be no bids received by applicants with Network Installation Repair Technician seniority, the Company shall select from the existing Outside Plant Construction Technician's for the position, giving preference to the senior applicant. If, during a 6 month trial, he / she does not show sufficient aptitude for the work, he / she shall be removed from the position and will follow the provisions under 11.1 (d).

10.5 A relieving Network Installation Repair Technician taking the position of a regular Network Installation Repair Technician in the exercise of his/her seniority will not be paid for time lost travelling unless when used for a series of reliefs in continuous service, when there will not be any lost time on account of travelling from one relief point to another, but such employee shall not be paid for travelling from home headquarters to the first relief, nor for travelling from the last relief back to home headquarters.

10.6 Network Installation Repair Technicians may be assigned to the inspection, maintenance, repair and installation of signal equipment as part of their regular duties and for the actual time engaged on such work they will be paid a differential of .05 cents per hour with a minimum of three hours for any portion of the day so employed.

10.7 If a Network Installation Repair Technician is called upon to take charge of a crew of four or more employees, including him/herself, he/she will receive the Assistant Supervisor Outside Plant Construction rate of pay.

10.8 The position of Foreman of Extra Line Gangs will be filled from the ranks of regular Network Installation Repair Technicians. Where merit and ability are sufficient, seniority will govern. Such positions will be bulletined for a period of 10 days, and where no applications are received, the junior qualified regular Network Installation Repair Technician will be assigned. The Network Installation Repair Technician assigned to the position of Extra Gang Foreman will receive the rate of his/her regular Network Installation Repair Technician's position, with an addition of .32 cents per hour, plus actual living expenses away from his/her headquarters position. Time on duty in excess of eight hours will be computed on a minute basis and paid for at the rate of time and one-half.

10.9 Regular Network Installation Repair Technicians may exercise their seniority in filling bulletined temporary Assistant Supervisor Outside Plant Construction vacancies of 60 days or more and upon completion of such temporary assignments will revert to their regular positions.

10.10 A regular Network Installation Repair Technician, including Network Installation Repair Technicians assigned to the Construction Forces, who is required to perform the functions of a Cable Splicer for any portion of his workday shall be paid the Cable Splicer rate for that day, or who performs the functions of a Cable Splicer for the majority of days in any pay period will be paid the Cable Splicer Line Technician's rate of pay for such pay period.

10.11 Employees required to work 65 feet or more and up to 200 feet above ground or water level, on poles, radio antennae and/or microwave towers or bridge structures, shall be paid their regular wages and, in addition, will receive pro rata rate for all time worked thereon with a minimum bonus payment of one hour for which one hour's service may be required. For heights of more than 200 feet, a minimum bonus payment of two hours at pro rata rate will apply, for which two hours' work may be required.

10.12 Employees required to work on high voltage hydro power transmission lines shall be paid their regular wages

and, in addition, will receive pro rata rate for all time worked thereon with a minimum of one hour for which one hour's service may be required. Work on Ontera lines strung below power transmission lines on hydro poles does not constitute work on high voltage lines under this Article.

ARTICLE 11 - Applicable to Construction Forces Only

11.1 Seniority

(a) Separate seniority lists will be maintained for the following classifications:

(1) Outside Plant Construction Technicians

* (2) Groundmen

* (3) Cable Splicer

* These classifications not presently used.

(b) Seniority will date from date of last entry to service in a position in the construction group.

(c) An employee laid off shall retain seniority standing for one year but if no service is performed during a 12-month period he/she shall be considered as out of the service and dropped from the seniority list. This is not to apply to employees on sick leave.

(d) Regular Network Installation Repair Technicians who may be displaced by reduction of staff or other cause shall have the right to any position in the construction forces to which their seniority entitles them.

(e) Seniority lists shall be revised in January of each year and copy made available for information of employees in the gang.

11.2 One hundred and twenty-five days for which compensation is received will constitute six months' service.

11.3 When employees covered herein are required to leave designated headquarters in the performance of their duties and room and meals are not provided, actual reasonable expenses for lodging will be allowed. Meals and/or boarding with friends/relatives will be allowed in accordance with Article 6.8.

11.4 Employees required to work 65 feet or more and up to 200 feet above ground or water level, on poles, radio antennae and/or microwave towers or bridge structures, shall be paid their regular wages and, in addition, will receive pro rata rate for all time worked thereon with a minimum bonus payment of one hour for which one hour's service may be required. For heights of more than 200 feet, a minimum

bonus payment of two hours at pro rata rate will apply, for which two hours' work may be required.

11.5 Provided that satisfactory work progress is being made, the regular working hours of Construction Forces will normally be changed to 10 hour days (four days per work week) starting with the first full work week after the start of daylight savings and ending with the last full work week prior to the ending of daylight savings.

In any event, eight hour days will be worked for those weeks in which holiday with pay is due (Article 27). The Supervisor may change the hours of work back to eight hour days (five days per work week) within the above daylight savings period, as may be required from time to time, to ensure that direct or indirect costs are minimized. Where possible, five days' notice will be given to construction forces prior to changing from eight to 10 hour days, or vice versa.

ARTICLE 12 - Assistance or Relief for Employees when Overworked

12.1 If an employee considers him/herself overtaxed, his/her statement to that effect to the proper official will be carefully considered and if well founded relief will be granted.

12.2 At points where employees are overworked or kept on duty an excessive length of time, upon furnishing particulars, a representative of Management will be instructed to go there and look into conditions with the Union or with any representative he may select and if they jointly recommend any change in conditions, it will be arranged.

ARTICLE 13 - Transfer at Company's Request or In Exercise of Seniority Rights

13.1 When an employee is moved by order of the proper officer or in exercising his/her seniority rights, as provided by schedule rules, he/she shall suffer no loss of schedule wages while in transit and in making transfer (rate of pay to be based upon position to which he/she is transferring) and pay for time in transit shall not be in excess of time actually required to change locations. He/she will be allowed reasonable time (not to exceed four days and without pay) to arrange for the shipment of his/her household effects.

ARTICLE 14 – Technological Change

14.01 "Technological Change" in this Article means:

(a) The introduction by the Company into its business of equipment or material of a different nature or kind than

that previously utilized by the Company in the operation of its business and

(b) A change in the manner in which the Company carries on the business that is directly related to the introduction of that equipment or material.

14.02 When a reduction in staff is contemplated as the result of the introduction of a technological change, the Company agrees to meet with the Union as far in advance as possible and in any case at least one hundred and twenty (120) days prior to reductions in staff in an endeavor to reach agreement as to a mutually satisfactory solution of the situation.

14.03 In the event that the Company and Union are unable to reach agreement within thirty (30) days after the matter has been submitted to the Union, the following conditions will apply:

The employee shall have the option of:

(1) Being assigned to another position in the same job classification provided that such assignment can be made without displacing a more senior employee.

OR

(2) Being assigned to any unfilled vacancy in another job classification.

If within ninety (90) days the employee has not demonstrated the ability to perform the new job in accordance with the Company's standards, then Article 4.9 shall apply.

OR

(3) Terminating his service and receiving termination pay in accordance with this Article.

14.04 An employee, who is transferred as a result of a technological change to a position which is paid at a lower weekly rate than the job to which the employee was assigned prior to the transfer, will maintain their wages in accordance with Article 4.10.

14.05 In the event that an employee elects not to be transferred or reassigned as a result of technological change and elects termination, he shall be paid termination pay in accordance with the following:

Net Credited Service
On Date of Lay-Off

Lay-Off
Entitlement

less than 2 years	2 weeks
2 years but less than 3 years	4 weeks
3 years but less than 4 years	6 weeks
4 years but less than 5 years	8 weeks
5 years but less than 6 years	10 weeks
6 years but less than 7 years	12 weeks
7 years but less than 8 years	14 weeks
8 years but less than 9 years	16 weeks
9 years but less than 10 years	18 weeks
10 years but less than 11 years	21 weeks
11 years but less than 12 years	24 weeks
12 years but less than 13 years	27 weeks
13 years but less than 14 years	30 weeks
14 years but less than 15 years	33 weeks
15 years but less than 16 years	36 weeks

For each subsequent 6 month period for

16 years through 25 years	2 additional weeks' pay
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From 25 years	2 1/2 additional weeks' pay
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Termination pay shall be based on the employee's standard weekly rate at the time of termination and the hours of work scheduled in effect at the signing of this Agreement.

14.06 Termination pay as a result of the introduction of technological change will not apply when the employee is retiring on normal pension.

14.07 The Company and the Union agree that Sections 52, 54, and 55 of the Canada Labour Code shall not apply to the parties to this Agreement during its term.

ARTICLE 15 - Headquarters

15.1 Employees whose duties require them to be away from headquarters will be allowed to go home each night if overtime entailed will not exceed the amount of expenses required to keep them on the line overnight, provided that the work is finished or that they can return before assigned hours commence next day.

15.2 Where an automobile allowance is paid, the Company's policy will apply.

15.3 Headquarters refers to the city or town and not the street address.

ARTICLE 16 – Labour Management Committee

16.1 The Labour Management Committee (LMC) will convene regular meetings to identify, discuss and resolve issues through a consensus basis.

At a minimum one meeting per year will be face to face.

The Committee will consist of:

Up to three (3) persons selected by the Union Executive

Up to three (3) persons selected by the Company.

Other resource people may be invited to, and may attend, meetings as approved by the committee.

The Company will pay all costs associated with attending the above committee meetings.

Subject to the reasonable needs of the business, the Company and the Union will make use of video and/or teleconferencing whenever practical with the exception of bargaining and final step grievance meetings.

ARTICLE 17 - Relief Work

17.1 An employee required to leave his/her assigned location to do relief work temporarily will be allowed all necessary expenses on production of vouchers and will be paid the rate of his/her assigned position or that of the position relieved, whichever is the higher.

ARTICLE 18 – Health and Safety

18.1 The Company shall pay for all safety equipment that employees are required to wear except for safety footwear.

Where the employees are required by the Company to wear safety footwear the Company agrees to pay for each employee the full cost to a maximum of \$145 per calendar year for one (1) pair of safety boots or shoes.

The Company shall provide necessary insulated, fire resistant coveralls for employees who require them and replacements as necessary.

ARTICLE 19 - Investigations and Discipline

19.1 No employee shall be suspended (except for investigation), discharged, or disciplined until his/her case has first been investigated and he/she has been proven guilty of the offence charged against him/her, the decision in such case to be given as soon as possible, but not exceeding 10 calendar days from date of suspension. If an employee is found blameless in the matter under investigation, he/she shall be paid at schedule rate for the time lost and extra expenses while attending such investigation, if away from home and be reinstated. If

detained more than 10 calendar days awaiting result of investigation at the Company's instance, he/she shall be paid schedule wages for the time in excess of 10 days whatever the decision might be.

The Union will be provided an opportunity to reply and/or submit additional evidence for consideration to the proper officer of the Company within 7 days of the investigation. Such information will form part of the investigation record.

Any written warning or caution, or the like, will be removed from the employee's record following a period of 12 months from the date of such written reprimand, warning or caution, or the like.

An employee shall not be disciplined or dismissed until after a fair and impartial investigation has been held and the employee's responsibility is established by assessing the evidence produced and the employee will not be required to assume this responsibility in his/her statement.

Note:

Employee's file will be cleared of any record of discipline placed on his/her file after five (5) years. This is not to interfere with current practice of clearing twenty (20)

demerits from employee's file following one (1) year of discipline-free service.

19.2 Employees are to be given reasonable advance notice of an investigation. The Union shall, unless the employee objects, be invited by the investigating officer to be present (if in remote location then via teleconference) at the investigation and the examination of all witnesses. Upon request, the Union will be given results of an investigation in writing, together with copies of statements signed by witnesses at the investigation.

ARTICLE 20 - Grievance Procedure

20.1 A grievance concerning the interpretation or alleged violation of this Agreement, or an appeal by an employee who believes that he/she has been unjustly disciplined shall be processed in the following manner:

STEP 1

Within 28 calendar days from the date of cause of grievance the employee and/or the Union may present the grievance orally or in writing to the immediate supervisor, who will give a decision as soon as possible, but in any case, within 14

calendar days of receipt of grievance. If the grievance is presented in writing, the decision will also be given in writing.

An appeal against discipline imposed shall be initiated at Step II of this grievance procedure.

STEP 2

Within 14 calendar days of receiving the decision under Step 1, the Union may appeal the decision in writing to the applicable Department Senior Official.

The appeal shall include a written statement of grievance, and where it concerns the interpretation or alleged violation of the Collective Agreement, the statement shall identify the article and paragraphs of the Article involved.

A decision will be rendered in writing within 14 calendar days of receiving the appeal.

STEP 3

Within 14 calendar days of receiving the decision under Step 2, the Union may appeal the decision in writing to the Corporate Labour Relations Department, whose decision will be rendered in writing within 28 calendar days of receiving the appeal.

20.2 A grievance or appeal which is not settled by the Corporate Labour Relations Department may be progressed for final settlement under the provisions of Article 33.

20.3 Except as provided in Article 21.4, any grievance not progressed by the Union within the prescribed time limits shall be considered settled on the basis of the last decision and shall not be subject to further appeal. Where a decision is not rendered by the appropriate officer of the Company within the prescribed time limits, the grievance may be progressed to the next step in the grievance procedure.

20.4 When a grievance based on a claim for unpaid wages is not progressed by the Union within the prescribed time limits, it shall be considered as dropped. When the appropriate officer of the Company fails to render a decision with respect to such a claim for unpaid wages within the prescribed time limits, the claim will be paid. The application of this Article 21.4 shall not constitute an interpretation of the Collective Agreement.

20.5 The settlement of a grievance shall not under any circumstances involve retroactive pay beyond a period of 90 calendar days prior to the date that such grievance was submitted at Step 1 of the Grievance Procedure.

20.6 The time limits specified in this Article may be extended by mutual agreement.

ARTICLE 21 - Leaves of Absence

21.1 Employees will be given leave of absence to attend their meetings. Such leave of absence will not exceed two days and will only be granted when it will not interfere with requirements of the traffic and the service and provided the **Company** is not put to additional expense.

21.2 Employees elected as full time salaried representatives of the employees shall upon request, be granted leave of absence without pay while so engaged.

21.3 Upon notification, an employee who must serve a period of incarceration as a result of a conviction arising from the operation or use of a motor vehicle, shall be granted a leave of absence without pay of up to six months in order to serve the period of incarceration. Such period of leave will not be credited towards accumulation of service.

21.4 Upon submission of a certificate issued by a qualified health practitioner indicating that a family member has a serious medical condition and there is significant risk of death occurring within a period of 26 weeks, an

employee will be entitled to take up to eight weeks of unpaid leave in order to provide care and support to that specified family member.

Union Leaves

21.5 The Company agrees that it will, subject to the reasonable needs of business, and with reasonable advance notice, grant a leave of absence but with maintenance of seniority rights, to employees for the conducting of Union business.

The Union recognizes the Company responsibility to customer service and will give as much notice as possible.

It is understood that the Company will continue wages and the Union will reimburse the wages within 30 days from receipt of billing.

21.6 It is clearly understood that stewards and other Union Officers will not absent themselves from their duties unreasonably in order to deal with the grievances of employees or to attend meetings with management and that in accordance with this understanding

the Company will compensate such employees at their regular rate of pay for the time so spent in:

- (a) Dealing with grievances (including preparation time) and meetings with management;
- (b) Traveling for the purpose of meeting with management; and
- (c) Standing-by for the purpose of meeting with management.

Such compensation will not be allowed for time spent outside the employee's regular working hours, and the Company reserves the right to withhold payment if an unreasonable or abnormal amount of time is consumed in connection with the matters provided for.

21.7 Stewards and other Union Officers required by management to travel for the purpose of meeting with management to deal with grievances shall be recompensed for such travel expense, meals and lodging as provided in the Company travel allowance practice.

21.8 A maximum of two (2) bargaining representatives of the Union may have time off for purposes of bargaining without deduction of the time worked for the Company,

and without deduction of wages in respect thereof provided that such time is actually devoted to Collective Bargaining, but only until the expiry date of the Collective Agreement, or the date Conciliation assistance is requested, whichever is later.

21.9 The Union agrees to cooperate with the Company in order that disruption of business may be minimized.

Personal Leaves

21.10 The Company may, at the request of an employee, grant leave of absence without pay retroactively or otherwise for legitimate reasons including illness, accident, and Union duties or to transact personal business, which includes family responsibilities. Seniority will accumulate during any leave of absence with permission.

Childcare and Adoption Leave

21.11 An employee shall be granted childcare or adoption leave, without pay, under the conditions of eligibility set forth in the Canada Labour Code and the applicable company practices currently in effect, or as

amended from time to time following consultation with the union.

Supplementary Allowance Plan

21.12 In addition, a regular or permanent employee who has completed six (6) consecutive months of continuous employment with the company and who meets the conditions of eligibility contained in the applicable company practices shall receive an allowance under the Supplemental Allowance Plan in accordance with these same practices.

ARTICLE 22 - Court and Jury Duty

22.1 Attending Court

Employees attending court or investigation at the request of the proper officer of the System will have their expenses paid by the Company as per Article 6.8, in addition to their scheduled wages. Any fees accruing to the employee will be assigned by the Company.

22.2 Jury Duty

An employee who is summoned/subpoenaed for jury duty or court attendance (not as a plaintiff, defendant, or voluntary witness) and is required to lose time from his/her scheduled assignment, shall be paid for actual straight time lost with a minimum of one basic day's pay at the straight time rate of his/her assigned position for each day lost. Any amounts paid by the court for attendance, excluding meal, lodging, and transportation costs, shall be remitted to the Company. To qualify for such payments, the employee must furnish the Company with a statement from the court requiring attendance, jury/witness allowances paid and the days which attendance was required. An employee who has been allotted his/her vacation dates may reschedule such vacation because he/she is called for jury duty.

ARTICLE 23 - Service Papers

23.1 An employee securing employment with the Company shall, within 30 days from the date of employment, have returned to him/her all Service Cards and Letters of Recommendation which may have been taken up the Company, except any previously issued by the Company.

23.2 An employee leaving the service of the Company shall, on request in writing, within five days, be furnished with a certificate by the proper official stating term or terms of service, capacities in which employed, and whether discharged or leaving the service of his/her own accord. If discharged, cause of dismissal will be stated. If detained more than five days awaiting such certificate, he/she shall be paid schedule wages for all time in excess of five days. Unless otherwise requested, this certificate will be mailed to the employee at the place of last employment.

Penalty payment of wages for delay awaiting the certificate will be limited to a period of 30 days immediately following the date of first request unless the employee can show that he/she has traced unsuccessfully for same during that period.

ARTICLE 24 – Relocation Expenses

24.1 To be eligible for relocation expenses an employee:

- (a) must have been laid off or displaced, under conditions where such layoff or displacement is likely to be of a permanent nature, with the result that no work is available at his/her home location and in order to hold

other work in the Company, such employee is required to relocate; or

(b) must be engaged in work which has been transferred to a new location and the employment moves at the instance of the Company;

24.2 Employees shall be allowed reasonable time off work to search for a suitable house or accommodation in new location, and to make necessary arrangements at the time of the move, and shall suffer no loss in regular pay therefore. It is understood that the expression "regular pay" does not include shift differentials.

24.3 The Company agrees to bear the duly verified transportation expenses of the employee, his immediate family and household effects as outlined in the Company practices.

24.4 The Company will pay for legal fees and real estate agent fees as outlined in the Company practices.

24.5 An employee, who decides to continue an extended commute rather than move to the new location, will be eligible for travel allowance in lieu of relocation assistance. The monthly allowance of \$250 will be

payable for a maximum of twelve (12) months from the date of transfer to his/her new location. Should the employee elect to transfer to other locations during such 12-month period following the date of transfer, he/she shall continue to receive the monthly allowance until the expiration of the original 12-month period.

ARTICLE 25 - General Holidays

25.1 An employee who qualifies in accordance with Article **25.2** hereof, shall be granted a holiday with pay on each of the following general holidays. When a general holiday falls on an employee's rest day, such holiday shall be moved to the normal working day immediately following the employee's rest day.

Effective January 1, 2023, when a general holiday falls on a Sunday, Monday will be considered the holiday. Where a company holiday falls on a Saturday, it shall be observed on the Friday immediately preceding or the Monday immediately following the holiday, as determined by the company.

New Year's Day
Good Friday
Victoria Day
Canada Day
Civic Holiday
Labour Day
National Truth and Reconciliation Day
Thanksgiving Day
Christmas Day
Boxing Day

In addition to the holidays stipulated in section **25.1**, each employee will be provided with three (3) floater holidays.

Time off requests for floater holidays must be requested at least 48 hours in advance. Time off will be subject to company service requirements and at no additional cost to the company.

Floater holidays earned during a calendar year **must** be used up **by December 31st in the year they are earned.**

25.2 In order to qualify for pay for any one of the holidays specified in Article **25.1** hereof, an employee:

(a) must have been in the service of the Company and available for duty for at least 30 calendar days. This Clause

(a) does not apply to an employee who is required to work on the holiday;

(b) must be available for duty on such holiday if it occurs on one of his/her work days excluding vacation days except that this does not apply in respect of an employee who is laid off or suffering from a bona fide injury, or who is hospitalized on the holiday, or who is in receipt of, or who subsequently qualifies for, weekly sickness benefits because of illness on such holiday; a regularly assigned employee who is required to work on such general holiday shall be given an advance notice of four calendar days, except for unforeseen exigencies of the service, in which case he/she will be notified not later than the completion of his/her shift or tour of duty immediately preceding such holiday that his/her services will be required;

(c) must be entitled to wages for at least 10 shifts or tours of duty during the 30 calendar days immediately preceding the general holiday. This Clause (c) does not apply to an employee who is required to work on the holiday.

Note:

Provided that an employee is available for work on the general holiday, absences from scheduled shifts or tours of duty because of bona fide injury, hospitalization, illness for which the employee qualifies for weekly sickness benefits and authorized maternity, parental or adoption leaves will be included in determining the 10 shifts or tours of duty referred to in this Clause (c).

25.3 A qualified employee whose vacation period coincides with any of the general holidays specified in Article 27.1 hereof, shall receive an extra day's vacation with the pay to which the employee is entitled for that general holiday.

25.4 (1)(a) An assigned employee qualified under Article 27.2 hereof, and who is not required to work on a general holiday shall be paid eight hours' pay at the straight time rate of his/her regular assignment.

(b) An unassigned or spare employee qualified under Article 27.2 hereof, and who is not required to work on a general holiday, shall be paid eight hours' pay at the straight time rate applicable to the position in which such employee worked his/her last tour of duty prior to the general holiday.

NOTE:

In the application of Article **25.4(1)** hereof, for weekly rated employees "eight hours' pay at the straight time rate" shall be deemed to be a day's pay as calculated according to Article **25.6** hereof.

(2) An employee paid on an hourly, daily, or weekly basis who is required to work on a general holiday shall be paid, in addition to the pay provided in Article 27.4(1) hereof, at a rate equal to one and one-half times his/her regular rate of wages for the actual hours worked by him/her on that holiday with a minimum of three hours for which three hours' service may be required, but an employee called for a specific purpose shall not be required to perform routine work to make up such minimum time.

25.5 Where a portion of an employee's regularly assigned shift falls on a general holiday, all hours of work performed on such general holiday shall be paid at time and one half.

25.6 The daily rate of pay for weekly rated employees shall be the weekly rate divided by five.

ARTICLE 26 - Vacations

26.1 Annual Vacation Entitlement

<u>Years of Net Credited Service</u>	<u>Weeks of Vacation</u>
1	2
3	3
7	4
15	5
25	6

All vacations are for a full calendar year. The vacation for a particular year may be scheduled during the period of January 1st of that year to the end of April of the following year, it being understood that vacation entitlement is determined in accordance with seniority in the year for which vacation is given. **For clarity, floating vacation days (i.e. unscheduled) are included in this vacation group.**

New employees hired after December 31st, 2015 will receive one day of vacation per month of service up to a maximum of ten (10) days in their first year of engagement. A new employee must be hired prior to the 15th of the month in order to receive vacation entitlement for the month.

Effective January 1, 2016, the company will move from an accrued vacation pay system to a current year vacation system. An employee shall be paid during vacation at his

basic rate of pay in effect at the time of his vacation but, vacation pay for an employee each year shall not be less than two (2) % of his earnings in the calendar year for which the vacation is given, for each week of vacation.

Employees who still have outstanding 2015 accrued vacation that remains unused by December 31, 2022 will have it automatically paid out in January 2023.

26.2 An employee who, while on annual vacation, becomes ill or is injured, shall have the right to terminate (temporarily) his/her vacation and be placed on weekly indemnity. An employee who is again fit for duty shall immediately so inform the Company officer in charge and will continue his/her vacation if within his/her scheduled dates. If the remaining vacation falls outside the employee's scheduled dates, such vacation will be rescheduled as may be mutually agreed between the proper officer of the Company and the Union.

26.3 An employee who, due to sickness or injury, is unable to take or complete his/her annual vacation in that year shall, at the option of that employee, have the right to have such vacation carried to the following year.

26.4 An employee who is entitled to vacation shall take same at the time scheduled. If, however, it becomes necessary for the Company to reschedule an employee's scheduled vacation dates, he/she shall be given at least 15 working days' advance notice of such rescheduling and will be paid at the rate of time and one-half his/her regular rate of wages for all work performed during the scheduled vacation period. The rescheduled vacation with pay to which he/she is entitled will be granted at a mutually agreed upon later date. This Article 28.6 does not apply where rescheduling is a result of an employee exercising his/her seniority to a position covered by another vacation schedule.

26.5 Provided an employee renders compensated working service in any calendar year, time off duty, account bona fide illness, injury, authorized pregnancy leave, to attend committee meetings, called to court as a witness or for uncompensated jury duty, not exceeding a total of 100 days in any calendar year, shall be included in the computation of service in that year for vacation purposes. The days of vacation with pay are regular working days.

26.6 Applications for vacation filed **by** January 31st of each year will be given preference in order of seniority of applicants. Applicants will be advised in February of dates allotted to them. January applicants will be given

preference over later applicants and unless otherwise mutually agreed, employees who do not apply for vacations **by** January **31st** shall be required to take their vacation at a time to be prescribed by the Company.

6.7 Split Vacations

- i) Employees with three weeks' vacation or less will be allowed to split their vacation into two portions, not including floating vacation days.
- b) Employees with four weeks' vacation will be allowed to split their vacation into a maximum of three portions, not including floating vacation days.
- c) Employees with more than four weeks' vacation will be allowed to split their vacation into a maximum of four portions, not including floating vacation days.
- d) No portion of any split may be for less than 4 days.
- e) Applications for split vacations must be made in accordance with **8.14**. In the application, employees will designate as "first choice" the split vacation most critical or most important to them.
- f) All first choices will be satisfied within an office or group, as determined by order of seniority, before subsequent choices are considered.

6.8 Floating Vacation Days

a) A floating vacation day is a day of vacation entitlement that is specifically requested to be left unscheduled. Requests to designate vacation days as floating must be made in the month of the same time that any application for scheduled vacation is made.

b) Up to 5 days can be designated as floating.

Requests to take a day, or half day, of vacation that has been designated as floating must be made to the Supervisor at least 48 hours before the desired date. If any request shall not cause any additional expense to the Commission.

Floating vacation days may be used during the period of January 1st through the end of April of the following year.

ARTICLE 27 - Health and Welfare

7.1 The Company agrees to review with the Union, prior to its implementation, any change in the level of benefits provided to employees covered by this Agreement under the following:

The Pension Plan

The health, life and accident insurance coverage under the O

Benefits Program

The Disability Plans.

Details of the pension and benefit plans can be found at

<https://www.benefits-avantages.hroffice.com>

7.2 Bereavement leave, dental and extended health care coverage is extended to individuals of the same sex who are in a spousal relationship with an employee.

7.3 Sickness and accident indemnity shall be provided for all employees on the active payroll, as follows:

For Incidental Absences Benefits Begin on

Less than 3 years' service
3 years and over

Second Day
First Day

The first seven (7) consecutive days are considered incidental absences and are not part of STD. During the initial seven days of absences, the employee will receive 100% of his/her base salary as per the above chart.

Short Term Disability

Upon completion of the seven (7) consecutive incidental absences, the employee will be eligible for STD as defined below:

The first eight (8) weeks will be paid at 100% of his/her base salary.

The next eighteen (18) weeks will be paid at 80% of his/her base salary.
The remaining twenty-six (26) weeks of STD.

The entire cost of the above shall be borne by the Company.

!7.4 Long Term Disability

a) The Company will pay the entire cost of a Select Long Term Disability Plan, as particularized on the Benefits site, for all regular employees on the payroll.

i) An employee who has used up his STD entitlement and who is waiting to qualify, for LTD will be given the option of using up a portion of his STD entitlement prior to going on LTD or receiving this time owing as a lump sum after going on LTD for a period of 12 months.

ARTICLE 27A - Workers' Compensation/Short Term Disability

n the event that an employee's claim for WSIB benefits is charged to the Company or WSIB, or if such claim is delayed for more than two weeks from the time reported, the employee may apply for short term disability benefits.

Applications for short term disability benefits under this provision will be processed in the normal manner as regular short term disability benefits and will be subject to the provisions in accordance with our short term disability provisions, excluding those provisions that state that the injury/illness cannot be work related. In making application for short term disability benefits under this provision, the employee will be required to sign a waiver directing that should the WSIB claim be approved, WSIB will be billed by the Company's insurance carrier directly. This means that the employee must complete both the short term disability form and provide additional information as required.

ARTICLE 28 - Bereavement Leave

18.1 An employee who has not less than three months of cumulative service shall, upon the death of the employee's spouse, children, step-parent be entitled to five days bereavement leave without loss of pay.

Upon the death of an employee's grandparent, spouse's grandparent, brother, sister, step-brother, stepsister, step-parent, father-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, step child or other relative residing in the same residence as does the employee shall be entitled to three days' bereavement leave without loss of pay if he/she has not less than six months' cumulative compensated service. It is the intent of this Article to provide for the granting of leave from work on the day of a death as aforesaid and for the payment of his/her regular wages for the day to the employee to whom leave is granted.

An employee who, while on scheduled vacation becomes eligible for bereavement leave will be able to reschedule the vacation days affected by the bereavement leave. Such vacation will be taken at a time mutually agreeable to the employer and the employee.

n the exceptional cases where the funeral or arrangements are...
employee can defer a portion or all of the leave; however, the tot...
lays remains unchanged.

The Company shall extend this period of absence with pay to one...
he bereavement requires the employee to leave the town in which h...
and travel a one-way distance of 200 or more kilometers.

ARTICLE 29 - Deduction of Union Dues

9.1 The Company shall deduct on the payroll for any pay period...
he 24th calendar day of the month from the wages due and pa...
employee coming within the scope of this Collective Agreement...
equivalent to the uniform monthly Union dues of the Union subject to...
and exceptions set forth hereunder.

9.2 The amount to be deducted shall be equivalent to the uniform...
payment of the Union covering the position in which the employee...
engaged and shall not include initiation fees or special assessment...

to be deducted shall not be changed during the term of this Agreement. Any change in the amount of the regular dues of the Union shall conform with a change in the amount of the regular dues of the Company in accordance with its constitutional provisions. The provisions of this Article shall be applicable on receipt by the Company of a writing from the Union of the amount of regular monthly dues.

9.3 Employees filling positions of a supervisory or confidential nature, subject to all the rules of this Agreement as agreed between the Company and the officers of the Union shall be excepted from dues.

9.4 Membership in the Union shall be available to any employee who meets the constitution of the Union on payment of the initiation or reinstatement fee uniformly required of all other such applicants by the local lodge of the Union concerned. Membership shall not be denied for reasons of race, colour, or religion.

9.5 Deductions shall commence on the payroll for the first pay period which contains the 24th calendar day of the month after the date of first employment in a position subject to this Agreement.

9.6 If the wages of an employee on the payroll for the pay period which contains the 24th calendar day of any month are insufficient to permit deduction of the full amount of dues, no such deduction shall be made from the wages of such employee by the Company in such month. The Company shall, not, because the employee did not have sufficient wages payable for the designated payroll, carry forward and deduct from any subsequent payroll dues not deducted in an earlier month.

9.7 Employees filling positions coming within the scope of more than one agreement in the pay period in which the deduction is made shall have dues deducted for the organization holding the Agreement under which the preponderance of their time is worked in that period. Not more than one deduction of dues shall be made from any employee in any pay period.

9.8 Only payroll deductions now or hereafter required by law, court orders, monies due or owing the Company, pension deductions and contributions to provident funds shall be made from wages prior to the deduction of other dues.

9.9 The amount of dues so deducted from wages accompanied by a check of dues deductions from individuals shall be remitted by the Company to the appropriate organization.

he Union as may be mutually agreed by the Company and the Union
.0 calendar days following the pay period in which the deductions a

9.10 The Company shall not be responsible financially or otherwise
Union or to any employee, for any failure to make deductions
nproper or inaccurate deductions or remittances. However, if a
which an error occurs in the amount of any deduction of dues from
wages, the Company shall adjust it directly with the employee. In th
mistake by the Company in the amount of its remittance to the Union
shall adjust the amount in a subsequent remittance. The Company's
and all amounts deducted pursuant to the provisions of this Article
it the time it remits the amount payable to the designated officer of

9.11 The question of what, if any, compensation shall be paid th
he Union in recognition of services performed under this Agreement
r abeyance subject to reconsideration at the request of either par
otice in writing.

9.12 In the event of any action at law against the parties hereto
esulting from any deduction or deductions from payrolls made or

he Company pursuant to Article 31.1 of this Agreement, both parties shall cooperate fully in the defence of such action. Each party shall bear its share of such defence except that, if at the request of the Union counsel fees and expenses shall be borne by the Union. Save as aforesaid the Union shall hold harmless the Company from any losses, damages, costs and expenses suffered or sustained by the Company as a result of any such action or deductions from payrolls.

ARTICLE 30 - Arbitration

30.1 When a grievance relating to the interpretation, administration or alleged violation of any provision of this Agreement remains unresolved after the grievance procedure has been exhausted, there shall be no stoppage of work, but the Union or the Company may institute arbitration proceedings in the manner, and subject to the terms, set forth below.

10.2 It being agreed that the right to arbitration does not extend other than those expressly mentioned in section 33.1 of this Article, may, within 60 calendar days of the expiry of the disposition of the grievance procedure, institute arbitration proceedings by with the other party.

10.3 If mutually agreed the parties may use an expedited procedure to settle a dispute.

10.4 The dispute will be heard by a single arbitrator who has been agreed to by both parties. No person may be appointed as an arbitrator who has been involved in an attempt to negotiate or settle the grievance in question.

10.5 Each of the parties hereto shall equally bear the expenses of the Arbitrator. Except as aforesaid, each of the parties hereto shall bear its own expenses, incurred by it whether of witnesses, the attendance of representatives, exhibits or otherwise.

10.6 The Arbitrator shall not have jurisdiction or power to make any award inconsistent with the terms of this Agreement, nor to alter, modify or vary the award.

agreement, but shall base his decision on the contractual rights of the employee as disclosed by this Agreement.

10.7 The decision of the Arbitrator is final and binding upon the employee and upon any employee affected by it.

ARTICLE 31 – Rates of Pay

31.1 Network Services Technicians:

	Maximum Wage Rate for:	31-Dec-21	1-Jan-22	1-Jan-23	1-
			1.50%	1.50%	
Time Interval					
0 - 6 months	NST1 - apprentice	\$26.8638	\$27.2668	\$27.6758	\$
7 - 12 months	NST2 - apprentice	\$27.5528	\$27.9661	\$28.3856	\$
13 - 18 months	NST3 - apprentice	\$28.2592	\$28.6831	\$29.1133	\$
19 - 24 months	NST4 - apprentice	\$28.9840	\$29.4188	\$29.8600	\$
25 - 30 months	NST5 - apprentice	\$29.7271	\$30.1730	\$30.6256	\$
31 - 36 months	NST6 - apprentice	\$30.4896	\$30.9469	\$31.4111	\$

37 - 42 months	NST7	\$31.2711	\$31.7402	\$32.2163	\$
43 - 48 months	NST8	\$32.0728	\$32.5539	\$33.0422	\$
49 - 54 months	NST9	\$32.8956	\$33.3890	\$33.8899	\$
55 - 60 months	NST10	\$33.7068	\$34.2124	\$34.7256	\$
61 - 66 months	NST11	\$35.5256	\$36.0585	\$36.5994	\$
67 mths & thereafter	NST12	\$37.0425	\$37.5981	\$38.1621	\$
73 mths & thereafter	NSTC (with certifications)	\$39.0636	\$39.6496	\$40.2443	\$

1.2 Network Installation Repair Technicians:

	Maximum Wage Rate for:	31-Dec-21	1-Jan-22	1-Jan-23	1-
			1.50%	1.50%	
0 - 6 months	NIRT1	\$31.2711	\$31.7402	\$32.2163	\$
7 - 12 months	NIRT2	\$32.0728	\$32.5539	\$33.0422	\$
13 - 18 months	NIRT3	\$32.8956	\$33.3890	\$33.8899	\$
19 - 24 months	NIRT4	\$33.7068	\$34.2124	\$34.7256	\$
25 mths & thereafter	NIRT5	\$35.5256	\$36.0585	\$36.5994	\$
	Cable Splicer (CST)	\$36.0711	\$36.6122	\$37.1613	\$

1.3 Outside Plant Construction Technician:

	Maximum Wage Rate for:	31-Dec-21	1-Jan-22	1-Jan-23	1-
			1.50%	1.50%	
Time Interval					
0 - 6 months	Construction1	\$26.8638	\$27.2668	\$27.6758	\$
7 - 12 months	Construction2	\$27.5528	\$27.9661	\$28.3856	\$
13 - 18 months	Construction3	\$28.2592	\$28.6831	\$29.1133	\$
19 - 24 months	Construction4	\$28.9840	\$29.4188	\$29.8600	\$
25 - 30 months	Construction5	\$29.7271	\$30.1730	\$30.6256	\$
31 - 36 months	Construction6	\$30.4896	\$30.9469	\$31.4111	\$
37 - 42 months	Construction7	\$31.2711	\$31.7402	\$32.2163	\$
43 - 48 months	Construction8	\$32.0728	\$32.5539	\$33.0422	\$
49 - 54 months	Construction9	\$32.8956	\$33.3890	\$33.8899	\$
55 mths & thereafter	Construction10	\$33.7068	\$34.2124	\$34.7256	\$

Assistant Supervisor Outside Plant Construction –
 Network Installation Repair Technician’s rate plus 5% per hour

Groundmen
 Cable Splicer

JOTE: These positions are not presently used. If and when they are filled, rates of pay will be subject to negotiation.

Effective July 1, 2005, employees working underground will receive a differential of \$2.50 per hour.

1.4 Students:

			1-Jan-22	1-Jan-23	1-
	Student 1		\$16.50	\$16.50	\$
	Student 2		\$17.50	\$17.50	\$
	Student 3		\$18.50	\$18.50	\$

Students may be hired for the following purposes:

- (1) To provide vacation relief
- (2) As trainees
- (3) As general or gang labourers

31.5 (a) Employees whose regularly assigned shifts commence between 1400 and 2159 hours shall receive a shift differential of **.90** cents per hour and employees whose regularly assigned shifts commence between 2200 and 0559 hours shall receive a shift differential of **\$1.10** per hour. Overtime shall not be calculated on the shift differential nor shall the shift differential be paid for paid absence from duty such as vacations, general holidays, etc.

(b) For regular work on Saturday and/or Sunday, the employees will be paid a weekend differential of .25 cents per hour in addition to the regular rate of pay.

(c) Employees who are required to work in the far North will be provided a differential of **\$40** per day for each day required to work at any site north of Moosonee.

31.6 (a) Progression to each of the rates shall be dependent upon the satisfactory performance of the employee consistent with training and experience. If an employee's increase is to be withheld, he/she shall be so notified in writing 30 days in advance of the date he/she would normally receive the increase and shall have 30 days in which to qualify.

(b) Should an employee fail to merit an increase in the initial 30 day period, outlined in paragraph (a), he/she is entitled to request and receive another review within 60 days and at 6 month intervals for an additional period of 2 years, and yearly thereafter.

(c) An employee, in order to establish level of performance or qualification when an increase is to be withheld, or has been withheld in accordance with paragraphs (a) and (b), and who has requested a review, may be required to successfully pass written and/or practical tests conducted by the Company.

(d) New hires entering the service with previous experience or educational credentials, or equivalent, shall be allowed half of the time so served to apply in arriving at the rate at which they will commence, provided that upon selection with supervisor or other officer, previous experience or education and present ability merit such consideration.

31.7 The time intervals specified for each step of the wage schedules is six months and shall be computed as follows:

(a) For an employee engaged or re-engaged between the 1st and 15th of the month, from the 1st day of that month.

(b) For an employee engaged or re-engaged between the 16th and the last day of the month, from the 1st day of the following month.

Progression increases in basic rates of pay which an employee would have received had he been on the job, shall not be made effective while he is absent due to leave of absence, accident, sickness or quarantine. However, such increases shall be made effective as of the date the employee returns to work following the absence, provided the absence has not been more than three (3) months. If the absence has been longer than three (3) months, only three (3) months wage schedule credit will be allowed for the period of absence.

31.8 All employees will participate in direct deposit for payroll purposes. Within 30 days of contract ratification, employees must provide the Company with the required banking information.

1.9 CSR:

	Maximum Wage Rate for:	31-Dec-21	1-Jan-22	1-Jan-23	1-J
			1.50%	1.50%	1
0 - 6 months		\$19.6333	\$19.9278	\$20.2267	\$20
7 - 12 months		\$20.9839	\$21.2987	\$21.6181	\$21
13 - 18 months		\$22.3342	\$22.6692	\$23.0093	\$23
19 - 24 months		\$23.6848	\$24.0401	\$24.4007	\$24
25 - 30 months		\$25.0352	\$25.4107	\$25.7919	\$25
31 - 36 months		\$26.3857	\$26.7815	\$27.1832	\$27
37 - 42 months	Full Rate	\$27.7366	\$28.1526	\$28.5749	\$28
43 - 48 months	Senior Rep	\$29.4627	\$29.9046	\$30.3532	\$30
	Lead Hand	\$30.9360	\$31.4000	\$31.8710	\$31
	Inside Sales Specialist	\$32.9668	\$33.4613	\$33.9632	\$33

1.10 Current Senior Reps:

		31-Dec-21	1-Jan-22	1-Jan-23	1-
			1.50%	1.50%	
		\$30.7629	\$32.2243	\$32.7077	\$-

ARTICLE 32 - Applicable to Customer Service Representatives Only

32.1 Seniority will not be the determining factor in making appointments to the following positions:

- CSR Lead Hand
- Inside Sales Specialist

Appointments to these positions will be based on the qualifications, ability, and merit of the applicants.

ARTICLE 33 - Negotiations during Term of Agreement

33.1 The parties to this Agreement confirm the desirability of settling by mutual agreement, during the term of this Agreement, any matter that is a source of dissatisfaction to either party, the settlement of which requires a change in such Collective Agreement and agree to take every reasonable means to resolve any such matter during the term of this Agreement.

If any such matter or matters cannot be settled by mutual agreement, during the term of this Agreement, such matter

or matters may be progressed during the next open period of the Collective Agreement.

Company or Union proposals to change this Agreement other than major proposals such as wages, vacations, General Holidays, Health and Welfare, etc. may be submitted by the one party to the other at least nine months prior to the termination date of the Agreement with the intent that such proposals be resolved before the expiration of the Agreement.

Termination

Except as otherwise indicated the provisions of this Agreement become effective on **March 14, 2022** and supersede all previous Agreements, rules, and interpretations which are in conflict herewith. It will remain in effect until **December 31, 2025** and hereafter until revised or superseded subject to four months' notice by either party at any time after **August 31, 2025**.

EXECUTED on this **14TH day of March, 2022.**

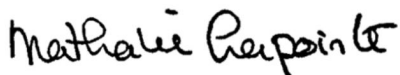
FOR THE COMPANY



Terry Deighton



FOR THE UNION



Nathalie Lapointe



**LETTERS OF UNDERSTANDING AND
MEMORANDUMS OF AGREEMENT**

BETWEEN

Ontera

and

United Steelworkers TC Local 1976

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

SPECIALIZED TRAINING

This refers to Article 9.3(c), concerning specialized training and is further to our discussion in this regard on June 16 and 17, 1987.

Specialized training will include training on equipment which is unique or unusual to the area or office in which the employee works. This will include such apparatus as: DMS-10, DMS-200, computer applications and future equipment or apparatus which may require such specialized training.

Employees who are to be subject to this rule will be so advised prior to the commencement of the "specialized" training.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

ASSIGNMENT OF INSTALLATION WORK

This will confirm our understanding resulting from discussions during negotiations concerning the assignment of Installation work.

In situations where installation work is assigned to employees in other than the Installation Technician Classification such employees will be paid **at time and a half** for time so

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

PAID EDUCATION LEAVE

The Company agrees to pay into a special fund .02 cents per hour per employee for all compensated hours for the purpose of providing paid education leave. Said paid education leave will be for the purpose of upgrading the employee's skills in all aspects of Trade Union functions. Such monies to be paid on a quarterly basis into a trust fund established by the United Steelworkers of America TC Local 1976 and sent by the Company to the following address:

**Vice President/Secretary-Treasurer
United Steelworkers TC Local 1976
2360 Ave De LaSalle, Suite 202
Montreal QC
H1V 2L1**

The Company further agrees that the members of the bargaining unit, selected by the Union to attend such courses, will be granted a leave of absence where necessary. In the event that service requirements conflict with such a leave, the parties agree to meet to determine if

adequate staffing is available. Said leave shall only be granted provided there is no extra cost to the Company.

Written requests to the Company shall be submitted at least two (2) weeks in advance of the date of commencement of such a leave.

This Agreement becomes effective on date of signing and may be terminated at any time by the Union or on 12 months written notice by the Company.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

CONTRACTING OUT BARGAINING UNIT WORK

The Company will advise the Union representative as far in advance as is practicable, of its intention to contract out bargaining unit work.

It is agreed that each situation which involves the contracting out of bargaining unit work will be reviewed in consultation with the Union. During this review, the Union will be advised of the work to be contracted out, the anticipated duration of such work, the reasons for the outsourcing and the commencement date that the work will be done. The Union will respond within eight hours. The Company will give due opportunity and consideration to the Union's comments on the Company's plan to contract out and review in good faith such comments or alternatives put forth by the Union.

If the Union can demonstrate that the work can be performed internally in a timely fashion as efficiently, as economically, and with the same quality as by contract, the work will not be contracted out.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

EMERGENCY CABLE LOCATES

This will conform our understanding resulting from discussion during negotiations concerning Emergency Cable Locates.

In the event that an Emergency Cable Locate is required after normal working hours, the Company will callout the appropriate Outside Plant employee normally responsible for that area. If the Outside Plant employee for that area is unavailable, the Company will callout any qualified Outside Plant employee (N.I.R.T., Cable Splicer, or Construction Lineman), based on location and seniority.

In the event that all attempts to secure a qualified Outside Plant employee are exhausted, a qualified Network Services Technician will be called out, based on location and seniority. The Company will provide a list of locations where cable locating equipment is available as well as a list of employees qualified to perform cable locates.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

NSTC CERTIFICATION

During the 2008 round of bargaining the subject of NSTC certification was discussed.

The parties agreed that upon ratification, NST's appointed to the position will have up to 6 months to obtain certification provided adequate training and exposure to relevant work experience has been provided. Failure to achieve certification will result in the NST being displaced in accordance with Article 4.

NSTC's failing to recertify within a 3 month lapse of their certification will revert back to the NST rate until recertified. With regards to current NSTC's there shall be a 6 month grace period for employees without certification to obtain certification before implementation.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

CONSTRUCTION LINE GANG “TIME WORKED IN”

Notwithstanding Article 16.2, it is understood that when the Construction Line Gang is working away from headquarters, it may on occasion be preferable to travel outside of normal working hours to begin the next day at a new work location, or to minimize the time away from home. In each instance where the Manager Outside Plant and the Assistant Supervisor Outside Plant agree that such travel outside of normal working hours would be mutually beneficial, the Assistant Supervisor Outside Plant will advise those working under him/her, and such time will be considered straight time “worked in” for the current 40 hour work week.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

**USE OF GPS TECHNOLOGIES IN/ON ONTERA
OWNED/LEASED/RENTED VEHICLES**

It is understood that this technology may be utilized on Ontera vehicles for the purposes of enhancing Health and Safety (i.e. missed ETA or traveling within remote areas), asset management and protection, fleet usage statistics, competition and increasing customer service, and dispatch functionality.

All vehicles with GPS functionality will be identified, and the Union will be advised in advance of any installation.

All recorded data will be treated as confidential and there shall be no usage of data in a manner that would serve to identify specific individuals, except for the purposes of enhancing Health and Safety and dispatch functionality. GPS data will not be used to conduct surveillance on employees; however, GPS derived information may be used to supplement internal investigations in the event of documented complaints from the public, criminal investigations, and motor vehicle accidents. Ontera will not

use the information gathered to evaluate daily employee performance.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

**EARLY RETURN TO WORK
STATEMENT OF COMMITMENT**

Early Return to Work

The United Steelworkers and Management of the applicable Department care about the well being of their members and employees. We each acknowledge that employees who become disabled want to return to work as soon as possible and the sooner and employee returns to work the sooner they are more likely to fully recover. As a consequence, the parties have jointly taken this pro-active approach and developed the attached ERTW program.

Early Return to Work

The purpose of an early return to work program is to return the employee to their regular assignment as soon as possible. Early return to work is a program which enables employees to return to work before they have fully recovered from an injury or illness and who are expected to be able to return to their regular assignment, to return to

work. The accommodation of the employee's restrictions can include modifying the employee's regular assignment, or temporarily assigning the employee to alternative employment which meets their restrictions.

Process

As soon as possible following the cause of lost time as the result of an injury or illness, the employee and his/her immediate supervisor will jointly develop a contact strategy which would include such things as follow up from medical appointments or significant changes in status, this will be forwarded to the Joint Committee. Access to any and all ERTW forms shall be strictly limited to the ERTW Joint Committee and those management personnel identified by the ERTW Committee.

Employees who are ready to return to work with restrictions will submit a completed Early Return to Work form to his/her immediate supervisor. If the restriction can be accommodated by the supervisor, then the employee would return to work on the modified assignment for the time frame specified on the ERTW form, subject to the follow up identified in the completed form.

If the supervisor is unable to accommodate the restrictions or is unable to determine whether the restriction can be accommodated within five (5) working days, the Joint ERTW Committee consisting of 1 Department rep, 1 HR rep and 1 USW rep, will conduct a review to consider broader opportunities or alternative employment within the Department, mindful of seniority, work requirements and employee's abilities.

If the Joint ERTW Committee is unable to find a suitable placement within two weeks, this will be communicated to the employee identifying reasons why they are unable to accommodate, this could include that further information is required, further recovery is needed or no work is available. If the ERTW Committee determines that an accommodation cannot be made within the two week time frame, the employee shall remain on the applicable wage replacement program in accordance with the collective agreement or WSIB. If the ERTW Committee makes a recommendation to accommodate an employee, it shall be proposed to the Department.

Temporary accommodations may last up to six months and any reassessment or follow up will be established by the medical community on an individual basis. Employees on long term accommodation (more than 6 months) shall be reviewed by the ERTW Committee once a year to establish

if there have been any changes in the employee's condition that could affect the accommodation. Should additional accommodation be required, the Committee will again conduct a review to include any new or additional information. For longer term accommodation, medical reassessment may be required at six month intervals on an individual basis.

Any costs associated with the completion of the ERTW form will be borne by the Company. Wages for appointments or treatments required to assist the employee in returning to their regular assignment will be continued by the Company. When it is necessary for these appointments to be made during working hours, every effort should be made to have these appointments at the beginning or end of the employee's shift.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

**CONTRACTING OUT CABLE LOCATES AND
TOWER WORK**

As discussed during the recently completed bargaining for the renewal of the Collective Agreement, the Company and the Union agree that cable locates and tower work may be contracted out, based on the needs of the business.

The Company commits that this contracting out will not directly result in the lay-off of any bargaining unit employees. The intent of this contracting out is to free up time of the technicians to perform other functions.

This contracting out arrangement will be in effect for the duration of the collective agreement.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

AVERAGING OF HOURS

1. This is to confirm the understanding of the parties related to the averaging of hours of work in all of the Company's industrial establishments pursuant to subsection 169(2), 171(2) and 172(1) of the Canada Labour Code.
2. The parties recognize that the nature of the work of the bargaining unit employees necessitates irregular distribution of their hours of work and wish to enter into the averaging arrangement. Accordingly, the hours of work of each of the bargaining unit employees in a day and in a week will be calculated as an average over an averaging period of twenty (26) weeks.
3. The above arrangements shall become effective on signing and shall remain in force during the term of the current collective agreement.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

EDUCATION AND TRAINING

As discussed during the recently completed bargaining for the renewal of the Collective Agreement, the Company and the Union agree that Ontera bargaining unit employees are eligible to participate in the Education Assistance Program as outlined in the Company practices.

The Education Assistance Program provides financial support for employees who are interested in taking off-hour courses or programs that are reasonably related to their present job or a job in the company to which the employee may reasonably aspire.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

ON-CALL COVERAGE PROGRAM

Purpose

The purpose of this program is to ensure availability of Network Service Technicians on weeknights and weekends, providing guaranteed coverage for troubles occurring within Ontera's network infrastructure, as well as those affecting customer networks or equipment.

Definitions

"On-call" is defined as the guaranteed availability of a Network Service Technician, who is fit for duty, during an assigned on-call shift.

"On-call shift" is defined as the 8 hour period that the Network Service Technician is scheduled to be on call. There will be two on-call shifts per day Monday to Friday (1601-0000 and 0001-0800), and three on-call shifts per day on Saturdays and Sundays (0001-0800, 0801-1600, and 1601-0000).

“On-call week” is defined as the period from 1601 hours Friday afternoon, until 0800 the following Friday morning (covering a total of sixteen 8 hour on-call shifts) that is normally assigned to an individual Network Service Technician.

“Coverage area” is defined as the geographical area that the Network Service Technician is responsible to cover during an on-call shift.

“Response time” is defined as the maximum time allowed for a dispatched Network Service Technician to either arrive at a Central Office within his/her coverage area, or begin remote trouble isolation from home, after being called for duty by the NOCC.

Implementation

1) The Company will determine what “coverage areas” are to be covered using the On-Call Program, and all NST’s within those areas will be eligible/required to participate in the program if implemented.

Each coverage area will draw from a pool of a minimum of 5 Network Service Technicians, to allow for reasonable time off between on-call weeks. In coverage areas where there are more than 5 Network Service Technicians available, the

senior Network Service Technicians may opt out (senior may, junior must).

3) An on-call schedule will be created and maintained by the Dispatch group of the NOCC, with a current copy posted to the Ontera intranet for viewing by all Network Service Technicians. Each schedule will cover a 3 month period, and a new schedule will be created and posted 30 days before the end of the current schedule.

4) A Network Service Technician who is on vacation will not be required to perform on-call duty. When annual vacation requests are approved, the on-call coverage schedule will be updated by the Dispatch group to show the dates each NST is unavailable for on-call duty. The on-call shifts for those dates will be assigned to the remaining Network Service Technician's available to work.

5) The scheduling for each week of on-call service among the available Network Service Technicians will be done on a rotational basis. This would not prevent Network Service Technicians in a coverage area from collectively proposing a preferred on-call schedule to the Dispatch group for the upcoming 3 month period, to account for individual preferences.

6) Once a schedule is posted, Network Service Technician's may request an exchange or reassignment of one or more of their on-call shifts with another Network Service Technician from the same coverage area, provided the accepting Network Service Technician agrees to the exchange or reassignment, and also provided the Dispatch group is given a minimum of 16 hours' notice. (The intent here is to recognize that after an on-call schedule has been created, periodic exchanges between technicians may be necessary to provide flexibility for attending personal appointments, family matters, coordination with the on-call schedules of spouses, etc.)

7) Network Service Technicians who are on-call will be provided with a Company cell phone or pager, and provided there are sufficient vehicles available, will be allowed to drive a Company vehicle home during the on-call week for use if dispatched during an on-call shift.

8) Provided trouble tickets and/or work orders are up to date, Network Service Technicians scheduled to work 0800-1700 on any day between Monday and Friday and who are also scheduled to begin a 16010000 on-call shift the same day, will be permitted to leave the office at 1601 to start their on-call shift without deduction of pay.

Dispatch Procedure

1) When a trouble occurs during an on-call shift period and the NOCC determines that a Network Service Technician is required for work, they will first follow the calling procedure established in Article 8.8 (callouts by Headquarters and Seniority). Network Service Technicians not scheduled to be on-call may refuse any callout.

2) If after a reasonable period of time (to be determined by the NOCC staff taking into account the nature and urgency of the trouble) the NOCC staff is unable to secure the appropriate NST as per Article 8.8, or if the Network Service Technicians contacted as per Article 8.8 refuse the callout, they will then dispatch the on-call Network Service Technician responsible for that coverage area and on-call shift.

3) Response time for the on-call NST will be a maximum of 45 minutes from the time first contacted by the NOCC.

Compensation

Network Service Technicians scheduled to be on-call will be paid 30 minutes at overtime rates for each 8 hour on-call shift.

Periodic Reviews and Changes

An adjustment committee will be created consisting of the Director of Operations and/or NOCC manager, and the Union. The committee will meet quarterly during the first year of implementation (semi-annually thereafter), to discuss and/or make changes to the program as required to meet the needs of the participants.

In Effect

This program will come into effect as determined by Company requirements, in consultation with the Union.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

**WORKING CONDITIONS FOR EMPLOYEES IN
MOOSONEE**

As discussed during the recently completed bargaining for the renewal of the Collective Agreement, the Company and the Union agree to the following special working conditions for employees who are permanently assigned to work in the remote north and live in Moosonee.

Northern Allowance

A cost of living allowance of **\$75** per week will be paid on the regular payrolls to all employees with permanent headquarters at Moosonee.

Lodging

Available company owned housing will be utilized to the fullest extent possible to provide subsidized accommodation for married employees or groups of employees living in Moosonee on a single basis.

Employees living in Moosonee on a single basis and who are unable to find living accommodation will, to the extent that is available, be provided with accommodation by the company at a nominal rate of \$50.00 per month.

Employees living in Moosonee with their family and who are unable to find living accommodation will, to the extent that is available, be provided with accommodation by the company at a nominal rate of \$35.00 per month. Employees who occupy company owned housing with their families will be responsible for the full cost of all services.

Travel Days

Employees will be provided with four paid travel days per calendar year to travel to and/or from Moosonee. The purpose of these days is to compensate employees for travel time when leaving or returning to Moosonee for vacation or other personal needs.

Travel Costs

The company will pay the cost of four return train fares per calendar year between Moosonee and Cochrane for the employee and his family.

The company will pay 50% of the cost of one round trip vehicle transfer per calendar year by rail between Moosonee and Cochrane.

Moving of Household Effects

The Company will pay the full freight costs of moving the employee (and his family's) household effects by rail between Cochrane and Moosonee. For clarity, the Company will pay the freight costs related to the initial move to Moosonee and will also pay the freight costs related to returning the household effects to Cochrane when the employee permanently leaves Moosonee for a position within the company at another location/headquarters.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

ROTATION OF OVERTIME

The Company and the Union agree that equitable sharing and rotation of overtime amongst the qualified employees should be strived for as it is beneficial from both a health and safety and a skills maintenance perspective.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

MEDICAL APPOINTMENTS WITH SPECIALISTS

The company will pay an employee at their normal rate of pay for up to 8 hours for lost time as a result of necessary travel for the purpose of attending a personal, medically required appointment with a specialist supported by a medical doctor's note.

In instances where an employee must travel in excess of 500 kilometers one way to attend a personal medical appointment, the Company will pay the employee at their normal rate of pay up to 16 hours for lost time as a result of necessary travel.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

VACATION

Employees will be limited to a maximum of three consecutive weeks of vacation at any one time throughout the year. Exceptions will be allowed based upon mutual agreement between the employee and his/her manager.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

VACATION UPON TERMINATION

When an employee is involuntarily terminated without cause, the employee will have the option of using up their earned vacation prior to termination or getting paid out the value of their earned vacation.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

CONSOLIDATION OF NORTHERNTEL AND ONTERA NOC's

The Company and the Union agree that the current situation of operating two small NOC's as distinct and separate business units is not practical from an operational and customer service perspective.

The Company and the Union agree ~~that it makes sense~~ that both NOCs be consolidated into one and that both groups of employees (USW and Unifor) be combined into one pool of employees who can be assigned to work on any and/or all NOC functions regardless of the equipment or network the work is associated with. This means there will be one pool of employees available to perform NOC work.

Any overtime required to service Ontera's network will first be offered to Ontera technicians.

The Company and the Union agree that the consolidation will proceed in a manner that respects the working

conditions of both groups of employees as outlined in their respective collective agreements, including seniority and separate vacation lists. Furthermore, the consolidation of the NOC will not directly result in the forced lay-off on any bargaining unit employees.

The Company and the Union agree to discuss any issues or concerns regarding the consolidation of the NOC in a proactive manner through the joint consultative process. The parties will review the implementation of this LOU at a minimum on a quarterly basis and make changes as required.

Either party can terminate this agreement by giving the other party 6 months' notice.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

**CONSOLIDATION OF THE NORTHERNTEL AND ONTERA
CALL CENTERS**

The Company and the Union agree that the current situation of operating two small call centers as distinct and separate business units is not practical from an operational and customer service perspective.

The Company and the Union agree that it makes sense that both call centers be consolidated into one and that both groups of employees (USW and Unifor) be combined into one pool of employees who can be assigned to work on any customer service functions related to NorthernTel, Ontera, KMTS and/or DMTS customers. This means there will be one pool of employees available to take calls and service all the customers mentioned above.

Any overtime required to service Ontera's customers will first be offered to Ontera CSR's.

The Company and the Union agree that the consolidation will proceed in a manner that respects the working conditions of both groups of employees as outlined in their respective collective agreements, including seniority and separate vacation lists. Furthermore, the consolidation of the call centers will not directly result in the forced lay-off on any bargaining unit employees.

The Company and the Union agree to discuss any issues or concerns regarding the consolidation of the call center in a proactive manner through the joint consultative process. The parties will review the implementation of this LOU at a minimum on a quarterly basis and make changes as required.

Either party can terminate this agreement by giving the other party 6 months' notice.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

**SHARING OF FIELD SERVICE AND/OR FULLFILMENT
(NETWORK) WORK WITH NORTHERNTEL**

The Company and the Union agree to the following terms and conditions related to the sharing of field service and/or fulfillment (networking) technician work between Ontera and NorthernTel.

The Company and the Union agree that the current situation of operating the outside technician groups of Ontera and NorthernTel as distinct and separate business units is not practical from an operational and customer service perspective.

The Company and the Union agree that in most situations, each group of bargaining unit employees has a distinct customer base and a distinct network, which differentiates their work. However, the future evolution of the network will result in a blurring of these distinctions and one network will eventually evolve.

The Company and the Union agree that it makes sense that both groups of technicians be consolidated into one as required to get the work done. This means that both groups of employees (USW and Unifor) can be assigned to work on any and/or all functions regardless of the equipment or network the work is associated with.

The Company and the Union agree that technicians from both groups (USW and Unifor) can be assigned to work on any and/or all functions regardless of the equipment or network the work is associated with during regular hours of work, based on the needs of the business.

Any call outs and/or overtime required to service Ontera buildings, equipment or customers will first be offered to Ontera technicians. If Ontera technicians are not available, then the work will be offered to capable NorthenTel technicians.

The Company and the Union agree that the sharing of work and pooling of employees will proceed in a manner that respects the working conditions of both groups of employees as outlined in their respective collective agreements, including seniority and separate vacation lists. Furthermore, the sharing of the work will not directly result in the forced lay-off on any bargaining unit employees.

The Company and the Union agree to discuss any issues or concerns regarding the sharing/polling of resources in a proactive manner through the joint consultative process. The parties will review the implementation of this LOU at a minimum on a quarterly basis and make changes as required.

Either party can terminate this agreement by giving the other party 6 months' notice.

**LETTER OF UNDERSTANDING
BETWEEN USW TC LOCAL 1976
AND ONTERA CONCERNING**

WAGE ADJUSTMENTS

The Company agrees to provide the following wage adjustments during the new collective agreement:

0.5% lump sum to all active employees as of the signing date.

1.50% wage increase retroactive January 1, 2022

1.50% wage increase on January 1, 2023

1.75% wage increase on January 1, 2024

2.0% wage increase on January 1, 2025