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COLLECTIVE AGREEMENT

BETWEEN

**CANADIAN TELECOMMUNICATIONS
EMPLOYEES' ASSOCIATION**

AND

BELL CANADA

COMMUNICATIONS SALES EMPLOYEES



EFFECTIVE JANUARY 1, 2007



04029(08)

TABLE OF CONTENTS

Article Page

1	Employment Equity	2
2	Definitions	3
3	Wage Administration	5
4	Seniority	8
5	Hours of Work	9
6	Holidays and Day Off With Pay	10
7	Vacations	15
8	Transfers	22
9	Sickness Absence	23
10	Leaves	24
11	Living and Transportation Expenses	30
12	Discipline	31
13	Problem Resolution and Grievances	32
14	Arbitration	36
15	Cost of Living Allowance	38

TABLE OF CONTENTS (Cont'd)

Article		Page
16	Employee Information	39
17	Validity of Agreement	39
18	Application	39
19	Deduction of Regular Dues	40
20	Employee Representatives	41
21	Notification to Association	41
22	Health and Safety	44
23	Time Allowance	46
24	Meetings	48
25	Bargaining Procedure	49
26	Expenses	50
27	Management Rights	50
28	Workforce Adjustment	50
29	Technological Change	51
30	Duration	52
	Witness Clause	53

TABLE OF CONTENTS (Cont'd)

Appendix		Page
A	List of Occupations	54
B	List of Localities	55
C	Wage Schedules	56
Memoranda of Agreement		Page
-	Lump Sum Treatment	63
-	Workforce Adjustment	65

ALPHABETICAL INDEX

	Page
Absence Due to Sickness or Quarantine	23
Adoption Leave	24
Appendix	
– A List of Occupations	54
– B List of Localities	55
– C Wage Schedules	56
Application	39
Arbitration	36
Assignment of Tours of Duty	10
Bargaining Procedure	49
Basic Rates of Pay	5
Bereavement Leave	25
Child Care Responsibilities – Leave for	24
Collective Agreement	1
Consultative Process	75
Cost of Living Allowance	38
Day Off with Pay	14
Deduction of Regular Dues	40
Definitions	3
Direct Marketing Bonus Plan	77
Discipline	31, 42
Discrimination	2
Distribution Channels	80
Duration of Agreement	52

ALPHABETICAL INDEX (cont'd)

	Page
Employee– Definition	3
Employee Information	39
Employee Representatives	41
Employment Equity	2, 92
– Discrimination	2
– Workforce Diversity	2, 92
Ergonomic Guidelines	83
Expenses	50
– Arbitration	36
– Attending Meetings or Proceedings	50
– Living and Transportation	30
Full-time Employee	
– Definition	4
– Hours of Work	9
Grievances (See Problem Resolution and Grievances)	32
Half Tour of Duty – Definition	5
Headquarters– Definition	5
Health and Safety	44
– Committees	44
– Visual Display Terminal (VDT)	45

ALPHABETICAL INDEX (cont'd)

	Page
Holidays and Day Off With Pay	10
- Day Off With Pay	14
- During Vacation	18
- Holidays	10
- Pay for Holiday not Worked	13
- Pay for Work on a Holiday	12
Hours of Work	9
- Assignment of Tours of Duty	10
- Full-time Employees	9
- Overtime	9
- Part-time Employees	9
Leaves	24
- Adoption Leave	24
- Bereavement Leave	24
- Child Care Responsibilities	24
- Personal Days Off	26
- Personal Time off – Direct	27
Marketing Centres	

ALPHABETICAL INDEX (cont'd)

	Page
Letters of Intent – Alphabetical Index	74
– Consultative Process	75
– Direct Marketing Bonus Plan	77
– Distribution Channels	80
– Ergonomic Guidelines	83
– Sales Bonus Plan	85
– Sales Skills, Competencies and Career Mobility Training	88
– Workforce Diversity and Employment Equity	92
– Workload Management	95
Living and Transportation Expenses	30
Localities – List of	55
Lump Sum Treatment	63
Management Rights	50
Meetings	48
– Bargaining Representatives	48
– Expenses Incurred	50
– Problem Resolution and Grievances	32
– Security Interviews	43
– Time Allowance	46

ALPHABETICAL INDEX (cont'd)

	Page
Memoranda of Agreement	
– Lump Sum Treatment	63
– Workforce Adjustment	65
Notification to Association	41, 66
– Security Interviews	43
Notification to Company	41
Notification to CTEA Representative	41, 66
Occupations– List of	54
Occasional Employee– Definition	4
Overtime	9
Part-time Employee	
– Basic Rates of Pay	5
– Day Off With Pay	14
– Definition	4
– Hours of Work	9
– Pay for Holiday	12
Pay Days	7
Pay for Holiday not Worked	13
Pay for Work on a Holiday	12
Pay in Lieu of Vacation	21
Personal Days Off Paid	26
Personal Time Off – Direct Marketing	
Centres	27
– Paid	27
– Unpaid	27, 28

ALPHABETICAL INDEX (cont'd)

	Page
Pregnant Employees, VDT	45
Probationary Employee	
– Definition	4
– Termination	31
Problem Resolution and Grievances	32
– Individual and Group Grievances	32
– Policy Grievances	34
– Problem Resolution	32
– Time Limits	35
Promotional Pay Treatment	7
Regular Employee– Definition	3
Regular Term Employee Definition	4
Representative(s)	
– Change in Status of	41
– Definition	5
– Notification to	35, 41, 66
– Notification to Company	41
– Number of	41
Sales Bonus Plan	85
Sales Skills, Competencies and Career Mobility Training	88
Security Interviews	43
Seniority	8

ALPHABETICAL INDEX (cont'd)

	Page
Sickness Absence	23
- Sickness or Quarantine Prior to the Eighth Full Calendar Day	23
- Direct Marketing Centre	23
Supplemental Pregnancy Allowance	25
Technological Change	51
Temporary Employee – Definition	4
Temporary Work Assignments	8
Time Allowance	46
Tour of Duty – Definition	6
Transfers	22
Vacations	15
- Entitlement	
- Year of Engagement or Re- Engagement	15
- Subsequent Years	16
- Less than a Full Year	20
- Holiday During	18
- Pay	19
- Pay in Lieu of	21
- Period	19
- Schedules	19
- Sickness or Accident Prior to	19

ALPHABETICAL INDEX (cont'd)

	Page
Validity of Agreement	39
Visual Display Terminal (VDT)	45
Wage Administration	
- Basic Rates of Pay	5
- Pay Days	7
- Promotional Pay Treatment	7
- Temporary Work Assignments	8
- Wage Increases	
- Effective Day	6
- Interval from One(1) Step to the Next	6
Wage Schedules	56
Witness Clause	53
Workforce Adjustment	50, 65
Workforce Diversity and Employment Equity	2, 92
Workload Management	95

COLLECTIVE AGREEMENT

THIS AGREEMENT is made in duplicate this 13th day of
December 2006

BETWEEN:

CANADIAN TELECOMMUNICATIONS EMPLOYEES'
ASSOCIATION, the duly certified bargaining agent,
hereinafter referred to as the "Association",

OF THE FIRST PART:

- and -

BELL CANADA, hereinafter called the "Company",

OF THE SECOND PART.

ARTICLE 1
EMPLOYMENT EQUITY

Workforce Diversity

1.01 (a) The Company and the Association recognize the importance of achieving equity in the workplace so that all employees are treated fairly and are provided the opportunity to achieve their full potential.

(b) This means that women, aboriginal peoples, persons with disabilities and persons who are, because of their race or colour, in a visible minority in Canada may require the implementation of special measures and the accommodation of differences to overcome unintentional discrimination. In a similar vein, the Company and the Association recognize the need for greater awareness and acceptance of the diversity of our workforce.

Discrimination

1.02 The Company and the Association agree that they will not threaten, intimidate or unlawfully discriminate against an employee for reasons of that employee's pregnancy, race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, political affiliation with a legitimate political party, conviction for which a pardon has been granted or for exercising any rights under this Collective Agreement. Furthermore, the Company and the Association are committed to working together to ensure a workplace

which is free from all harassment.

1.03 The Company will not discriminate against an employee because of membership in the Association or activity authorized herein on behalf of the Association.

1.04 Use in this Agreement of the masculine or feminine gender shall be construed as including both male and female employees, and not as specific sex designations.

ARTICLE 2 DEFINITIONS

2.01 For purposes of this Agreement,

(a) "Employee" means a person employed by Bell Canada to do work in any of the occupations listed in Appendix A, but does not include a person who:

- (1) is employed in a confidential capacity in matters relating to industrial relations, or
- (2) employed as an occasional employee, or
- (3) exercises management functions ("leader").

(b) "Regular Employee" means an employee

whose employment is reasonably expected to continue for longer than one (1) year, although such employment may be terminated earlier by action on the part of the Company or the employee.

(c) "Regular Term Employee" means an employee engaged for a specific project or a limited period which is expected to continue for more than twelve months but may terminate upon completion of the project or at the end of the period.

(d) "Temporary Employee" means an employee who is engaged on the understanding that the period of employment is expected to continue for more than three (3) weeks but not more than two (2) years.

(e) "Full-time Employee" means an employee who is normally required to work the basic hours of work.

(f) "Part-time Employee" means an employee who is normally required to work less than the basic hours of work.

(g) "Occasional Employee" means an employee who is engaged on the understanding that the period of employment will not exceed 45 days in a calendar year.

(h) "Probationary Employee" means an employee who has worked less than 130 days or who has less than 12 months of net credited service. **As soon** as one (1) of these

two (2) terms is completed, the employee will no longer be considered a probationary employee.

(i) "Tour of Duty" means the number of basic hours of work which an employee is scheduled for the day.

(j) "Half Tour of Duty" means one-half the duration of a tour of duty.

(k) "Representative" means an employee who has been elected to represent a group of employees, and whose election as such has been certified by the Association to the Company.

(l) "Headquarters" means a locality listed in Appendix B in which the employee is assigned a reporting location for the days when office presence is required.

ARTICLE 3

WAGE ADMINISTRATION

Basic Rates of Pay

3.01 (a) The basic rates of pay for the occupations covered by this Agreement are set forth in Appendix C.

(b) Where a new occupation is added to the unit, the basic rate of pay and wage schedule applicable to that occupation shall be determined by the Company. The Association shall be notified by the Company of the basic

rate of pay and new or amended wage schedule applicable to that occupation.

3.02 The basic rates of pay for employees who work less than the basic hours per week shall not be less than the pro rata proportion of the basic rates of pay hereby established.

Wage Increases

3.03 The time interval from one (1) step to the next on the wage schedules shall be six (6) months.

3.04 The time interval shall begin, for an employee who is engaged or re-engaged:

(a) between the first and fifteenth day of a month inclusive – on the first day of that month;

(b) on or after the sixteenth day of a month – on the first day of the following month.

3.05 Wage increases shall be granted on the basis of satisfactory performance as determined by the Company, and may be granted at intervals specified in the wage schedules in Appendix C, or may be deferred for a period determined by the Company.

3.06 Where an employee's wage increase is deferred, or his basic rate of pay is reduced, he shall be informed of the reasons for such action.

3.07 Increases or decreases in the basic rates of pay shall not be made effective while an employee is absent due to leave, accident, sickness or quarantine.

3.08 The effective day for an increase shall be the first day of the biweekly pay period closest to the first day of the month.

3.09 Under certain conditions, of which the Association shall be notified, higher rates than those called for by the wage schedules contained in this Agreement may be paid by the Company to individual employees, where in the Company's judgement such rates are appropriate.

Pay Days

3.10 An employee shall be paid through direct deposit every alternate Friday an amount including his basic rate of pay, pay for overtime worked and other additions in pay for the two-week (2) period ending the Saturday previous to the pay day. Pay will be adjusted for unpaid absences which occurred during such earlier two-week (2) period.

Promotional Pay Treatment

3.11 On promotion from one (1) occupation to another, an employee's pay treatment shall be in accordance with applicable Company practices. The employee shall receive a promotional pay treatment of at least 5%.

Temporary Work Assignments

3.12 Where an employee is temporarily assigned to a higher rated occupation for a period in excess of one (1) week, and where he is required to assume all the responsibilities of the higher rated occupation, pay treatment for the period of such temporary assignment shall be in accordance with Section 3.11.

ARTICLE 4 SENIORITY

4.01 The Company recognizes its responsibility to an employee who has a long service record and agrees to give consideration to the length of service of an employee in matters affecting him, to the extent that in its judgement circumstances will permit, having due regard to Company operations.

4.02 Seniority, for the purposes of this Agreement, shall be determined by the net credited service as shown on the Company records.

ARTICLE 5
HOURS OF WORK

Full-time Employees

5.01 The basic hours of work per day for a Full-time employee shall be seven and one-half (7 1/2) hours, except where the work week is spread over six (6) days in accordance with Section 5.02.

5.02 The basic hours of work per week for a Full-time employee shall be 37 1/2 hours on the basis of a five (5) day week. However, the Company reserves the right to spread the basic hours of work over six (6) days when and where it considers necessary.

Part-time Employees

5.03 The hours of work for employees who are required to work less than the basic hours shall be determined by the Company.

Overtime

5.04 An employee who is required to work one-half hour or more in excess of the basic hours for the day, or for the week, shall receive payment at the employee's hourly rate multiplied by one and one-half (1 1/2) times the **excess** hours worked.

Assignment of Tours of Duty

5.05 Each employee shall be assigned to his tours of duty by the Company, giving due consideration to business requirements as defined by Company practices and the employee's seniority within the work group as defined by the Company.

ARTICLE 6 HOLIDAYS AND DAY OFF WITH PAY

Holidays

6.01 The following shall be recognized as Company holidays:

New Year's Day	Civic Holiday
Good Friday	(Ontario only)
Easter Monday	Labour Day
Victoria Day	Thanksgiving Day
National Holiday	Christmas Day
(June 24th –	Boxing Day
Québec only)	(Dec. 26th)
Canada Day	
(July 1st)	

6.02 National Holiday (Québec only) and Civic Holiday (Ontario only) are substituted respectively for

Remembrance Day.

6.03 To meet general custom in a particular community, another holiday may be substituted for any of the recognized Company holidays listed above.

6.04 Where a Company holiday falls on a Sunday, the Monday immediately following shall be observed as the holiday.

6.05 Where a Company holiday falls on a day Monday to Friday inclusive, it shall be included in the weekly schedule for all employees for that week.

6.06 Where a Company holiday falls on a Saturday, the Company shall either include it in the weekly schedule of an employee or shall grant another day off with pay, computed in accordance with the provisions of Section 6.11, outside the period of the annual vacation at a time determined by the Company.

6.07 Notwithstanding the provisions of Sections 6.05 and 6.06, the observance of the Boxing Day holiday shall be in accordance with the following:

(a) Where Boxing Day falls on a Monday, the Tuesday immediately following shall be observed as the holiday.

(b) Where Boxing Day falls on a day Tuesday to Friday inclusive, it shall be included in the weekly schedule

for all employees for that week.

(c) Where Boxing Day falls on a Saturday, an employee, unless the Saturday has been included in his weekly schedule, shall be granted the day off with pay on the Monday immediately following.

Pay for Work on a Holiday

6.08 (a) Where a Full-time employee is required to work on a Company holiday which is included in his scheduled work week, he:

(i) shall be paid at his basic rate of pay for that day;

or

(ii) may be granted a holiday with pay at a time convenient to the employee and the Company, provided the employee works his basic hours for the day.

(b) In addition, he shall be paid time and one-half (1 1/2) for the time worked between midnight of the day preceding and midnight of the holiday.

6.09 (a) Where a Part-time employee is required to work on a Company holiday which is included in his scheduled work week, he shall be paid the greater of:

- (i) 10% of his basic rate of pay earned for the pay period immediately preceding the holiday;
or
- (ii) 5% of his basic rate of pay earned for the two (2) pay periods immediately preceding the holiday.

(b) In addition, he shall be paid in accordance with subsection 6.08 (b).

6.10 Where an employee is required to work on a Saturday holiday as a day outside his scheduled work week, he shall be paid on an overtime basis for the time worked and shall be granted another day off with pay as provided in Section 6.06.

Pay for Holiday not Worked

6.11 Where an employee is not required to work on a Company holiday which is included in his scheduled work week, he shall be granted the day off with pay, at his basic rate of pay for that day, or if a Part-time employee, the greater of

(a) 10% of his basic rate of pay earned for the pay period immediately preceding the holiday;

or

(b) 5% of his basic rate of pay earned for the two (2) pay periods immediately preceding the holiday.

Day Off With Pay

6.12 In addition to the holidays stipulated in Section 6.01, each employee in the employ of the Company on December 1st shall be granted a day off with pay, on a day determined by the Company, at his basic rate of pay for that day, or if a Part-time employee, the greater of:

(a) 10% of his basic rate of pay earned for the pay period immediately preceding the day off with pay;

or

(b) 5% of his basic rate of pay earned for the two (2) pay periods immediately preceding the day off with Pay.

6.13 The day off with pay shall be granted during the period from December 1st to the 15th of January of the following year.

6.14 Where an employee cannot be granted a day off in that period, he shall be paid one (1) additional day's pay, at his basic rate of pay, or if a Part-time employee, the greater of:

(a) 10% of his basic rate of pay earned for the pay period immediately preceding the day off with pay;

or

(b) 5% of his basic rate of pay earned for the two (2) pay periods immediately preceding the day off with pay.

ARTICLE 7 VACATIONS

NOTE:

Notwithstanding the provisions of this Article set out below, an employee's entitlement to vacation with pay for a calendar year during which an employee takes a leave of absence with net credited service, shall be as determined by the terms and conditions of the leave.

Entitlement in Year of Engagement or Re-Engagement

'7.01 An employee, in the year he is engaged or re-engaged, shall be entitled to one (1) day of vacation with pay for each month of service completed in that calendar year, up to a limit of ten (10) days of vacation with pay.

~~For~~ purposes of this Section:

(a) For an employee engaged or re-engaged on or before the fifteenth **day** of the month, service shall be

counted from the first day of that month.

(b) For an employee engaged or re-engaged on or after the sixteenth day of the month, service shall be counted from the first day of the month following.

Entitlement in Subsequent Years

7.02 An employee, in the years subsequent to his year of engagement or re-engagement, shall first become entitled to a vacation with pay in accordance with the table below, in the year in which he is to complete the required number of years of service. The same entitlement applies to each subsequent year, until a higher entitlement is attained as indicated in the table below:

<u>Years of Net Credited Service</u>	<u>Weeks Of Vacation</u>
1	3
10	4
18	5
25	6

7.03 In this Article, where a calendar week falls in two (2) months, such calendar week shall be considered to be in the month in which the Wednesday of that week falls. This interpretation shall apply in determining the end of April for scheduling under the provisions of Section 7.04, or

rescheduling under the provisions of Section 7.10.

7.04 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 net credited service in the year for which the vacation is given.

7.05 Notwithstanding the provisions of Section 7.02, an employee who accumulates less than a full year of net credited service in a calendar year shall be entitled to a vacation with pay for that calendar year as indicated in the following table:

Full Vacation Entitlement based on Employee's Net Credited Service	3 Weeks	4 Weeks	5 Weeks	6 Weeks
Number of Day's Vacation Entitlement for each month during which an employee accumulates 15 or more days of Net Credited Service	1.5 Days per month	2 Days per month	2.5 Days per month	3 Days per month
Maximum Days Vacation for the Year	15 Days	20 Days	25 Days	30 Days

7.06 Where a Company holiday falls on a day of the annual vacation, an employee shall be entitled to an additional day off with pay at a time convenient to the employee and the Company.

7.07 Vacation schedules shall be prepared each year by the Company with due consideration to seniority, provided however, that such schedules shall be arranged as to cause, in the judgement of the Company, the least possible interference with efficient performance of the work. In general, vacations shall commence at the beginning of the calendar week unless the demands of the work make this impossible.

7.08 An employee shall not normally have the right to carry forward all or part of his vacation from one (1) vacation period to another, or to take vacation entitlement applicable to two (2) calendar years consecutively.

7.09 "Vacation Period" for the purposes of this Article shall mean the period of January 1st of one (1) year to the end of April of the following year.

7.10 Where an employee is taken ill or meets with an accident before leaving work on the last day of work preceding the vacation, and is prevented from taking the vacation, the Company may reschedule the vacation at a later date in the calendar year for which the vacation is given or by the end of April of the following year.

7.11 An employee shall be paid during vacation at his basic rate of pay determined in accordance with Company practice; but

(a) in the year he is engaged or re-engaged, vacation pay shall not be less than 4% of his total earnings

in the entire period of current service in the calendar year for which the vacation is given;

(b) in the years subsequent to his year of engagement or re-engagement, vacation pay shall not be less than 2% of his basic pay in the calendar year for which the vacation is given, for each week of vacation

and in addition,

(i) if the employee has less than six (6) years net credited service he shall also receive 4% on any difference between his total earnings in the calendar year for which the vacation is given and his basic pay for the calendar year;

or

(ii) if an employee has six (6) or more years net credited service he shall also receive 6% on any difference between his total earnings in the calendar year for which the vacation is given and his basic pay for the calendar year.

7.12 An employee entitled to four (4) weeks or more of vacation, may request that he be granted pay for any or all weeks of entitlement in excess of three (3) weeks, in lieu of actually taking such vacation. Granting such a request will be at the Company's discretion.

Pay in Lieu of Vacation

7.13 Where an employee resigns, is laid off, is dismissed or has completed his work, he shall be granted pay in lieu of vacation for the current calendar year, calculated in the manner set forth in Sections 7.14 to 7.16 inclusive.

7.14 An employee, with less than one (1) year's net credited service or in the year he is engaged or re-engaged, shall be granted 4% of his total earnings in the entire period of current service, reduced by the amount of the pay applicable to any part of vacation taken by the employee during the same period of service.

7.15 An employee, with one (1) or more years of net credited service in the years subsequent to his year of engagement or re-engagement, shall be granted pay in lieu of vacation in accordance with the following:

<u>Vacation Entitlement Based on Employee's Net Credited Service</u>	<u>Pay in Lieu of Vacation Based on Total Basic Pay for the Year to which the Vacation Applies</u>
3 weeks	6%
4 weeks	8%
5 weeks	10%
6 weeks	12%

and in addition,

(a) if the employee has less than six (6) years net credited service he shall also receive 4% on any difference between his total earnings in the calendar year for which the vacation is given and his basic pay for the calendar year

or

(b) if an employee has six (6) or more years net credited service he shall also receive 6% on any difference between his total earnings in the calendar year for which the vacation is given and his basic pay for the calendar year.

7.16 The amount of pay in lieu of vacation to be granted in accordance with Section 7.15 shall be reduced by the amount of the pay applicable to any part of a vacation for the current calendar year taken by the employee before he left the Company's service.

ARTICLE 8

TRANSFERS

8.01 All Regular employees are eligible for transfer consideration in accordance with applicable Company practices currently in force, or as amended from time to time following consultation with the Association. The Company intends to fill job vacancies with qualified Company employees, whenever possible.

ARTICLE 9
SICKNESS ABSENCE

Absence Due to Sickness or Quarantine Prior to the Eighth Full Calendar Day of Absence

9.01 Except as otherwise provided in Section 9.02 and subject to the Company's practices, as established from time to time, the Company agrees to grant the basic rate of pay to employees absent due to their sickness or quarantine, for a continuous absence prior to the eighth full calendar day of such absence.

9.02 An employee working in the Direct Marketing Associate or the Team Coordinator occupation who is absent on account of sickness or quarantine, shall be paid for continuous absence prior to the eighth full calendar day of such absence, as follows:

(a) A Direct Marketing Associate or a Team Coordinator with less than six (6) months of net credited service shall not be paid for absence prior to the eighth full calendar day.

(b) A Direct Marketing Associate or a Team Coordinator with six (6) months but less than two (2) years of net credited service shall be paid for that part of the absence in excess of four (4) consecutive half tours of duty.

(c) A Direct Marketing Associate or a Team Coordinator with two (2) but less than four (4) years of net

credited service shall be paid for that part of the absence in excess of two (2) consecutive half tours of duty.

(d) In the determination of pay treatment in subsections 9.02 (b) and (c), a return to work not exceeding two (2) half tours of duty shall not be considered to have interrupted the continuity of the absence, nor the consecutiveness of the half tours of duty of absence. However, for purposes of determining the eighth full calendar day of absence, any return to work shall interrupt the continuity of an absence.

(e) A Direct Marketing Associate or a Team Coordinator with four (4) or more years of net credited service shall be paid for the full absence.

9.03 An employee is not entitled to any pay provided under this Article for any day in which he is in receipt of, or entitled to, any pay or other benefit under any other provision of this Agreement.

ARTICLE 10

LEAVES

Leave for Child Care Responsibilities

10.01 An employee who has completed six (6) consecutive months of continuous employment with the Company shall be granted child care or adoption leave, without pay, under the conditions of eligibility set forth in

the applicable Company practices currently in effect, or as amended from time to time following consultation with the Association.

10.02 In addition, a Regular 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.

Bereavement Leave

10.03 An employee shall be granted, in the event of the death of his spouse, common-law partner, or child, bereavement leave of up to five (5) days with pay from his scheduled tours of duty that occur during the five (5) days immediately following the day of death. The term common-law partner includes same-sex partner.

10.04 An employee shall be granted bereavement leave of up to three (3) days with pay from his scheduled tours of duty that occur during the five (5) days immediately following the day of death, in the event of the death of:

- his father, his mother, the spouse or common-law partner of his father or mother;
- his brother, his sister;

- the father or mother of his spouse or common-law partner or the spouse or common-law partner of the father or mother;
- a dependant or other relative residing in the same permanent residence as does the employee;
- the child of his spouse or common-law partner.

10.05 The Company may extend the periods of bereavement leave provided for in Sections 10.03 and 10.04 to a maximum of five (5) days with pay from his scheduled tours of duty that occur during the seven (7) days immediately following the day of death, when it is necessary for the employee to leave the city in which he is employed.

10.06 An employee shall be granted, in the event of the death of his grandparent or grandchild, bereavement leave of up to three (3) days with pay from his scheduled tours of duty that occur during the five (5) days immediately following the day of death.

Personal Days Off Paid

10.07 Regular Full-time employee working in the Sales Associate, Sales Representative, Account Executive or Sales Solution Executive position will be entitled to five (5)

Personal Days Off per calendar year, at his basic rate of pay for the day. Four (4) of these days will be scheduled on the basis of one (1) per quarter, and one (1) day will be scheduled over the course of the calendar year. In order to obtain his Personal Day Off for the following quarter, the employee must be on the payroll on the last day of the current quarter.

Personal Time Off – Direct Marketing Centres

10.08 (a) Basic time off

Each employee will be granted up to eight (8) unpaid half tours of duty off per calendar year, providing the following conditions are met:

- Basic time off per calendar year is eight (8) unpaid half tours of duty broken down into four (4) unpaid half tours for personal reasons (PDU) and four (4) unpaid half tours for emergency reasons (PEU);
- the eight (8) unpaid half tours mentioned above can be taken at a maximum of two (2) unpaid half tours per quarter;
 - in the first quarter of any year, of the two (2) half tours

available one must be taken in PDU and the other must be taken in PEU;

- in each of the subsequent quarters of that same year an employee may take two (2) unpaid half tours **off** for either **PEU** or PDU as long as the employee's yearly quota for that absence code has not been depleted;

- holding a Direct Marketing Associate or Team Coordinator occupation;
- being in the employ of the Company on or before the 15th day of the second month of the current quarter (February, May, August or November);
- working at least one (1) full day during the quarter.

(b) Exchange of a half tour of duty for hours

Each employee may, twice per year, exchange one (1) of the half tours of duty mentioned in subsection 10.08 (a), for a block of four (4) unpaid hours. These four (4) unpaid hours may be used as follows:

- four (4) separate hours;

or

- two (2) blocks of two (2) hours;

or

- one (1) block of three (3) hours and a single hour;

or

- one (1) block of two (2) hours and two (2) separate hours.

(c) Incentive time off

Each employee working at least 35 hours per week who has at least one (1) of the half tours of duty mentioned in subsection 10.08 (a) remaining at the end of the first quarter, will be granted an additional unpaid half tour of duty off to be taken during the following quarters of the same year.

(d) Unused time

The unused time from any quarter, half tours of duty or remaining single hours, may be carried over to the following quarter.

Unused time will not be carried over from one (1) calendar year to the next.

(e) Recognition of service

Each employee with 24 months of net credited service or more, will be paid for two (2) of the half tours of duty of his choice mentioned in subsection 10.08 (a), if available and that he takes as time off. Pay for this time off will be at the employee's basic rate of pay.

The choice described above applies to half tours of duty and not to the combination of hours mentioned in subsection 10.08 (b).

(f) Notice of personal time off

Although the Company recognizes that an emergency situation might occasionally require an absence without notice (PEU), the employee must, for an absence related to personal reason (PDU), advise his immediate leader at least 72 hours in advance.

ARTICLE 11

LIVING AND TRANSPORTATION EXPENSES

11.01 The Company shall pay the necessary transportation expenses incurred on the job. It is the Company's intention with respect to living and transportation expenses that an employee be reimbursed

on the basis that there will be neither financial loss nor gain to the employee for reasonable expenses incurred on the job.

11.02 When an employee is temporarily assigned to another headquarters, the Company shall pay approved living and transportation expenses to and from the locality in which he is required to work.

11.03 When the Company initiates an employee transfer within the same locality, the employee, if eligible, shall be compensated as per Company practices.

ARTICLE 12

DISCIPLINE

12.01 No employee shall be given a written reprimand or a written warning, be suspended, dismissed or demoted for disciplinary reasons except for just cause.

12.02 All disciplinary measures referred to in Section 12.01 shall be removed from an employee's record no later than two (2) years after they have been imposed.

12.03 Notwithstanding Section 12.01, the Company retains the right to terminate the employment of a probationary employee who is found by the Company to be unsuitable.

ARTICLE 13
PROBLEM RESOLUTION AND GRIEVANCES

Problem Resolution

13.01 The Company and the Association are committed to promptly resolving problems at the level closest to the employee concerned. To that end, the parties agree that the employee's Representative or a Representative designated by the Association and the leader of the employee should try to resolve the difference prior to a grievance being filed in accordance with relevant provisions of this Article. The employee concerned may attend this meeting, if he so desires. The information exchanged during the problem resolution process shall be without prejudice to the positions of the parties in any grievance on the same matter.

Individual and Group Grievances

13.02 (a) Grievances of an individual employee or group of employees shall be handled by the Association at the request of the employee or employees, and shall be processed in accordance with Sections 13.03 and 13.04. Each grievance shall be presented to the Company within 42 calendar days from the occurrence on which such grievance is based.

(b) Where an employee has been discharged, a grievance may be presented directly in accordance with

Section 13.04.

(c) All grievances shall be submitted in writing on a standard record of grievance form agreed to by the parties, and shall include:

- (i) the grievor's name and occupation;
- (ii) the date of the event giving rise to the grievance;
- (iii) the nature of the grievance;
- (iv) the remedy sought from the Company;
- (v) identification of the Article(s) allegedly violated.

Step 1

13.03 Where a grievance is handled by the Association at the employee's request, the employee's Representative or a Representative designated by the Association, shall attempt to settle the grievance with the Contribution Path 4 or 5 leader of the grievor or such leader's delegate. The grievor may attend the meeting, if he so desires. That leader shall have 14 calendar days following the presentation of the grievance in which to render a decision. The leader shall sign the grievance and enter the date a decision was rendered and also shall present the reasons for his decision

in writing to the Association.

Step 2

13.04 (a) Where a grievance concerning the interpretation, administration, application or alleged violation of a provision of the Agreement has not been settled at Step 1, the grievance shall, if so desired by the Association, be discussed at a meeting of the Grievance Committee. Each party will designate its representatives on this Committee.

(b) Notice requesting a meeting of the Grievance Committee shall be given by the Association to the Director of Industrial Relations, or to his designate, within the 42 calendar days following disposition of the matter at Step 1. The Company members of the Grievance Committee shall have 28 calendar days following presentation of the grievance in which to render a written decision.

Policy Grievances

13.05 If the interests of the Association as a party to this Agreement are affected by the Company's interpretation, administration, application or alleged violation of any provision of this Agreement, the Association may file a grievance which shall be filed at Step 1 and signed on behalf of the Association by the District Representative from that District, and shall be identified as a Policy Grievance. If the matter grieved is of broader application than a district, the Association may file a grievance at Step 2. Such

grievance shall be signed by an Officer of the Association and shall be identified as a Policy Grievance. Such grievances shall be processed in accordance with the relevant provisions of Sections 13.03 and 13.04.

13.06 The Company may file a grievance at Step 2 of the grievance procedure. Such grievance shall be filed by the Director of Industrial Relations, or by his designate. For purposes of Company grievances, the provisions of Section 13.04 will be read and construed with necessary changes.

Time Limits

13.07 Any grievance not presented or processed by the Association in conformity with the mandatory time limits prescribed in this Article shall be deemed to have been abandoned and cannot be continued or reopened.

13.08 If the Company fails to respond or if the grievance is not settled within these time limits, the grievance may be processed immediately to the next step.

13.09 Time limits may be extended only by mutual consent, in writing.

General

13.10 The Company will not attempt to settle a grievance with the employee involved without prior notice to the Representative. Where, after such notice, an interview

between the employee and management is to take place, the employee shall have the right to be accompanied by a Representative. No such grievance will be deemed to have been settled without the concurrence of the employee's Representative.

ARTICLE 14 **ARBITRATION**

14.01 Wherever a difference relating to the interpretation, application, administration or alleged violation of this Agreement arises between the Association and the Company, there shall be no stoppage of work and either party may, after exhausting the grievance procedure established by this Agreement, institute arbitration proceedings within 42 calendar days after the disposition of the matter by the Company in accordance with subsection 13.04, but no later, in the manner set forth below, to have the difference in question determined. It is expressly agreed that the right to arbitration does not extend to any matters other than those concerning the interpretation, application, administration or alleged violation of this Agreement.

14.02 In the event that it becomes necessary to submit any matters to arbitration, the parties will endeavour in each instance to agree upon and appoint a single arbitrator within seven (7) days after the service by either party upon the other of written notice to arbitrate. If the parties fail to agree upon the appointment of an arbitrator, application

may be made by either party, on written notice to the other, to the Minister of Labour for Canada, to appoint as arbitrator a person knowledgeable and experienced in the interpretation of written collective agreements.

14.03 The arbitrator shall not have any power to alter or change any of the provisions of this Agreement, or to substitute any new provisions for any existing provisions thereof, and in reaching his decision he shall be bound by the terms and provisions of this Agreement.

14.04 The arbitrator shall, before the hearing, require the representatives of the parties to attend before him to define the question of interpretation, application, administration or alleged violation to be arbitrated and to establish the procedure to be followed at the hearing. All steps in connection with the arbitration shall be taken as expeditiously as possible.

14.05 The parties shall each bear one-half of the fees and expenses of the arbitrator and of any clerk or stenographer whom he may require and, except as aforesaid, each party shall bear all expenses incurred by it whether of witnesses, the attendance of witnesses and representatives, exhibits or otherwise.

14.06 The decision of the arbitrator shall be final and binding on the parties, but such decision shall not have retroactive effect prior to the date of the occurrence on which the grievance is based.

ARTICLE 15
COST OF LIVING ALLOWANCE

Not in Force for Term of Present Collective Agreement:

15.01 If the August 1995 Consumer Price Index (C.P.I.) exceeds the C.P.I. for August 1994 by more than 2.2%, then all basic rates of pay in effect on October 31, 1995 will be increased effective in November 1995 by a percentage figure equal to the difference between the percentage increase in the C.P.I. and 2.2%.

15.02 If the August 1996 Consumer Price Index (C.P.I.) exceeds the C.P.I. for August 1995 by more than 3.2%, then all basic rates of pay in effect on October 31, 1996 will be increased effective in November 1996 by a percentage figure equal to the difference between the percentage increase in the C.P.I. and 3.2%.

15.03 The C.P.I. used for purposes of this Article shall be the C.P.I. – Canada All Items (1986 = 100) as published by Statistics Canada or any successor Department or Agency.

15.04 Should the C.P.I. be amended or discontinued prior to September 1995, the parties agree to consult to determine a means to give effect to the intention of this Article.

ARTICLE 16
EMPLOYEE INFORMATION

16.01 The Company agrees to supply each employee with a copy of this Agreement.

ARTICLE 17
VALIDITY OF AGREEMENT

17.01 In the event of any provision of this Agreement or of any of the practices established hereby being or being held to be contrary to the provisions of any applicable law now or hereafter enacted, this Agreement shall not be nor be deemed to be abrogated but shall be amended so as to make it conform to the requirements of any such law.

ARTICLE 18
APPLICATION

18.01 The Company agrees to recognize the Association as the sole collective bargaining agent for employees covered by this Agreement.

18.02 Where the Company adds a new occupation to the unit, Appendix A shall be deemed to be amended to include that new occupation upon notification to the Association.

ARTICLE 19
DEDUCTION OF REGULAR DUES

19.01 Subject to the provisions of this Article, the Company will, in each pay period, deduct an amount equivalent to the regular Association dues from the pay of all employees in the bargaining unit.

19.02 Where an employee does not have sufficient earnings in respect of any pay period to permit deductions, the Company shall not be obligated to make such deductions from subsequent earnings.

19.03 The Company will cease making such deductions when an employee is assigned to a position not covered by an Agreement with the Association, with the exception of employees who are assigned to an acting or temporary management position for three (3) months or less.

19.04 The amount of regular Association dues shall be such amount as may from time to time be certified to the Company, in a form approved by the Company, by an Officer of the Association.

19.05 As soon as possible after the end of each pay period, the Company will remit to the Treasurer of the Association, by wire transfer, the amount so deducted.

19.06 Regular Association dues means the dues established as the dues payable and shall not include any

initiation fee, insurance premium or special levy.

19.07 The Association agrees to indemnify and save the Company harmless against any claim or liability arising out of the application of this Article.

ARTICLE 20
EMPLOYEE REPRESENTATIVES

20.01 The number of Representatives shall not exceed 60. The Association agrees to notify the Company of the name of each Representative and of the Company operating unit in which he acts as a Representative. A Representative shall not act as such during working time until the Company has been notified of his appointment.

20.02 Before changing the status of any Representative who is to continue in the Company's employ, so as to render him ineligible to represent his voting unit, such Representative shall be allowed reasonable time to transfer his duties as a Representative to his successor.

ARTICLE 21
NOTIFICATION TO ASSOCIATION

21.01 The Company agrees to advise the Representative concerned when an employee is hired, transferred, reclassified, or promoted to a management position. Such

advice will be given to the Representative at the time the employee is informed or immediately thereafter.

21.02 (a) Subject to the provisions of Section 21.03, the Company agrees to give as much prior notice as circumstances permit to the Representative of the employee concerned of any contemplated disciplinary or non-disciplinary measure.

(b) Furthermore, when a meeting is conducted to announce a disciplinary measure to an employee as described in Section 12.01, it is agreed that the employee's leader will inform him of his right to Union representation at the meeting.

21.03 Where the Company deems it necessary to take immediate action in dismissing, or suspending, or demoting, any employee, the Company shall thereafter immediately advise and review the case with the Representative of the employee concerned.

21.04 The Company agrees to supply on an annual basis, to designated Officers of the Association, a list showing the names and net credited service date of all employees eligible for membership in the Association and on the payroll on December 31st of each year.

21.05 The Company will also provide bi-weekly, a list of names and the net credited service date of all eligible employees added, deleted or changed from the annual list.

21.06 The Company agrees to send, on September 15th of each year, to designated Officers of the Association, a list of Company e-mail addresses as shown on Company records of all employees in the bargaining unit.

Security Interviews

21.07 The Company agrees that:

(a) an employee's leader will inform him, prior to any Security interview, that he is entitled to be accompanied by a Representative of the Association;

(b) unless the employee involved objects, the Representative of the Association will be informed prior to any interview to be conducted by Security with an employee of the bargaining unit;

(c) the employee, unless he objects, shall be granted immediately prior to a Security interview a maximum of 15 minutes to confer with the Representative of the Association;

(d) where the employee involved consents, the Representative of the Association may attend the Security interview as an observer, but not as a participant.

ARTICLE 22
HEALTH AND SAFETY

22.01 Both parties to this Agreement acknowledge their common concern for maintaining a healthy and safe working environment.

22.02 The Company accepts the responsibility of making adequate and reasonable provisions for the health and safety of employees during their working hours. The Company will welcome suggestions by the Association regarding the health and safety of employees.

22.03 It is the employee's responsibility, subject to Company regulations and practices, to take all reasonable and necessary measures to ensure his safety; no employee is required to work in dangerous conditions or to use dangerous equipment.

Health and Safety Committees

22.04 (a) The Corporate Health and Safety Committee is composed of one (1) CTEA Representative designated by the Association and one (1) representative of the Company.

(b) The Corporate Health and Safety Committee will be responsible for establishing its own rules and procedures, as well as the rules and procedures of the Local Health and Safety Committees, their scope of responsibility, frequency of meetings and any other similar matter.

22.05 The Local Health and Safety Committees are composed in equal numbers of employees and leaders of the Company.

22.06 Except for the number of Committees and the frequency of meetings, the rules for both the Corporate Health and Safety Committee and the Local Health and Safety Committees, as referred to in subsection 22.04 (b) shall mean the powers and obligations of joint Health and Safety Committees found in Part II of the Canada Labour Code.

22.07 It is clearly understood that relevant health and safety issues which have implications that transcend local concerns will be referred to the Corporate Health and Safety Committee together with any documentation dealing with these issues.

Visual Display Terminal

22.08 Any Regular employee who is pregnant, and who is regularly scheduled to work at a visual display terminal (VDT) and does not wish to work at a VDT during her pregnancy may, subject to Company practices, elect either to be assigned other work in the bargaining unit or be granted a leave of absence without pay.

ARTICLE 23
TIME ALLOWANCE

23.01 The Company agrees that:

(a) An employee who has, or believes he has a grievance may confer with his Representative or with management during his scheduled working hours, without deduction of the time ~~so~~ occupied in the computation of the time worked for the Company, and without deduction of wages in respect thereof; provided, however, that each employee must arrange with his immediate leader, subject to service requirements, for all time off the job required for the above purposes.

(b) A Representative may discuss a grievance with a grievor or with management, or attend meetings with the Company on behalf of the Association, during his scheduled working hours, without deduction of the time ~~so~~ occupied in the computation of the time worked for the Company, and without deduction of wages in respect thereof; provided, however, that the Representative must arrange with his immediate leader, subject to service requirements, for all time off the job required for the above purposes.

23.02 (a) The Association shall transmit in writing to the Company the names of those Representatives, which includes District Representatives, responsible for submitting to the Association's Bargaining Committee the proposed demands of employees. Such Representatives may attend

pre-bargaining meetings held by the Association for such purpose without deduction of the time so occupied in the computation of the time worked for the Company, and without deduction of wages in respect thereof, up to a maximum of two (2) days, three (3) days in the case of District Representatives, from their regularly scheduled tours of duty, provided that the Company is given the name of each Representative at least two (2) weeks before the date the time off is to begin.

(b) It is agreed that the total of all such pre-bargaining time off for all Representatives calculated together shall not exceed 50 days.

23.03 An authorized bargaining Representative of the Association may have time off from work during his scheduled working hours for purposes of bargaining, without deduction of the time so occupied in the computation 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 with management, but only until the expiry date of this Collective Agreement.

23.04 (a) Representatives may, without deduction of the time so occupied in the computation of the time worked for the Company, attend to other business of the Association during scheduled working hours, provided that each Representative must arrange with his immediate leader, subject to service requirements, for all time off the job, not to exceed 30 consecutive calendar days, required

for the above purpose and providing such business is concerned with the bargaining unit covered by this Agreement. All time off so required will be granted as time off without pay, however;

(b) the Company will pay the Representative, on behalf of the Association, at his basic rate of **pay** for all time off without pay to attend to other business of the Association. Any amount so paid by the Company will be billed to the Association, which shall remit that amount to the Company within 30 days of receipt of the bill;

(c) requests for time off without pay to attend to other business of the Association, in excess of five (5) days, must be submitted to the Representative's immediate leader at least 21 days prior to the date requested for the commencement of the time off without pay.

ARTICLE 24

MEETINGS

24.01 Meetings between the authorized bargaining Representatives of the Association and the designated bargaining Representatives of the Company shall be held as required, on reasonable notice by either party.

24.02 At such meetings, the number of persons shall not exceed seven (7) for the Company and seven (7) for the Association. Any increase to the number of persons at the bargaining table shall be by mutual agreement between

the parties.

ARTICLE 25
BARGAINING PROCEDURE

25.01 (a) All negotiations with a view to the completion of a Collective Agreement or to effecting changes or modifications in this Agreement shall be conducted between the authorized bargaining Representatives of the Association on the one hand and the designated bargaining Representatives of the Company on the other.

(b) In addition to bargaining sessions conducted for renewal of the Collective Agreement, the process of consultation developed and utilized by the parties since 1953, is an accepted forum for addressing the on-going concerns of the parties.

25.02 No agreement resulting from collective bargaining as herein provided shall be deemed to have been concluded until it is reduced to writing and signed by the authorized bargaining Representatives of the Association and by the designated bargaining Representatives of the Company, and an agreement so signed shall take effect as and from the effective date specified therein.

ARTICLE 26
EXPENSES

26.01 Each party shall bear the expenses incurred by its own Representatives in attending meetings or proceedings contemplated by this Agreement, and all joint expenses incurred in respect of such meetings and proceedings shall be borne by the parties in equal shares.

ARTICLE 27
MANAGEMENT RIGHTS

27.01 The Company has the exclusive right and responsibility to manage its operations in all respects and in accordance with its commitments and responsibilities to the public, to its customers and shareholders, to conduct its business efficiently and to direct the working forces and, without limiting the generality of the foregoing, it has the right to hire, promote, transfer, demote or lay-off employees, and to suspend, discharge or otherwise discipline employees. The Company agrees that any exercise of these rights shall not contravene the provisions of this Agreement.

ARTICLE 28
WORKFORCE ADJUSTMENT

28.01 Where any condition arises which reduces the work load to the extent that a general program of lay-offs or

spreading the work is contemplated, the Company shall endeavour to reach an agreement with the Association as to whether a plan of part-timing, lay-offs or a combination of the two (2) shall be put into effect.

28.02 In the event that an agreement as to a plan cannot be reached within a period of 30 days after the matter has been submitted to the Association, the Company may proceed on a plan of part-timing to the extent it deems necessary.

28.03 It is expressly understood, however, that if the Company proceeds on a plan of part-timing at the expiration of the 30-day period or later as prescribed in this Article, negotiations toward an agreement relating to a force adjustment plan shall be resumed at any time at the request of either party. Similarly, after agreement has been reached as to a plan of force adjustment, either party may resume negotiations at any time in an effort to obtain agreement upon modifications of the plan then in effect.

ARTICLE 29 TECHNOLOGICAL CHANGE

29.01 The parties agree that they will continue the process of consultation in force since 1953 in order to assist employees affected by any technological change to adjust to the effects thereof and that, therefore, Sections 52, 54 and 55 of the Canada Labour Code shall not apply during the term of this Agreement.

ARTICLE 30
DURATION

30.01 This Agreement shall become effective January 1st, 2007, except as otherwise herein provided, and shall remain in full force and effect up to and including December 31, 2008.

30.02 This Agreement, unless terminated at the expiry of the said term by written notice given by either party to the other at least sixty days prior to the expiry of the said term, shall continue in full force and effect thereafter until terminated at any time by at least sixty days prior written notice given by either party to the other.

30.03 Notice to terminate under this Article shall be effectively given if addressed by the Company to the Secretary of the Canadian Telecommunications Employees' Association, Place du Canada, Room 360, Montreal, Quebec, H3B 2N2, or by the Association to the Secretary, Bell Canada, Room 4100, 1000 de la Gauchetière West, Montreal, Quebec, H3B 5H8, and in either case is received at least sixty days prior to the termination date specified therein.

WITNESS CLAUSE

IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed by their duly authorized Representatives this 13th day of December 2006.

Bell Canada

Dominique Benoît
Dwight Brown
Luc Fortier
Cameron Green

**Canadian
Telecommunications
Employees'
Association**

Scott Gibson
Louise Roy
Jacques Rwirangira
Adam Sheikh

Naureen Rizvi
Robert St-Aubin

APPENDIX A

LIST OF OCCUPATIONS

COMMUNICATIONS SALES EMPLOYEES

Direct Marketing Associate – Consumer Market

Direct Marketing Associate – Business Market

Team Coordinator – Consumer Market

Team Coordinator – Business Market

Sales Associate

Sales Representative

Account Executive

Solution Sales Executive

APPENDIX B

LIST OF LOCALITIES

Barrie	Montréal
Belleville	
	Ottawa
Drummondville	
	Peterborough
Granby	
Guelph	Québec
Hamilton	Sherbrooke
Kingston	Toronto
Kitchener	Trois-Rivières
London	Windsor

APPENDIX C

WAGE SCHEDULE
WEEKLY AND HOURLY BASIC RATES OF PAY

DIRECT MARKETING ASSOCIATE - CONSUMER MARKET

Step	January1, 2007		January1, 2008	
	Weekly Rate	Hourly Rate	Weekly Rate	Hourly Rate
1	\$527.37	\$14.06	\$527.37	\$14.06
2	\$555.55	\$14.81	\$555.55	\$14.81
3				

Note: The interval from **one (1)** step to the next step shall be six (6) months.

APPENDIX C

**WAGE SCHEDULE
WEEKLY AND HOURLY BASIC RATES OF PAY**

TEAM COORDINATOR - CONSUMER MARKET

Step	January 1, 2007		January 1, 2008	
	Weekly Rate	Hourly Rate	Weekly Rate	Hourly Rate
1	\$699.04	\$18.64	\$699.04	\$18.64
2	\$720.84	\$19.22	\$720.84	\$19.22
3	\$743.46	\$19.83	\$743.46	\$19.83

Note: The interval from one (1) step to the next step shall be six (6) months.

APPENDIX C

WAGE SCHEDULE
WEEKLY AND HOURLY BASIC RATES OF PAY

DIRECT MARKETING ASSOCIATE – BUSINESS MARKET

Step	January1, 2007		January1, 2008	
	Weekly Rate	Hourly Rate	Weekly Rate	Hourly Rate
1	\$574.87	\$15.33	\$574.87	\$15.33
2	\$616.66	\$16.44	\$616.66	\$16.44
3	\$671.21	\$17.90	\$671.21	\$17.90

Note: The interval from one (1) step to the next step shall be six (6) months.

APPENDIX C

WAGE SCHEDULE
WEEKLY AND HOURLY BASIC RATES OF PAY

TEAM COORDINATOR – BUSINESS MARKET

Step	January1, 2007		January1, 2008	
	Weekly Rate	Hourly Rate	Weekly Rate	Hourly Rate
1	\$732.63	\$19.54	\$732.63	\$19.54
2	\$753.72	\$20.10	\$753.72	\$20.10
3	\$775.21	\$20.67	\$775.21	\$20.67

Note: The interval from one (1) step to the next step shall be six (6) months.

APPENDIX C

WAGE SCHEDULE
MONTHLY BASIC RATES OF PAY

SALES ASSOCIATE

Step	January1, 2007	January1, 2008
1	\$3,069	\$3,069
2	\$3,218	\$3,218
3	\$3,367	\$3,367
4	\$3,518	\$3,518
5	\$3,667	\$3,667
6	\$3,797	\$3,797

Note: The interval from one (1) step to the next shall be six (6) months.

APPENDIX C

WAGE SCHEDULE
MONTHLY BASIC RATES OF PAY

SALES REPRESENTATIVE

Step	January1, 2007	January1, 2008
1	\$3,838	\$3,838
2	\$4,027	\$4,027
3	\$4,223	\$4,223
4	\$4,466	\$4,466
5	\$4,726	\$4,726
6	\$4,997	\$4,997
7	\$5,424	\$5,424

Note: The interval from one (1) step to the next shall be six (6) months.

APPENDIX C

WAGE SCHEDULE
MONTHLY BASIC RATES OF PAY

ACCOUNT EXECUTIVE / SOLUTION SALES EXECUTIVE

Step	January1, 2007	January1, 2008
1	\$4,520	\$4,520
2	\$4,791	\$4,791
3	\$5,080	\$5,080
4	\$5,383	\$5,383
5	\$5,756	\$5,756
6	\$6,084	\$6,084

Note: The interval from one (1) step to the next shall be six (6) months.

LUMP SUM TREATMENT

MEMORANDUM OF AGREEMENT BETWEEN:

BELL CANADA

AND

**CANADIAN TELECOMMUNICATIONS EMPLOYEES'
ASSOCIATION**

The above parties have agreed to the following provision, which will only be applicable to Direct Marketing Associates covered by the Communications Sales Employees bargaining unit:

- **LUMP SUM PAYMENT* PAYABLE TO CURRENT DIRECT MARKETING ASSOCIATES WHO WERE ON THE PAYROLL OF THE COMPANY AS OF DECEMBER 13,2006:**

All Direct Marketing Associates shall receive a lump sum payment of \$250.00. This lump sum will be payable on January 12, 2007.

- * The provisions of Article 19 of the Collective Agreement shall apply.

General

The parties agree that any differences regarding the interpretation or administration of the above terms and conditions may be processed in accordance with the provisions of Articles 13 and 14 of the Collective Agreement.

Signed at Montréal this 13th day of December 2006.

Dominique Benoît
Dwight Brown
Luc Fortier
Cameron Green

Scott Gibson
Louise Roy
Jacques Rwirangira
Adam Sheikh

Naureen Rizvi
Robert St-Aubin

For the Company

For the Association

WORKFORCE ADJUSTMENT
MEMORANDUM OF AGREEMENT BETWEEN:
BELL CANADA
AND
CANADIAN TELECOMMUNICATIONS EMPLOYEES'
ASSOCIATION

This is to confirm our agreement, and reflects discussions which were held during bargaining with respect to the process to be implemented for dealing with workforce adjustment issues during the term of the Collective Agreement of the Communications Sales Employees bargaining unit.

The Company may have to adjust its Sales workforce as the marketplace becomes more competitive and as the challenges to meet customers' needs increase the pressure to be the best choice as a telecom provider.

Should a corporate separation program be offered during the term of the Collective Agreement, the Company will initiate discussions with the Association in a consultative mode. The parties will determine whether elements of the corporate separation program corresponding to this Memorandum of Agreement would be more beneficial and applicable to the Communications Sales bargaining unit.

The Company will seek the involvement of the Association early in the process when it becomes clear that workforce adjustment measures will be required and the CTEA District Representative of the group impacted by a workforce adjustment will remain involved and informed of developments in the management of the workforce throughout the process.

The following Workforce Adjustment guidelines are to be used when there is a need for a reduction in staff levels. The guidelines are to be applied in sequence to ensure all steps have been followed before and after declaring any Regular employee surplus.

1. Initial notification to the Association

When a workforce reduction is foreseen, the CP4 leader will advise the CTEA District Representative concerned, as soon as possible, and share information related to the possible impact on human resources.

2. Definition of an Entity

The CP4 leader, with the assistance of his Human Resources / Industrial Relations consultant, will clearly identify a possible entity within a specific market segment affected by a workforce reduction. The entity may be defined as a group of employees who carry out similar work and who could be

transferred from one position to another without impairing operations or customer relationships.

The following points must be taken into consideration when defining an entity:

- reason for the required workforce reduction
- specific work procedures involved
- positions affected
- geographic locations affected

Prior to notifying any impacted employee, the CP4 leader will consult the CTEA District Representative concerned to discuss and review the criteria used to define the entity. Once the CP4 leader has considered the CTEA Representative's input, he will make a final decision on what the entity will be.

3. Encouraging Transfer Requests

The CP4 leader or his representative will assess the possibility of transferring volunteer employees outside of the targeted entity, thus reducing the need for declaring surplus. The Career Mobility process should be used and even encouraged.

4. Declaring Surplus

If the workforce reduction objectives are still not reached, the CP4 leader or his representative will identify employees with the lowest number of years of net credited service within the entity, declare them surplus and fill out a 912M-Surplus form. This 912M-Surplus form will be active from the time the form has been filled out through to the end of Career Transition Services as defined in guideline 7.

The filling out of the 912M-Surplus form will be done no less than four (4) weeks prior to the start of Career Transition Services.

The surplus employee will remain on his position until he leaves the business unit and starts Career Transition Services.

If short term successive needs for workforce reduction involve several employees, it is strongly suggested that the above described actions be taken at the same time so that the surplus employee with the most seniority may take advantage of his priority for career possibilities.

5. Responsibilities once an employee has been declared surplus

In the event of a need to proceed to a workforce reduction in a specific market segment or in a

designated territory, all efforts will be made to find placement for the qualified surplus employee in another market segment. The appropriate Human Resources consultant will work on identifying available positions in other districts of the Sales organization and will network amongst the various groups to favour the opportunities for placement.

The appropriate Company representative, together with the Enterprise Services group, must examine the possibility of reassigning the employee to an available position in the CTEA-Communications Sales bargaining unit or another bargaining unit subject to the limitations contained in any Collective Agreement or Company practices. The surplus employee should be offered at least one option of placement.

6. Enterprise Services Group

Amongst other responsibilities, the role of the Enterprise Services Group is to manage the 912M-Surplus forms and the Career Mobility process so that qualified surplus employees throughout the Company are given a priority when filling vacant or new positions with the Bell family.

7. Career Transition Services

The Company will offer Career Transition Services to assist the employee in his career transition period. This consists of, but is not limited to, providing

counseling services, job search support, training (as determined on a case by case basis) and outside placement information. These services will be offered internally or externally to employees, based upon an assessment of the individual's circumstances and the opportunities for placement. The duration of these services may differ depending on individual needs. In all events, the Company will offer:

- two (2) weeks of paid Career Transition Services;

or

- if the duration is longer, the Career Transition Services offered with any corporate program that might be available and applicable to the employee.

8. Separation

If the surplus Regular employee is not placed internally, the Company will offer:

- a termination allowance consisting of a number of weeks of base salary, determined upon the employee's net credited service (NCS), as outlined in the Attachment A of this Memorandum of Agreement. For employees with 15 or more

years of net credited service, the calculation will be as follows: 1.5 weeks X NCS X basic weekly rate;

or

- if the amount is higher, any corporate severance package that might be available and applicable to the employee.

General

The Company and the Association are committed to promptly resolving problems and initiating discussions at the most appropriate level of management according to the scope of the workforce adjustment contemplated regarding the application of these workforce adjustment guidelines. The differences regarding the interpretation or administration of the provisions set out in Attachment A of this Agreement may be processed in accordance with the provisions of Articles 13 and 14 of the Collective Agreement.

Signed at Montréal this 13th day of December 2006.

Dominique Benoît
Dwight Brown
Luc Fortier
Cameron Green

Scott Gibson
Louise Roy
Jacques Rwirangira
Adam Sheikh

Naureen Rizvi
Robert St-Aubin

For the Company

For the Association

ATTACHMENT A

TERMINATION ALLOWANCE

A Regular employee declared surplus will receive a termination allowance as follows:

Net Credited Service on Date of Termination	Number of Weeks at Basic Weekly Rate*
Less than 1 year	0
1 yearbut less than 2 years	3 weeks
2 yearsbut less than3 years	4 weeks
3 yearsbut less than 4 years	5 weeks
4 yearsbut less than5 years	6 weeks
5 yearsbut less than6 years	7 weeks
6 yearsbut less than7 years	8 weeks
7 yearsbut less than8 years	9 weeks
8 yearsbut less than9 years	10 weeks
9 yearsbut less than10 years	11 weeks
10 yearsbut less than11 years	13 weeks
11 yearsbut less than12 years	14 weeks
12 yearsbut less than13 years	15 weeks
13 yearsbut less than14 years	16 weeks
14 yearsbut less than15 years	17 weeks
15 years and more	1.5 weeks X NCS X basic weekly rate

Note 1:* The basic weekly rate of pay is the monthly rate of pay divided by 4.35.

Note 2: For Part-time employees, the termination allowance will be paid on a prorated basis, based on the higher of the average of hours worked in the last two (2) months or the last 12 months before termination.

The following Letters of Intent are provided solely for information purposes and shall not be construed as forming part of this Collective Agreement.

ALPHABETICAL INDEX

LETTERS OF INTENT	Page
Consultative Process	75
Direct Marketing Bonus Plan	77
Distribution Channels	80
Ergonomic Guidelines	83
Sales Bonus Plan	85
Sales Skills, Competencies and Career Mobility Training	88
Workforce Diversity and Employment Equity	92
Workload Management	95



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

Subject: Consultative Process

Mr. St-Aubin,

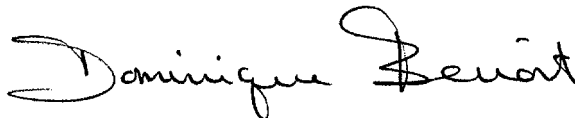
This is to confirm our understanding reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding the process of consultation utilized by the parties for addressing their on-going concerns.

The Company and the Association reiterate their commitment to the consultation process and to the need to find alternate means to resolve or discuss issues that may arise between the parties going forward. The parties

recognize that it is essential to meet on a regular basis to discuss the application of the collective agreement, issues raised during negotiations and any other topics which either party may wish to address during consultative meetings.

The parties agree that a consultative meeting shall take place every quarter at a mutually agreed upon date. The intent shall be to meet at least once per quarter for the duration of the collective agreement. The parties shall make every effort to have the necessary resources available at these consultative meetings to encourage an open, honest and constructive dialogue on the issues presented.

Yours truly,

A handwritten signature in black ink, reading "Dominique Benoît". The signature is written in a cursive style with a large, sweeping initial "D".

Dominique Benoît
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

Subject: Direct Marketing Bonus Plan

Mr. St-Aubin,

This is to confirm our discussions during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding the Direct Marketing Bonus Plan.

The Direct Marketing Bonus Plan shall apply to Direct Marketing Associates and Team Coordinators for the term of the Collective Agreement. While aiming towards harmonizing parameters used within similar segments e.g. Consumer Markets – Quebec–Ontario, the Plan shall

recognize individual and team contributions towards objectives such as sales, quality and productivity. The Plan shall feature a motivational incentive to meet and exceed objectives.

The Local Bonus Plan Committees, which include Representatives from the Association, will be established and maintained for the duration of the collective agreement as a forum for consultation on issues regarding the Direct Marketing Bonus Plan.

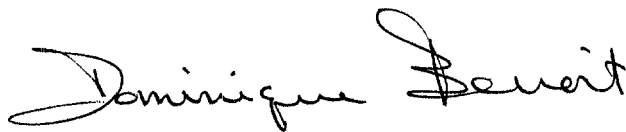
These committees will:

- be a forum for an exchange on issues related to the application of the bonus plan;
- make recommendations with regards to evolving the plan as required;
- establish a plan for communication to employees, when applicable;
- meet at regular intervals to ensure a continuous follow up.

The potential earning opportunity is the percentage of base pay that will be paid as a bonus if target objectives are achieved. This percentage of base pay will not be reduced over the duration of the present collective agreement.

Job Title	Step	% Target 2007	% Target 2008
Direct Marketing Associate – Consumer Market	1	7.52	10.10
	2	12.64	15.34
	3	20.83	23.73
Direct Marketing Associate– Business Market	All	20.83	23.73
Team Coordinator	All	20.83	23.73

Yours truly,



Dominique Benoit
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

Subject: Distribution Channels

Mr. St-Aubin,

This is to confirm our understanding reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding Distribution Channels.

The parties recognize the need for the Company to grow and evolve within a turbulent communications industry in which Bell Canada must determine optimum sales channels, with bottom line responsibility for profit contribution.

The Company will develop and manage a full range of complementary (outside) distribution channels in an effort to take advantage of new opportunities in the market, ensure Bell Canada's presence whenever and wherever a customer makes a buying decision and to adapt to changing market conditions.

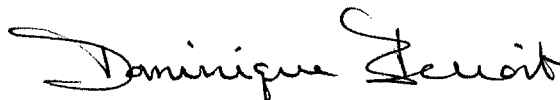
The establishment of alliances, for example with external vendors, allows for the blending of complementary core competencies thereby creating an architecture to support business strategy and long-term objectives of all involved parties. Creating the right organization cost structure, skill set, processes and alliances ensures that external complementary services can be provided in a seamless fashion.

The Company's objective in this area is to pursue its distribution channel structure to improve the value contribution of the Sales function and to better serve potential markets, and not to supplant our internal sales force. It is the belief of the parties that the employment security of all employees is enhanced by efforts directed at creating a productive, flexible and cost effective environment and by increasing our presence in the marketplace.

It is the Company's intention to continue to move forward with an internal sales force aligned to Bell Canada's strategic thrusts. The Company commits to continue to dialogue with the Association, through the consultative process, on issues related to distribution channels in an effort to promote the mutual understanding necessary to alleviating the job security concerns of our employees.

Our success depends upon our ability to become a world-class communications player and on the continuous improvement of our competitive position. Delivering, achieving and sustaining the Company's competitive advantage guarantees mutual rewards and satisfaction as we work together to meet tomorrow's needs.

Yours truly,

A handwritten signature in black ink that reads "Dominique Benoit". The signature is written in a cursive style with a large initial 'D'.

Dominique Benoit
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

Subject: Ergonomic Guidelines

Mr. St-Aubin,

This is to confirm our understanding reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement related to the Ergonomic Guidelines issued by the Company for employees who work with visual display terminals.

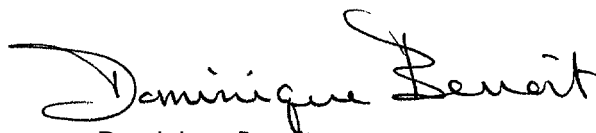
The Corporate Health and Safety group, in collaboration with the Corporate Health and Safety Committee, has developed an initial Office Ergonomics training for all new employees and an Office Ergonomics retraining module for

the Accident Prevention Process (APP). These tools are intended for all employees and leaders and have been designed to increase knowledge and promote adherence to ergonomic principles.

All Communications Sales employees and leaders share a common responsibility to review the existing Ergonomic Guidelines and to promote and encourage their application in the workplace or while teleworking, especially when the nature of the work requires long periods working with visual display terminals.

The bargaining committees are supportive of the work being done by the Corporate Health and Safety group and the Corporate Health and Safety Committee (Bell/CTEA) in this regard and recognize that the information regarding the training and retraining guidelines may be found on the Corporate Health and Safety website.

Yours truly,

A handwritten signature in black ink that reads "Dominique Benoit". The signature is written in a cursive, flowing style.

Dominique Benoit
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

Subject: Sales Bonus Plan

Mr. St-Aubin,

This is to confirm our discussions during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding the Sales Bonus Plan.

The Sales Bonus Plan shall apply to employees working in the following occupations:

- Sales Associate;
- Sales Representative;
- Account Executive;
- Solution Sales Executive.

The Company shall maintain the Sales Bonus Plan for the term of the Collective Agreement which recognizes individual and team contribution toward sales and performance objectives. The Plan features a motivational incentive to meet and exceed objectives. The potential earning opportunity at target will not be decreased over the term of the Collective Agreement.

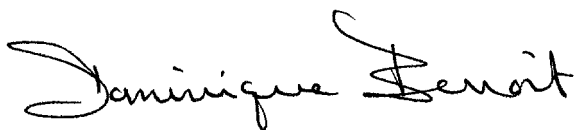
JobTitle	% of Base Salary at Target	
	2007	2008
Sales Associate	33.12	36.31
Sales Representative	46.43	49.95
Account Executive/Solution Sales Executive	54.62	58.33

In accordance with the Company's past practice, total compensation levels (base salary plus sales bonus) will be compared periodically to market practice. As a result of these comparisons, adjustments to total compensation may be made by the Company where, in its opinion, such adjustments are both required and feasible to implement.

Sales objectives will be established by the Company for each Sales professional, by the end of January of the year for which the objectives are being established. If it becomes necessary to modify objectives during the course of the year, the business rationale for the changes will be reviewed with those affected.

A Sales Bonus Guidance Team, which includes Representatives of the Association, will meet periodically to review quarterly results and to discuss issues associated with the Sales Bonus Plan such as but not limited to trends, design, parameters as well as any issues that may be specific to Association Union Representatives. The annual Sales Bonus Plan design parameters will be shared with the union representatives at a Guidance Team meeting in December of each year.

Yours truly,

A handwritten signature in black ink, reading "Dominique Benoît". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

Dominique Benoît
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

**Subject: Sales Skills, Competencies and Career
Mobility Training**

Mr. St-Aubin,

This is to confirm our understanding reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding the sales skills, competencies and career mobility training.

Both parties recognize that a highly trained workforce contributes to the effectiveness and productivity of the Company. Both parties also recognize that training is

essential for the development and career mobility of employees.

The Company wishes to ensure that employees acquire and maintain the required skill sets to effectively accomplish their present jobs as well as acquire skill sets that will enable their career mobility within the Company.

Considering the importance the Company puts on Performance Management and the essential role the employee plays in this, the online course on Objective: Performance must be taken by all Communications Sales employees. Furthermore, for the employees eligible to the allocated training time as mentioned below, the Objective: Performance training becomes a prerequisite to any other course offered to employees through this Letter of Intent.

The online Objective: Performance course will be taken within the first three (3) months of employment for new hire employees and completed by existing employees as soon as possible but no later than the end of the first quarter of 2007.

The Company will also ensure that each employee has the opportunity to prepare a development plan with their manager on an annual basis, as per the Company performance management process.

The evolution of the above mentioned personal development plans, training programs as well as the number of Objective: Performance training completed by

employees will be reviewed annually at a Consultative meeting.

Time allocation, eligibility and course selection

Time allocation

The Company will offer to eligible employees, during the life of this collective agreement, two (2) paid training days (15 hours), scheduled as per service requirements and local practices and taken during the scheduled regular working hours of the employee. Of these days, only one (1) may be taken during 2007 and may not be carried over to the subsequent year and the second day may be taken in 2008.

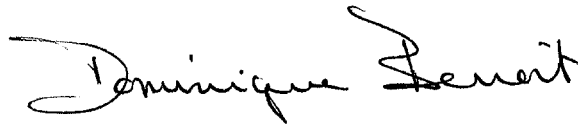
Eligibility

- Sales Associates, Direct Marketing Associates and Team Coordinators are eligible;
- A minimum of 12 months of net credited service is required;
- Working, or having made a permanent change to work at, a minimum of 35 hours per week, on a regular basis throughout the year.

Course selection

- o Of the employee's choice, as per his development needs;
- o Selected from the cost free online courses offered by the Company.

Yours truly,

A handwritten signature in black ink that reads "Dominique Benoit". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

Dominique Benoit
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

**Subject: Workforce Diversity and Employment
Equity**

Mr. St-Aubin,

This is to confirm our understanding related to Workforce Diversity and Employment Equity reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement.

The Company and the Association are committed to fostering diversity and fairness in the workplace so that all employees are treated with dignity and respect, are free from harassment, and are provided the opportunity to

achieve their full potential.

As a market leader, Bell is committed to achieving a diverse workforce that reflects the community from which it is drawn, and to give itself a distinct competitive advantage by becoming:

- the employer of choice;
- the Company of choice; and also
- a leading communications innovator.

The parties agree to continue the Joint Corporate Diversity and Employment Equity Committee, whose purpose shall include, but not be limited to, the following:

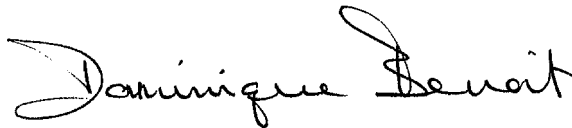
- helping all employees to understand their responsibilities to treat others in a non-discriminatory and fair way;
- making recommendations to appropriate forums or departments in the Company;
- reviewing the progress of diversity initiatives in the sales groups;
- identifying and recommending methods to increase diversity, thereby working towards establishing a workforce that mirrors the community from which it is drawn;

- communicating the Committee's activities to employees.

The information made available by the Company and identified as being confidential shall remain confidential and be used only to carry out the Committee's activities, and cannot be used for any other purpose.

The membership of the Committee shall remain as currently established. Any modification shall be by mutual agreement.

Yours truly,

A handwritten signature in black ink that reads "Dominique Benoît". The signature is written in a cursive style with a large initial 'D' and a long, sweeping underline.

Dominique Benoît
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

Subject: Workload Management

Mr. St-Aubin,

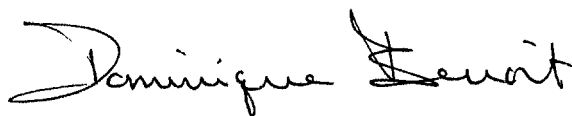
This is to confirm our understanding reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding issues associated with workload management.

During discussions, the CTEA identified what they felt were a number of situations where certain non sales related tasks associated with the face-to-face sales functions were impeding employees' ability to concentrate their energies on sales, such as:

- Administrative tasks associated namely with populating the “Go See” tool;
- Dedicated support to the sales teams;
- Tracking of accounts.

To this end, the Company commits to continue the dialogue with the Association commenced at bargaining, through the consultative process, on issues related to workload management both for the face-to-face sales functions as well as to address issues specific to the direct marketing sales force. The parties agree that promptly addressing and resolving these issues will contribute to continuously improving our competitive position.

Yours truly,

A handwritten signature in black ink that reads "Dominique Benoit". The signature is written in a cursive style with a large initial 'D'.

Dominique Benoit
Director of Industrial Relations

COMMUNICATIONS SALES EMPLOYEES

WITNESS CLAUSE

RECEIVED
12/13/06

IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed by their duly authorized Representatives this 13th day of December 2006.

Bell Canada

**Canadian Telecommunications
Employees' Association**

Dominique Benoit
Pauline Brun
see self
Cameron Green

Scott Kelly
Joseph
Jeff
H. Strick

Yann Rivin
R. St. Aubin

MEMORANDUM OF UNDERSTANDING

MEMORANDUM OF AGREEMENT

BELL CANADA

AND

CANADIAN TELECOMMUNICATIONS EMPLOYEES' ASSOCIATION

This is to confirm our agreement, and reflects discussions which were held during bargaining with respect to the process to be implemented for dealing with workforce adjustment issues during the term of the Collective Agreement of the Communications Sales Employees bargaining unit.

The Company may have to adjust its Sales workforce as the marketplace becomes more competitive and as the challenges to meet customers' needs increase the pressure to be the best choice as a telecom provider.

Should a corporate separation program be offered during the term of the Collective Agreement, the Company will initiate discussions with the Association in a consultative mode. The parties will determine whether elements of the corporate separation program corresponding to this Memorandum of Agreement would be more beneficial and applicable to the Communications Sales bargaining unit.

The Company will seek the involvement of the Association early in the process when it becomes clear that workforce adjustment measures will be required and the CTEA District Representative of the group impacted by a workforce adjustment will remain involved and informed of developments in the management of the workforce throughout the process.

The following Workforce Adjustment guidelines are to be used when there is a need for a reduction in staff levels. The guidelines are to be applied in sequence to ensure all steps have been followed before and after declaring any Regular employee surplus.

1. Initial notification to the Association

When a workforce reduction is foreseen, the CP4 leader will advise the CTEA District Representative concerned, as soon as possible, and share information related to the possible impact on human resources.

2. Definition of an Entity

The CP4 leader, with the assistance of his Human Resources / Industrial Relations consultant, will clearly identify a possible entity within a specific market segment affected by a workforce reduction. The entity may be defined as a group of employees who carry out similar work and who could be transferred from one position to another without impairing operations or customer relationships.

The following points must be taken into consideration when defining an entity:

- reason for the required workforce reduction;
- specific work procedures involved;
- positions affected;
- geographic locations affected.

Prior to notifying any impacted employee, the CP4 leader will consult the CTEA District Representative concerned to discuss and review the criteria used to define the entity. Once the CP4 leader has considered the CTEA Representative's input, he will make a final decision on what the entity will be.

3. Encouraging Transfer Requests

The CP4 leader or his representative will assess the possibility of transferring volunteer employees outside of the targeted entity, thus reducing the need for declaring surplus. The Career Mobility process should be used and even encouraged.

4. Declaring Surplus

- ~ If the workforce reduction objectives are still not reached, the CP4 leader or his representative will identify employees with the lowest number of years of net credited service within the entity, declare them surplus and fill out a 912M – Surplus form. This 912M–Surplus form will be active from the time the form has been filled out through to the end of Career Transition Services as defined in guideline 7.

The filling out of the 912M–Surplus form will be done no less than four (4) weeks prior to the start of Career Transition Services.

The surplus employee will remain on his position until he leaves the business unit and starts Career Transition Services.

If short term successive needs for workforce reduction involve several employees, it *is* strongly suggested that the above described actions be taken at the same time so that the surplus employee with the most seniority may take advantage of his priority for career possibilities.

5. Responsibilities once an employee has been declared surplus

In the event of a need to proceed to a workforce reduction in a specific market segment or in a designated territory, all efforts will be made to find placement for the qualified surplus employee in another market segment. The appropriate Human Resources consultant will work on identifying available positions in other districts of the Sales organization and will network amongst the various groups to favour the opportunities for placement.

The appropriate Company representative, together with the Enterprise Services group, must examine the possibility of reassigning the employee to an available position in the CTEA–Communications Sales bargaining unit or another bargaining unit subject to the limitations contained in any Collective Agreement or Company practices. The surplus employee should be offered at least one option of placement.

6. Enterprise Services Group

Amongst other responsibilities, the role of the Enterprise Services Group is to manage the 912M–Surplus forms and the Career Mobility process so that qualified surplus employees throughout the Company are given a priority when filling vacant or new positions with the Bell family.

7. Career Transition Services

The Company will offer Career Transition Services to assist the employee in his career transition period. This consists of, but is not limited to, providing counseling services, job search support, training (as determined on a case by case basis) and outside placement information. These services will be offered internally or externally to employees, based upon an assessment of the individual's circumstances and the opportunities for placement. The duration of these services may differ depending on individual needs. In all events, the Company will offer:

- two (2) weeks of paid Career Transition Services;
- or
- if the duration is longer, the Career Transition Services offered with any corporate program that might be available and applicable to the employee.

8. Separation



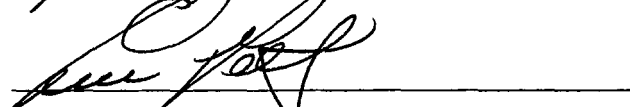

If the surplus Regular employee is not placed internally, the Company will offer:

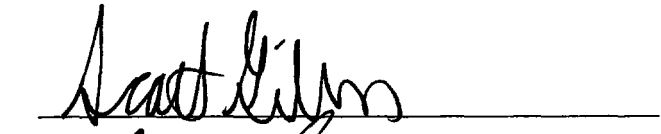

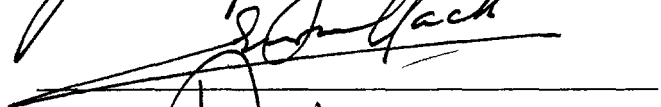
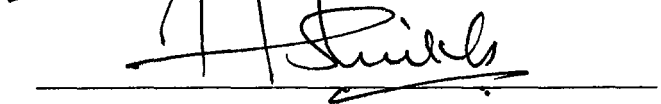
- a termination allowance consisting of a number of weeks of base salary, determined upon the employee's net credited service (NCS), as outlined in the Attachment A of this Memorandum of Agreement. For employees with 15 or more years of net credited service, the calculation will be as follows: 1.5 weeks X NCS X basic weekly rate;
- or
- if the amount is higher, any corporate severance package that might be available and applicable to the employee.

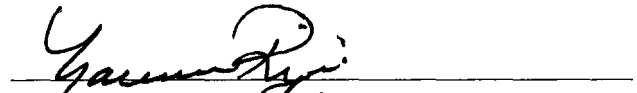

General

The Company and the Association are committed to promptly resolving problems and initiating discussions at the most appropriate level of management according to the scope of the workforce adjustment contemplated regarding the application of these workforce adjustment guidelines. The differences regarding the interpretation or administration of the provisions set out in Attachment A of this Agreement may be processed in accordance with the provisions of Articles 13 and 14 of the Collective Agreement.

Signed at Montréal this 13th day of December 2006.




Cameron  IA

For the Company

For the Association

ATTACHMENT A

TERMINATION ALLOWANCE

A Regular employee declared surplus will receive a termination allowance as follows:

Net Credited Service on Date of Termination	Number of Weeks at Basic Weekly Rate*
Less than 1 year	0
1 year but less than 2 years	3 weeks
2 years but less than 3 years	4 weeks
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	13 weeks
11 years but less than 12 years	14 weeks
12 years but less than 13 years	15 weeks
13 years but less than 14 years	16 weeks
14 years but less than 15 years	17 weeks
15 years and more	1.5 weeks X Net Credited Service X basic weekly rate

Note 1 : * The basic weekly rate of pay is the monthly rate of pay divided by 4.35.

Note 2: For Part-time employees, the termination allowance will be paid on a prorated basis, based on the higher of the average of hours worked in the last two (2) months or the last 12 months before termination.

LUMP SUM TREATMENT

MEMORANDUM OF AGREEMENT _____ :

BELL CANADA

AND

CANADIAN TELECOMMUNICATIONS EMPLOYEES' ASSOCIATION

The above parties have agreed to the following provision, which will only be applicable to Direct Marketing Associates covered by the Communications Sales Employees' bargaining unit:

- **LUMP SUM PAYMENT* PAYABLE TO CURRENT DIRECT MARKETING ASSOCIATES WHO WERE ON THE PAYROLL OF THE COMPANY AS OF DECEMBER 13, 2006:**

All Direct Marketing Associates shall receive a lump sum payment of \$250.00. This lump sum will be payable on January 12, 2007.

* The provisions of Article 19 of the Collective Agreement shall apply.

General

The parties agree that any differences regarding the interpretation or administration of the above terms and conditions may be processed in accordance with the provisions of Articles 13 and 14 of the Collective Agreement.

Signed at Montréal this 13th day of December 2006.

Dominique Benoit
D. Benoit
Cameron Green

Scott Gilman
L. S. H. H. H.
A. Strickland
G. S. H. H. H.
R. S. H. H. H.

For the Company

For the Association



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Room 360
Place du Canada
Montréal, Québec
H3B 2N2

Subject: Consultative Process

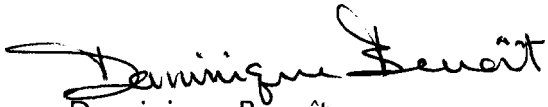
Mr. St-Aubin,

This is to confirm our understanding reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding the process of consultation utilized by the parties for addressing their on-going concerns.

The Company and the Association reiterate their commitment to the consultation process and to the need to find alternate means to resolve or discuss issues that may arise between the parties going forward. The parties recognize that it is essential to meet on a regular basis to discuss the application of the collective agreement, issues raised during negotiations and any other topics which either party may wish to address during consultative meetings.

The parties agree that a consultative meeting shall take place every quarter at a mutually agreed upon date. The intent shall be to meet at least once per quarter for the duration of the collective agreement. The parties shall make every effort to have the necessary resources available at these consultative meetings to encourage an open, honest and constructive dialogue on the issues presented.

Yours truly,


Dominique Benoît
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

Subject: Direct Marketing Bonus Plan

Mr. St-Aubin,

This is to confirm our discussions during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding the Direct Marketing Bonus Plan.

The Direct Marketing Bonus Plan shall apply to Direct Marketing Associates and Team Coordinators for the term of the Collective Agreement. While aiming towards harmonizing parameters used within similar segments, e.g. Consumer Markets – Quebec–Ontario, the Plan shall recognize individual and team contributions towards objectives such as sales, quality and productivity. The Plan shall feature a motivational incentive to meet and exceed objectives.

The Local Bonus Plan Committees, which include Representatives from the Association, will be established and maintained for the duration of the collective agreement as a forum for consultation on issues regarding the Direct Marketing Bonus Plan.

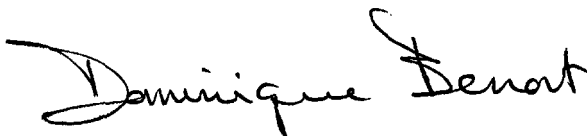
These committees will:

- be a forum for an exchange on issues related to the application of the bonus plan;
- make recommendations with regards to evolving the plan as required;
- establish a plan for communication to employees, when applicable;
- meet at regular intervals to ensure a continuous follow up.

The potential earning opportunity *is* the percentage of base pay that will be paid as a bonus if target objectives are achieved. This percentage of base pay will not be reduced over the duration of the present collective agreement.

JobTitle	Step	%Target 2007	%Target 2008
Direct Marketing Associate – Consumer Market	1	7.52	10.10
	2	12.64	15.34
	3	20.83	23.73
Direct Marketing Associate – Business Market	All	20.83	23.73
Team Coordinator	All	20.83	23.73

Yours truly,



Dominique Benoît
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

Subject: Distribution Channels

Mr. St-Aubin,

This is to confirm our understanding reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding Distribution Channels.

The parties recognize the need for the Company to grow and evolve within a turbulent communications industry in which Bell Canada must determine optimum sales channels, with bottom line responsibility for profit contribution.

The Company will develop and manage a full range of complementary (outside) distribution channels in an effort to take advantage of new opportunities in the market, ensure Bell Canada's presence whenever and wherever a customer makes a buying decision and to adapt to changing market conditions.

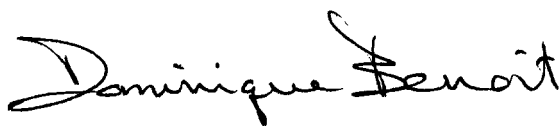
The establishment of alliances, for example with external vendors, allows for the blending of complementary core competencies thereby creating an architecture to support business strategy and long-term objectives of all involved parties. Creating the right organization cost structure, skill set, processes and alliances ensures that external complementary services can be provided in a seamless fashion.

The Company's objective in this area is to pursue its distribution channel structure to improve the value contribution of the Sales function and to better serve potential markets, and not to supplant our internal sales force. It is the belief of the parties that the employment security of all employees is enhanced by efforts directed at creating a productive, flexible and cost effective environment and by increasing our presence in the marketplace.

It is the Company's intention to continue to move forward with an internal sales force aligned to Bell Canada's strategic thrusts. The Company commits to continue to dialogue with the Association, through the consultative process, on issues related to distribution channels in an effort to promote the mutual understanding necessary to alleviating the job security concerns of our employees.

Our success depends upon our ability to become a world-class communications player and on the continuous improvement of our competitive position. Delivering, achieving and sustaining the Company's competitive advantage guarantees mutual rewards and satisfaction as we work together to meet tomorrow's needs.

Yours truly,

A handwritten signature in black ink that reads "Dominique Benoit". The signature is written in a cursive style with a large initial 'D' and a stylized 'B'.

Dominique Benoit
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montreal (Quebec)
H3B 2N2

Subject: Ergonomic Guidelines

Mr. St-Aubin,

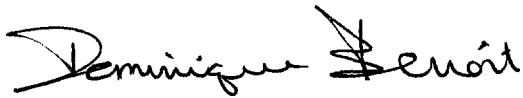
This is to confirm our understanding reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement related to the Ergonomic Guidelines issued by the Company for employees who work with visual display terminals.

The Corporate Health and Safety group, in collaboration with the Corporate Health and Safety Committee, has developed an initial Office Ergonomics training for all new employees and an Office Ergonomics retraining module for the Accident Prevention Process (APP). These tools are intended for all employees and leaders and have been designed to increase knowledge and promote adherence to ergonomic principles.

All Communications Sales employees and leaders share a common responsibility to review the existing Ergonomic Guidelines and to promote and encourage their application in the workplace or while teleworking, especially when the nature of the work requires long periods working with visual display terminals.

The bargaining committees are supportive of the work being done by the Corporate Health and Safety group and the Corporate Health and Safety Committee (Bell/CTEA) in this regard and recognize that the information regarding the training and retraining guidelines may be found on the Corporate Health and Safety website.

Yours truly,

A handwritten signature in black ink, reading "Dominique Benoît". The signature is written in a cursive style with a large initial "D" and a stylized "B".

Dominique Benoît
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

Subject: Sales Bonus Plan

Mr. St-Aubin,

This is to confirm our discussions during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding the Sales Bonus Plan.

The Sales Bonus Plan shall apply to employees working in the following occupations:

- o Sales Associate;
- o Sales Representative;
- o Account Executive;
- o Solution Sales Executive.

The Company shall maintain the Sales Bonus Plan for the term of the Collective Agreement which recognizes individual and team contribution toward sales and performance objectives. The Plan features a motivational incentive to meet and exceed objectives. The potential earning opportunity at target will not be decreased over the term of the Collective Agreement.

126

JobTitle	% of Base Salary at Target	
	2007	2008
Sales Associate	33.12	36.31
Sales Representative	46.43	49.95
Account Executive/Solution Sales Executive	54.62	58.33

In accordance with the Company's past practice, total compensation levels (base salary plus sales bonus) will be compared periodically to market practice. As a result of these comparisons, adjustments to total compensation may be made by the Company where, in its opinion, such adjustments are both required and feasible to implement.

Sales objectives will be established by the Company for each Sales professional, by the end of January of the year for which the objectives are being established. If it becomes necessary to modify objectives during the course of the year, the business rationale for the changes will be reviewed with those affected.

A Sales Bonus Guidance Team, which includes Representatives of the Association, will meet periodically to review quarterly results and to discuss issues associated with the Sales Bonus Plan such as but not limited to trends, design, parameters as well as any issues that may be specific to Association Union Representatives. The annual Sales Bonus Plan design parameters will be shared with the union representatives at a Guidance Team meeting in December of each year.

Yours truly,

Dominique Benoît
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

**Subject: Sales Skills, Competencies and Career Mobility
Training**

Mr. St-Aubin,

This is to confirm our understanding reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding the sales skills, competencies and career mobility training.

Both parties recognize that a highly trained workforce contributes to the effectiveness and productivity of the Company. Both parties also recognize that training is essential for the development and career mobility of employees.

The Company wishes to ensure that employees acquire and maintain the required skill sets to effectively accomplish their present jobs as well as acquire skill sets that will enable their career mobility within the Company.

Considering the importance the Company puts on Performance Management and the essential role the employee plays in this, the online course on Objective: Performance must be taken by all Communications Sales employees. Furthermore, for the employees eligible to the allocated training time as mentioned below, the Objective: Performance training becomes a prerequisite to any other course offered to employees through this Letter of Intent.

The online Objective: Performance course will be taken within the first three (3) months of employment for new hire employees and completed by existing employees as soon as possible but no later than the end of the first quarter of 2007.

The Company will also ensure that each employee has the opportunity to prepare a development plan with their manager on an annual basis, as per the Company performance management process.

The evolution of the above mentioned personal development plans, training programs as well as the number of Objective: Performance training completed by employees will be reviewed annually at a Consultative meeting.

Time allocation, eligibility and course selection

Time allocation

The Company will offer to eligible employees, during the life of this collective agreement, two (2) paid training days (15 hours), scheduled as per service requirements and local practices and taken during the scheduled regular working hours of the employee. Of these days, only one (1) may be taken during 2007 and may not be carried over to the subsequent year and the second day may be taken in 2008.

Eligibility

- Sales Associates, Direct Marketing Associates and Team Coordinators are eligible;
- A minimum of 12 months of net credited service is required;
- Working, or having made a permanent change to work at, a minimum of 35 hours per week, on a regular basis throughout the year.

Course selection

- Of the employee's choice, as per his development needs;
- Selected from the cost free online courses offered by the Company.

Yours truly,


Dominique Benoît
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Suite 360, Place du Canada
Montréal (Québec)
H3B 2N2

Subject: Workforce Diversity and Employment Equity

Mr. St-Aubin,

This is to confirm our understanding related to Workforce Diversity and Employment Equity reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement.

The Company and the Association are committed to fostering diversity and fairness in the workplace so that all employees are treated with dignity and respect, are free from harassment, and are provided the opportunity to achieve their full potential.

As a market leader, Bell is committed to achieving a diverse workforce that reflects the community from which it is drawn, and to give itself a distinct competitive advantage by becoming:

- the employer of choice;
- the Company of choice; and also
- a leading communications innovator.

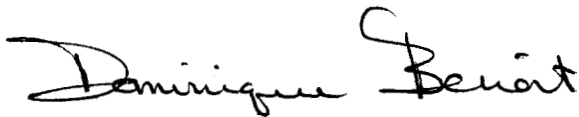
The parties agree to continue the Joint Corporate Diversity and Employment Equity Committee, whose purpose shall include, but not be limited to, the following:

- helping all employees to understand their responsibilities to treat others in a non-discriminatory and fair way;
- making recommendations to appropriate forums or departments in the Company;
- reviewing the progress of diversity initiatives in the sales groups;
- identifying and recommending methods to increase diversity, thereby working towards establishing a workforce that mirrors the community from which it is drawn;
- communicating the Committee's activities to employees.

The information made available by the Company and identified as being confidential shall remain confidential and be used only to carry out the Committee's activities, and cannot be used for any other purpose.

The membership of the Committee shall remain as currently established. Any modification shall be by mutual agreement.

Yours truly,

A handwritten signature in black ink that reads "Dominique Benoît". The signature is written in a cursive style with a large, stylized initial 'D'.

Dominique Benoît
Director of Industrial Relations



December 13, 2006

Mr. Robert St-Aubin
Field Representative
Canadian Telecommunications Employees' Association
Room 360
Place du Canada
Montréal, Québec
H3B 2N2

Subject: Workload Management

Mr. St-Aubin,

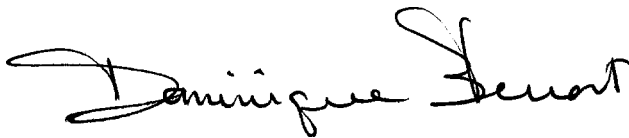
This is to confirm our understanding reached during bargaining for the renewal of the Communications Sales Employees' Collective Agreement regarding issues associated with workload management.

During discussions, the CTEA identified what they felt were a number of situations where certain non sales related tasks associated with the face-to-face sales functions were impeding employees' ability to concentrate their energies on sales, such as:

- Administrative tasks associated namely with populating the "Go See" tool;
- Dedicated support to the sales teams;
- Tracking of accounts.

To this end, the Company commits to continue the dialogue with the Association commenced at bargaining, through the consultative process, on issues related to workload management both for the face-to-face sales functions as well as to address issues specific to the direct marketing sales force. The parties agree that promptly addressing and resolving these issues will contribute to continuously improving our competitive position.

Yours truly,

A handwritten signature in black ink, reading "Dominique Benoît". The signature is written in a cursive style with a large, sweeping initial "D".

Dominique Benoît
Director of Industrial Relations

134