

COLLECTIVE AGREEMENT

(Oct 1, 2000 to Sept 30, 2004)

BETWEEN

ENTOURAGE

Technology Solutions

(hereinafter referred to as

"the Company")

and

**THE COMMUNICATIONS, ENERGY AND
PAPERWORKERS UNION OF Canada (CEP)**

(hereinafter referred to as

"the Union")

**The PRESENT AGREEMENT, made in duplicate, this November 15,
2000, is concluded**

BETWEEN

ENTOURAGE TECHNOLOGY SOLUTIONS, hereinafter called

"the Company",

OF THE FIRST PART,

AND

THE COMMUNICATIONS, ENERGY AND PAPERWORKERS

UNION OF Canada (CEP), hereinafter referred to as

"the Union",

OF THE SECOND PART

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ARTICLE 1 - RECOGNITION AND SCOPE

1.01 The Company agrees to recognize the Union as the exclusive bargaining agent for all of its employees employed in the Province of Ontario, save and except Managers and persons above the rank of Managers and save and except all office, clerical and sales employees.

1.02 Whenever a new job title is established during the term of this Agreement, the new job shall be covered by the present Collective Agreement and the parties agree to negotiate wages and working conditions for these new positions.

ARTICLE 2 - WORK OUTSIDE THE PROVINCE

2.01 The parties shall agree beforehand on the work conditions and wages applicable to employees assigned outside the province. During such assignments, employees shall retain their right to the grievance procedure.

ARTICLE 3 - DISCRIMINATION

3.01 The Company shall not discriminate against an employee because of membership in the Union or because of activities authorized herein on behalf of the Union.

3.02 The Company and the Union agree that they will not threaten, intimidate or unlawfully discriminate against an employee for reasons of that employee's pregnancy, age, marital status, disability, sex, sexual orientation, race, creed, colour, national origin, political affiliations with a legitimate political party or for exercising any of his rights under this Collective Agreement.

3.03 The Company and the Union are committed to working together to ensure a workplace that is free from harassment. The parties further agree that no employee should be subjected to racial or sexual harassment or shall be required to tolerate being subjected to such harassment while at work.

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

ARTICLE 4 - DEDUCTIONS

Union Dues

4.01 All employees shall pay Union dues and be Union members. Employees hired or transferred into the bargaining unit shall become members of the Union and shall pay dues within thirty (30) days of their hiring or transfer, as a condition of their employment.

4.02 The Company shall deduct Union dues for each pay period based on hours paid (excluding overtime hours) of all employees in the bargaining unit.

4.03 Regular Union dues are those determined by each Local as the dues payable and shall not include any other amount such as initiation fee, insurance premium or special levy.

4.04 The amount of the regular Union dues shall be such amount as may from time to time be

certified to the Company for each Local by the Secretary-Treasurer of the National Union.

ARTICLE 4 – DEDUCTIONS (cont'd)

4.05 Within fifteen (15) days following the end of each month, the Company shall remit to the Secretary-Treasurer of the Communications, Energy and Paperworkers Union of Canada, by cheque, the amount so deducted. In addition, the Company shall provide a list showing the amounts deducted from each employee, by Local. It is the responsibility of the Union to notify the Company of the Local to which each employee shall pay his dues.

General

4.06 The Company shall cease making such deductions when an employee is assigned to a position not covered by this Agreement, with the exception of employees who are assigned to a temporary or acting management position.

4.07 It is understood and agreed that the Union will save the Company harmless from any and all claims which may be made against it by any employee or on behalf of any employees, for amounts deducted from wages as provided in this Article.

Humanity Fund

4.08 (a) The Company shall pay on behalf of all employees in the bargaining unit, an amount equivalent to one cent (1¢) per regular hour worked for the purposes of the Humanity Fund.

(b) This deduction shall be processed on a monthly basis within fifteen (15) days of the end of each month and be remitted to the account of the registered charitable organization designated as the CEP Humanity Fund.11

ARTICLE 5 - UNION OFFICERS

5.01 The Union shall notify the Company in writing of the names of Union Officers and Union Stewards.

5.02 (a) There shall be one Union Steward per group of employees from the same Team Territory, or in each Town of the same Team Territory. The Union shall determine the number of Chief Stewards who may represent several groups of employees. The Company shall also recognize any employee elected to the position of Local officer.

(b) Where a Union Steward is unable to represent the employees in his group, another Union Steward may be substituted in his place and the Company shall be so informed.

5.03 The Company agrees that permission for representatives of the National Union to enter the Company's premises will not be unreasonably withheld.

1. Leave of Absence Without Pay

The Company shall grant an authorized leave of absence of between three months and one year, without pay, to any employee requesting such leave to assume full-time employment with the National Union.

ARTICLE 5 - UNION OFFICERS (cont'd)

5.05 (a) Such leave of absence shall be renewed by the Company at the request of the National Union.

(b) A regular employee on such a leave of absence shall continue to accumulate net credited service to a maximum of three years.

(c) The regular employee who is granted such a leave of absence shall notify the Company of his intention to continue to participate in the benefit plans offered by the Company and if so, shall reimburse the contributions or premiums paid by the Company.

Representatives (Various Functions)

5.06 The Union shall select one (1) employee in the bargaining unit, who will maintain the current rates of pay, and enjoy the same benefits of employment as he would, within their regular assigned duties. He shall have full recall rights to the job he left.

ARTICLE 6 - TIME OFF FOR UNION BUSINESS

Grievances

6.01 (a) An employee having a grievance or complaint or a potential grievance or complaint may confer with his Union Steward 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 loss of wages.

1. Union Stewards and Chief Stewards may handle grievances or attend meetings with Company representatives during their scheduled working hours without deduction of the time so occupied in the computation of the time worked for the Company, and without any loss of wages

Other Union Business

- 6.02 (a) A Union Steward, a Chief Steward or a Local Officer may take part in other Union business without deduction of the time so occupied in the computation of time worked for the Company. Such time off shall not be paid; however,
- (b) The Company shall pay the Union Steward, Chief Steward or Local Officer, on behalf of the Union, at his basic rate of pay for all time off to attend to other Union business. Any amount so paid, including wage contributions payable by the employer, shall be billed monthly to the National Union by the Company with an accompanying statement of account and the Union shall remit that amount to the Company within 30 days of receipt of the bill.

GENERAL

6.03 The employee, Union Steward, Chief Steward or Local Officer must arrange with his Manager, subject to service requirements, for all time off the job required.

6.04 The time requested pursuant to this Article shall be made on a form provided by the Company. This form will be used to prepare the statement of account, which shall be remitted to the National Union.

ARTICLE 7 - STRIKE AND LOCKOUT

7.01 During the term of this Agreement, the Company agrees that there shall be no lockout and the Union agrees that there shall be no slow-down, strike or any other stoppage of or interference with work that would cause any interruption of work.

ARTICLE 8 – DEFINITIONS

REGULAR FULL-TIME EMPLOYEE

1. Regular full time employee" means an employee who has regular full time status and who works forty (40) hours per week
Regular Part-Time Employee
2. "Regular part-time employee" means a person who has regular part-time status and who works forty-eight (48) hours per pay period. However, these employees may work more hours, at the Company's request, up to eighty (80) hours per pay period

Temporary Employee

8.03 "Temporary employee" means a person hired as an employee and who is on call, according to the Company's needs.

Probationary Period

8.04 The probationary period for a new employee is four hundred and eighty (480) regular hours worked or six (6) months, whichever comes first. During the probationary period, the employee may be laid off for any reason, at the sole discretion of the Company.

Team Territory

8.05 "Team Territory" means the grouping of towns under a specific Manager's control or the grouping of employees by Manager as described in Appendix "B". If the Company creates, abolishes or merges one or more Team Territories, or reduces the number of regular employees on a specific team, it must notify the Union and proceed as per Letter of Intent # 6 For the Purpose of Article 20 "Team Territories" means the grouping of towns described in Appendix "E".

Service Territory

8.06 "Service Territory" means the grouping of towns described in Appendix "C".

Adjacent Service Territory

8.07 The term "Adjacent Service Territory" means the grouping of towns described in Appendix "D".

ARTICLE 9 - SENIORITY

Seniority - Regular Employee

- 9.01 (a) Seniority is equal to the length of continuous service accumulated from the date

of hiring.

Seniority - Temporary Employee

(b) A temporary employee does not accumulate seniority in the Company. However, the seniority of a temporary employee who is reclassified as a regular full time or part time employee shall be determined from the date of hiring.

9.02 Any employee hired before December 31, 1997 and who was employed by Bell Canada between October 1, 1995 and December 31, 1997, shall retain his seniority accumulated with his former employer. This seniority shall be added to the seniority accumulated since his hiring date. However, this provision shall apply only to:

- choice of hours and days of work (in accordance with Article 16);
- determine the right to and choice of vacations;
- in the case of transfers.

Seniority List by Team Territory

9.03 The Company agrees to establish and post on the bulletin boards, in February and in August, the regular employees' seniority lists by Team Territory.

The Union Steward shall receive a copy of these lists.

Notice to the Union

9.04 The Company agrees to notify the Union Steward in writing of any hiring, reclassification, permanent transfer, temporary transfer of more than thirty (30) days, or of a promotion to a management position. The Company further agrees to notify the Union Steward of any retirement, resignation, the death of an employee, or of any authorized leave of absence of more than thirty (30) days.

Return to the Bargaining Unit

1. The employee who takes a job within the Company, but outside the bargaining unit, may return to his unit within eighteen (18) months of his assignment. During this period a regular employee shall continue to accumulate seniority within the bargaining unit.

ARTICLE 10 – MAJOR FORCE ADJUSTMENT

10.01 Where any condition arises which reduces the workload in an entire Service Territory or multiple Service Territories, to the extent that, in the Company's opinion, force adjustment is warranted, the Company and the Union shall endeavour to reach an agreement as to whether a plan of part-timing, temporary transfer, layoffs, or a combination of the three shall be put into effect.

10.02 Where the parties are unable to reach an agreement as to a plan to avoid layoffs within a period of five (5) working days after the matter has been submitted to the Union, the Company may proceed on a plan of layoffs to the extent that it deems necessary.

10.03 It is, however, expressly understood that if the Company adopts a layoff plan at the expiration of the five (5) working day period, negotiations aimed at coming to an agreement relating to a force adjustment shall be resumed 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 bring changes to the plan which has been adopted.

Force Adjustment Seniority

10.04 Seniority is equal to the length of continuous service accumulated from the date of hiring for:

- * designating surplus employees;
- * bumping procedures;
- * layoffs;
- * recalls.

However, all Bell Canada Craft and Service Employees hired by Entourage between February 12, 1996 and May 31, 1996 will retain their Bell seniority for the purpose of:

- * designating surplus employees;
- * bumping procedures;
- * layoffs;
- * recalls.

10.05 Should the need to reduce the number of employees arise, the Company shall proceed in the following order :

- a) the Company shall cease employing all temporary employees within a Service Territory;
- b) the regular full-time or part-time employee having the least seniority within the Service Territory shall be designated as a surplus employee;

Bumping

10.06 The regular employee who is designated as surplus employee in his Service Territory may, and in the following order:

- a) replace a temporary employee in the Adjacent Service Territory, as set out in Appendix "D";
- b) bump the regular employee having the least seniority in the Adjacent Service Territory, as set out in Appendix "D";
- c) replace any other temporary employee in the bargaining unit;
- d) be laid off;
- e) the surplus employee may choose to be laid off at any time during the process.

ARTICLE 10 – MAJOR FORCE ADJUSTMENT (cont'd)

10.07 The regular employee who has been bumped in accordance with the provisions of Article 10.06 b) may, in his turn, have recourse to the bumping provisions set out in 10.06.

10.08 A regular cable puller may only bump a technician with less seniority provided he meets the job requirements.

10.09 In all cases, relocation costs shall be borne by the employee concerned.

Seniority List

10.10 In the event of a layoff, the Company shall remit to the Union, within five (5) working days, a revised seniority list.

Layoff Notice (less than 13 Weeks)

10.11 a) A regular employee who is laid off for a period of less than thirteen (13) weeks shall receive a written layoff notice of two weeks. If the Company does not give the required notice, it shall pay the employee a compensation equal to his regular wages, not counting overtime, for a period equal to the time limit or the time left from the time limit to which he was entitled. A copy of the layoff notice shall be submitted to the Union.

b) A regular employee who is laid off for a period of thirteen (13) weeks or more shall receive a written layoff notice according to Section 57 of the Employment Standards Act. The Union shall receive a copy of the layoff notice. If the Company does not give the required notice or gives a notice without a sufficient time limit, it shall have to pay the employee a compensation equal to his regular wages, not counting overtime, for a period equal to the time limit or the time left from the time limit to which he was entitled.

Availability of hours of work

10.12 The Company shall give a laid off regular employee the possibility to work all available hours within his Service Territory before hiring a temporary employee within that Service Territory. In this case, the employee is considered a temporary employee.

Recall Procedure

10.13 a) Laid off or bumped regular employees shall be placed on a recall list. The lay-off employee shall remain on the list for a period of three (3) years from the date of their last layoff.

(b) The recall list shall be established and maintained in seniority order by Service Territory.

(c) Recall of employees shall be made on a seniority basis within the Service Territory. The recalled employee must be qualified to perform the work available.

1. When the Company wishes to recall an employee, it shall send a recall notice, by registered mail, to the employee's last known address. The Company may recall employees by telephone in the presence of a Union representative before sending the recall notice.
2. The date of the recall notice shall be the date of mailing of a registered letter to the

employee's last address of record with the Company.

ARTICLE 10 – MAJOR FORCE ADJUSTMENT (cont'd)

3. It is the responsibility of the laid off employee who wishes to be recalled to keep the Company informed of his last address and telephone number by notifying the Human Resources department of any change.

(g) The employee shall notify the Company within ten (10) working days of the date of any recall proposal as to his acceptance.

ARTICLE 11 - HEALTH AND SAFETY

11.01 Both parties recognize the need to ensure the safety and protect the health of all employees.

11.02 An employee may refuse to work if he deems such work may be dangerous to himself or others.

11.03 (a) The Company shall supply at its expense any equipment or safety clothing which it requires the employees to wear or use.

(b) The newly hired temporary employee who leaves the Company before the end of a six (6) month period shall reimburse, on a pro-rata basis, the cost of the safety footwear.

Health and Safety Committee

11.04 There shall be local committees responsible for the health and safety at work of employees. These committees shall be composed, in equal numbers, of employees and representatives from the Company. Health and Safety Committees are ruled in conformity with the Act respecting Occupational Health and Safety and its regulations.

11.05 Whenever an official investigation is held following a work accident, the local Union Health and Safety representative, or in his absence the Union Steward, shall attend the investigation meeting and the hearing of witnesses.

ARTICLE 12 - DISCIPLINARY OR NON-DISCIPLINARY ACTION

1. Where disciplinary or non-disciplinary action is taken, the Company may, for just cause, give a written warning, suspend, demote or dismiss the employee.

12.02 The Union Steward shall be present when disciplinary or non-disciplinary action is taken or handed out. However, the employee may refuse to be accompanied by his Union Steward at the meeting preceding the handing out of the disciplinary or non-disciplinary action.

12.03 The Company shall notify immediately, in writing, the employee and his Steward of the imposition of any disciplinary or non-disciplinary action taken against him and give the specific reasons for such action.

12.04 All disciplinary and non-disciplinary actions taken, form the disciplinary record of that employee and any action dating more than eighteen (18) months shall be removed from his disciplinary record.

12.05 An employee is entitled to consult his disciplinary record on request. He may, in this instance, be accompanied by his Union Steward. A Union Steward may consult the disciplinary record of any employee who submits a grievance.

ARTICLE 13 - GRIEVANCES

DEFINITIONS

Grievances

13.01 «Grievance» shall mean a statement that is submitted in accordance with the applicable procedure contained in this Article and which sets out any difference relating to the interpretation, application, administration or alleged violation of any provision in this Agreement.

Working Day

For purposes of this Article, «working day» shall mean any day of the week excluding Saturdays, Sundays and statutory holidays described in this Agreement.

Grievor

«Grievor» means the employee concerned, a group of employees, a Union Local or the National Union.

GRIEVANCE PROCEDURE

Step 1

13.02 A grievance shall be submitted within thirty (30) working days from the time the employee

knew or could reasonably be expected to have known of the event allegedly giving rise to the grievance, to the Manager by:

- 1) the Union Steward and the employee in the case, or the Union Steward alone.
- 2) The Manager, receiving a grievance submitted in accordance with the above, shall acknowledge its receipt by signing the grievance form and recording the date the grievance was submitted.

13.03 The Manager shall convene a meeting and render his decision orally within five (5) working days of receipt of the grievance. He shall sign and date the grievance form.

Step 2

13.04 Where the grievance has not been settled at Step 1, it may be submitted to the Regional Manager by the Union Steward or the Chief Steward within ten (10) working days of the disposition of the matter at Step 1.

1. The Regional Manager shall meet with the Chief Steward, the Union Steward and the grievor, and shall render his decision within ten (10) working days of being advised of the grievance. He shall also enter a written statement of position on the grievance form.

-Arbitration Step

1. All grievances that have not been settled at Step 2 may be submitted to the Human Resources Director by the National Union Representative within twenty(20) working days following the decision received at Step 2.

The Human Resources Director must meet the National Union Representative and the Chief Steward, and render his decision within twenty (20) working days after the presentation of the grievance. He shall also enter a written statement of position on the grievance form.

The Human Resources Director may, if he so wishes, be accompanied by another manager.

ARTICLE 13 – GRIEVANCES (cont'd)

National Union Grievances

13.07 (a) The National Union may submit grievances which are general in nature and for which a general remedy is sought.

(b) Such a grievance shall be submitted to the Vice-President and General Manager by a National Union representative or Officer within thirty (30) working days from the time the National Union knew or reasonably ought to have known of such event.

(c) The Vice-President and General Manager shall meet with the National Union representatives or Officers and render his decision, in writing, within ten (10) working days of being advised of the grievance submission. The Vice-President Human Resources or another member of management named by him may attend the meeting.

(d) This procedure shall not be used for processing individual grievances.

Time Limits

13.08 Any grievance not submitted within the mandatory time limits prescribed in this Article shall be deemed to have been abandoned and cannot be continued or re-opened. If the Company fails to respond or if a grievance is not settled at Steps 1 or 2 within the prescribed time limits, the grievor may proceed immediately to the next Step.

13.09 The time limits may not be extended except by written consent of the two parties.

General

13.10 The grievance shall be submitted in writing and shall include:

- a) the grievor's name and occupation
 - b) the date of the event giving rise to the grievance
 - c) the nature of the grievance
1. the settlement sought
 2. the Article(s) alleged to have been violated
 3. the Grievance number

13.11 Any grievance settlement shall give rise to a written agreement signed by the parties, such an agreement being an individual case which cannot be used as a precedent by either of the parties.

13.12 a) A National Union representative may participate in Step 2 of a grievance.

- b) The Regional Manager may ask another manager to participate in Step 2.
13.13 Where a grievance is not settled, it may be referred to Arbitration.

ARTICLE 14 – ARBITRATION

14.01 Where the Union wishes to submit a grievance to arbitration, it shall advise the Director of Human Resources in writing within twenty (20) working days following the date the decision at the pre-arbitration step or, of the Vice-President and General Manager's decision in the case of a National Union grievance, was or should have been rendered.

14.02 The notice shall suggest the names of three persons it is prepared to accept to act as single Arbitrator. The Company then has a time limit of twenty (20) working days to decide with the Union on the choice of an Arbitrator.

14.03 Where the parties fail to come to an agreement on the choice of an Arbitrator, either party may apply to the Minister of Labour to appoint an Arbitrator.

14.04 The decision of the Arbitrator is without appeal and shall be binding on the parties. The decision shall be governed by the provisions of this Agreement and the Arbitrator has no jurisdiction to modify, strike out or add to the Agreement.

14.05 Costs related to arbitration shall be paid by the Company and the Union in equal parts.

ARTICLE 15 – REMUNERATION

WAGES

15.01 The hourly wage rates valid until September 2004 are specified in the wage schedule set out in Appendix "A".

15.02 The time interval between each step of the wage schedule and the progression from one step to the next is specified in Appendix "A".

1. Subject to Article 1.02, the job titles of all employees are "technician" or "cable puller".
2. The Company and the Union will jointly define the applicable rules of all incentive compensation programs that could be introduced during the term of the Collective Agreement.

Pay Days

1. The pay period shall be two weeks, and ending Saturday. An employee shall be paid on the second Wednesday following the pay period. The pay shall include remuneration for overtime work and other additions within the pay period. Pay will be adjusted for unpaid absences which occurred during such pay period

ARTICLE 16 - HOURS OF WORK

DEFINITIONS

16.01 «Basic hours of work» means the number of hours worked per day and per week as established by this Article.

ARTICLE 16 - HOURS OF WORK (cont'd)

Regular Full-time Employees

16.02 The basic hours of work for a regular full time employee shall be eight (8) hours. However, when job requirements dictate, a regular full time employee may work ten (10) hours per day when mutually agreed upon by the employee and his manager.

16.03 The basic hours of work for a regular full time employee shall be forty (40) hours per week on the basis of five (5) days. However, the basic hours may be averaged over a two (2) week period on the basis of ten (10) days totalling eighty (80) hours. Whenever four (4) days of ten (10) hours are scheduled as per section 16.02 above, the basic hours may also be spread over a two (2) week period consisting of eight (8) days of ten (10) hours.

16.04 (a) The Company may reduce the hours of work to thirty-six (36) hours per week in a given Team Territory.

1. The Company shall always give a seven (7) day notice before reducing the hours of work to 36 hours per week. The Company shall give a seven (7) day notice whenever it intends to return to the normal work week. However, if the Team agrees the Company may return to the normal work week without the seven (7) day notice.

(c) Where the Company decides to reduce or go back to normal hours of work, it shall do so for a period of two (2) weeks.

(d) Where the Company decides to reduce the hours of work of full-time employees, it

shall automatically reduce the hours of work of part-time employees.

16.05 Following consultation within the team, and taking into consideration operational demands, the reduced week working hours shall be distributed according to one of the following options:

- a) four (4) days of nine (9) hours per week;
- b) nine (9) days of eight (8) hours per two (2) week period;
- c) four (4) days of eight (8) hours per week;
- d) eight (8) days of eight (8) hours per two (2) week period.

If the team cannot reach an agreement, the employee may choose one of the above outlined options.

Regular Part-Time Employee

16.06 The basic hours of work per day for a part-time employee shall be eight (8) hours. However, basic hours of work may be of ten (10) hours per day, when mutually agreed upon by the Manager and his employee

16.07 The basic hours of work per pay period for a part-time employee shall be forty-eight (48) hours. However, these employees may work more hours per pay period at the Company's request, up to eighty (80) hours per pay period. Such hours shall be paid at the basic hourly rate.

16.08 a) The Company may reduce the hours of work to thirty two (32) hours per pay period in a given Team Territory. However, these employees may work more hours per pay period, at the Company's request, up to a maximum of seventy two (72) hours per pay period totalling the maximum number of hours worked by a full-time employee during a reduced period. These hours shall be paid at the normal rate of pay.

ARTICLE 16 - HOURS OF WORK (cont'd)

b) The Company shall always give a seven (7) day notice before reducing the hours of work to thirty two (32) hours per pay period. However, if the team agrees the Company may return to the normal work schedule (48 hours per pay period) without the seven (7) day notice

Temporary Employee

16.09 The Company shall determine the hours of work per day and days per week for all temporary employees.

1. A temporary employee called to work the same day shall be paid a minimum of four (4) hours. However, if he is notified beforehand, he shall be paid a minimum of eight (8) hours.

Arrangement and Assignment of Hours

16.11 The arrangement of hours for all tours of duty shall be composed of consecutive hours and established by the Company.

16.12 The hours of work may be assigned to the tour of duty on any day of the week according to the requirements of the job.

16.13 The choice of hours of work and days of work shall be established by the Team taking into consideration the requirements of the job and the need to have regular employees on all tours. If the Team is unable to come to an agreement, seniority shall apply according to the requirements of the job

Regular full-time employee

16.14 a) The Company shall give a seven (7) day notice before making any change in the work schedule for a regular full-time employee.

Regular part-time employee

b) The Company shall give a four (4) day notice before making any change in the basic work schedule (48 hours per pay period) of a regular part-time employee. Basic hours of work (48 hours per pay period) shall be clearly identified on the employee's schedule. However, hours of work scheduled in excess of the basic hours of work within a pay period may be modified or cancelled with one (1) day of notice.

16.15 a) Where a regular full-time employee does his normal tour of duty spread over a two (2) week (80 hour) period, his rest day shall be consecutive to another rest day.

1. Where a regular full-time employee works four (4) days per week of nine (9) hours per day,

the additional rest day shall be scheduled on a rotation basis from Monday to Friday during the following weeks.

16.16 No regular full time employee shall be scheduled on two consecutive weekends (Saturday and Sunday). Moreover, if such a regular full time employee is scheduled on a Saturday or a Sunday in the same weekend, he shall not be scheduled on a tour of duty on the next weekend (Saturday and Sunday).

16.17 Subject to the conditions stated in Article 17, no employee shall work more than twelve (12) consecutive days against his will.

ARTICLE 16 - HOURS OF WORK (cont'd)

Meal Period

16.18 a) For tours of duty beginning between seven o'clock (7:00 am) and twelve noon (12:00 pm), the meal period shall be of one (1) hour unpaid and taken at or around the middle of the tour unless agreed upon differently between the employee and his Manager.

b) For tours of duty starting at twelve noon (12:00 pm) or later, a meal period of twenty (20) minutes shall be considered as part of the day's normal working hours.

Relief Period

16.19 An employee shall be granted a relief period of no more than fifteen (15) minutes around the middle of each half tour of duty.

ARTICLE 17 - OVERTIME

17.01 «Overtime» for regular employees means the hours worked:

1. in addition to eight (8) hours per day or to nine (9) hours per day (for regular full-time only) in periods of reduction or ten (10) hours per day whenever such a shift is used as provided for by Article 16.

b) in addition to forty (40) hours per week or eighty (80) hours within a two week period as per Article 16.03 and 16.07.

1. "Overtime" for a temporary employee means the hours worked in addition to forty (40) hours per week.

17.03 According to the requirements of the job, overtime hours are offered to volunteer employees. However, in addition to voluntary overtime, the Company may also require an employee to work eight (8) overtime hours per week or sixteen (16) overtime hours in a designated four (4) week period.

In such event the Company shall, according to the requirements of the job, assign overtime within the team in the following order:

1. Assign temporary employees
2. Assign regular employees by reverse order of seniority

17.04 Notwithstanding Article 17.03, where it is urgent to restore service for customers or where other circumstances endanger the safety of customers or the public, compulsory overtime may be assigned to an employee in excess of eight (8) hours per employee in one week. The Company will give first consideration to the most senior employee who will volunteer in the Town or the Team Territory. In the event that there is no volunteer, the Company shall choose the employee with less seniority in the Town or the Team Territory.

17.05 The employee who works overtime shall have two (2) options:

a) be paid at his normal hourly rate of pay multiplied by one and one half times for each overtime hour worked; or

b) accumulate hours in a compensating time off bank at the rate of one hour and a half for each overtime hour worked, up to a maximum of one hundred and twenty (120) hours banked. All banked hours can be scheduled and used at a date that is mutually agreed upon by the employee and his Manager.

ARTICLE 17 – OVERTIME (cont'd)

17.06 Overtime hours accumulated in the compensating time off bank may be used, at a time convenient to the employee and his Manager. Moreover, once per calendar year, an employee with a sufficient number of hours in his bank may request payment of up to forty (40) hours by notifying the Human Resources department in writing.

Call-Out

17.07 Where there is a call-out, the Company shall first contact the employees listed on a voluntary call-out list by Town and Team Territory. The Company shall contact the employees who are qualified to do the work by order of seniority and on a rotating basis.

1. A regular employee who is called out shall be paid one and one half times his normal hourly rate for all overtime hours worked.

17.09 A regular employee called out shall receive a minimum (4) hours pay.

ARTICLE 18 - STATUTORY HOLIDAYS

PERMANENT EMPLOYEE

18.01 The following days shall be recognized as statutory paid holidays and employees shall be paid according to the provisions under the present Article:

1. New Year's Day
2. Good Friday
3. Victoria Day
4. Canada Day
5. Civic Holiday
6. Labour Day
7. Thanksgiving Day
1. Christmas Day
2. Boxing Day

18.02 Where a paid statutory holiday falls on a Sunday it is observed on the following day.

18.03 Where a paid statutory holiday falls on a day from Monday to Saturday inclusively, it is included in the weekly schedule of all regular employees for that week.

18.04 Notwithstanding the provisions under section 18.03, the observance of Boxing Day shall be the following:

- a) where Boxing Day falls on a Monday, it is observed on the following day;
- b) where Boxing Day falls on a day from Tuesday to Saturday inclusive, it shall be included in the weekly schedule of all regular employees for that week.

ARTICLE 18 - STATUTORY HOLIDAYS (cont'd)

Payment of a Paid Statutory Holiday

Full-Time Employee

18.05 Where a full-time employee is not required to work on a paid statutory holiday included in his weekly schedule, the said holiday shall be paid at the basic rate of pay for that day.

Part-Time Employee

18.06 Where a part-time employee is not required to work on a paid statutory holiday included in his weekly schedule, he shall be paid for that day at the rate of 10% of his earnings, excluding overtime, for the pay period immediately preceding the holiday, not to exceed his daily basic rate of pay.

Unless the employee is absent over the course of the week during which the holiday arises, the above-mentioned calculation shall not result in the employee being paid for less than the minimum number of hours provided for in Article 8.02.

18.07 The calculation of the 10% for a part-time employee who is absent from work for just cause during the period immediately preceding the statutory holiday shall be made on the basis of a normal pay period:

(2 weeks X 24 hrs. = 48 hours or 2 weeks X 16 hrs. = 32 hours in periods of reduction).

Temporary Employee

1. Where a statutory holiday coincides with a work day, the Company must pay the employee with sixty (60) days of continuous service compensation equal to his average daily wages of the days worked during the preceding complete pay period, excluding his overtime hours.

Payment for Work on a Holiday Included in the Weekly Schedule

Full Time Employee

18.09 Where a full-time employee is required to work on a paid holiday which is included in his weekly schedule, he shall be paid his normal hourly rate of pay multiplied by one and one half

times the hours worked.

The employee also has the following choice:

- a) Be paid at his basic hourly rate of pay for the statutory holiday; or,
- 1. be given a one day paid holiday at a date agreed upon by him and the Company. This holiday must be granted within the twelve (12) months following the holiday in question.

Part Time Employee

18.10 Where a part-time employee is required to work on a paid holiday which is included in his weekly schedule, he shall be paid for that day (8 hours) at the rate of 10% of his earnings, excluding overtime, for the period immediately preceding the holiday, not to exceed his basic daily rate of pay. In addition, he shall be paid in accordance with the overtime pay provisions under Article 17.

ARTICLE 18 - STATUTORY HOLIDAYS (cont'd)

Temporary Employee

18.11 Where a temporary employee is required to work on a paid statutory holiday, he shall be paid at his normal hourly rate for this statutory holiday day. In addition, the Company shall pay the employee with sixty (60) days of continuous service the compensation provided for in Article 18.08.

Regular Employee

18.12 The statutory paid holiday shall not be paid to an employee who is absent and who receives any other remuneration in accordance with the Collective Agreement or a compensation provided for by the Law.

ARTICLE 19 - ANNUAL VACATIONS

1. The reference year for vacation purposes is from February 1st to January 31st.

19.02 Vacation selection and the number of weeks to which an employee is entitled shall be made on a seniority basis, in accordance with Article 9, within a Team Territory, taking into consideration job requirements.

19.03 Beginning December 1st of each year, the Company shall prepare the vacation schedule for the following year. The Company shall post the vacation schedule at the latest on January 15.

19.04 a) Vacations rights for regular full-time employees in a reference year starting February 1st is based on continued accumulated service as of the preceding January 31st and are allocated and paid according the following table :

less than one (1) year	* one day per month with a maximum of ten (10) days paid at four percent (4%) of gross salary earned during the preceding year.
One (1) year but less than five (5) years as of february 1 st 2001	* 2 weeks of regular pay or * 4% of the gross salary earned during the preceding year <i>whichever is greater</i>
five (5) years and more as of february 1 st 2001	* 3 weeks of regular pay or * 6% of the gross salary earned during the preceding year <i>whichever is greater</i>
ten (10) years and more as of february 1 st 2002	* 4 weeks of regular pay* or * 6% of the gross salary earned during the preceding year <i>whichever is greater</i>

* A maximum of three (3) weeks vacation can be taken during the June to September time frame

ARTICLE 19 - ANNUAL VACATIONS (cont'd)

Regular part-time employees

b) Vacation duration for regular part-time employees is based on the above table,

However they shall be remunerated based on a twenty-four (24) hour work week or two (2%) (per week of vacation) of the gross salary earned during the preceding year, whichever is greater.

Full Time Employee

19.05 A full-time employee who selects his vacation during a period where the work week has been reduced will still be paid forty (40) hours per vacation week.

Part Time Employee

19.06 A part-time employee who selects his vacation during a period where the work week has been reduced shall still be paid twenty-four (24) hours per vacation week.

General

1. The Company cannot block-out the taking of any vacation week during the reference year.
2. A total of twenty percent (20%) (rounded up to the first decimal) of regular employees of a Team Territory shall be entitled to take their vacations at the same time, provided the remaining employees are capable of carrying out the work. However, the result of the calculation must not exceed twenty-five (25%) (minimum one employee) of the regular employees of a Team Territory who are on vacation at the same time.

Notwithstanding the above mentioned dispositions, the Company may decide to reduce to ten percent (10%) (rounded up to the first decimal) the number of regular employees of a Team Territory entitled to take their vacations at the same time for two (2) weeks identified during the scheduling process. If this option is exercised, the Company shall increase to thirty (30%) (rounded up to the first decimal) the number of employees of a Team Territory entitled to take their vacations at the same time for two (2) weeks (during July or August) identified during the scheduling process.

19.09 All vacation weeks shall be scheduled and taken in the reference year.

19.10 Where a paid holiday falls during the annual vacations, the employee shall be entitled to an additional day off with pay agreed upon by the employee and his Manager. If the paid holiday is not taken within twelve (12) months of said holiday, he shall be granted one (1) day holiday pay.

19.11 Where an employee is transferred after selecting his vacation, he may retain his choice.

19.12 Where an employee is taken ill or is the victim of an accident before leaving work on the last day of work preceding his vacation, and is unable to take his vacation, the Company must, if the employee so requests, reschedule his vacation at a later date at his convenience. The employee's vacation selection is subject to the provisions of section 19.08.

19.13 Unless there is an agreement to the contrary between an Employee and his Manager, vacations shall be taken in blocks of five (5) days.

ARTICLE 19 - ANNUAL VACATIONS (cont'd)

Temporary Employee Vacations

19.14 a) A temporary employee with one year of continuous service at the end of the reference year shall have the right to two (2) weeks vacation.

b) Vacation pay shall equal four percent (4%) of his earned wages during the reference year.

ARTICLE 20 – TRANSFERS

Permanent Transfer Procedure

20.01 a) Once a year, during the entire month of March, regular employees may put their names on the transfer list through written notice to their Manager, using the form designed for this purpose

b) Regular employees shall identify to their Manager two (2) Transfer Territories (as per" Appendix E") and/ or Service Territories to which they would like to be transferred.

c) A copy of these updated lists shall be provided to the Union Steward.

d) Where the Company has a vacant regular position in a Team Territory, it shall give priority to the regular employee with the most seniority on the transfer list for this Team Territory.

1. It is expressly understood that transfer requests will only be considered for employees whose performance on their existing job meets job standards.
2. Transfer costs are borne by the employee.

3. Where a regular employee is transferred as a result of one of his requests, his second request shall become null and void.

Temporary Transfer - Regular Employee

20.02 A temporary transfer shall not exceed ninety (90) days.

However, if the parties agree during the application of Article 10 (Force Adjustment - Regular Employees), a temporary transfer may exceed ninety (90) days.

1. In the case of a temporary transfer, the work team shall agree on the choice of volunteers. If the team cannot reach an agreement, the Company shall transfer an employee qualified to do the job having the least seniority within the team.

ARTICLE 21 - TRANSPORTATION ALLOWANCE AND LIVING EXPENSES

21.01 a) Where the Company transfers an employee as per Article 20.03 and the employee spends the night out of town, the Company shall pay reasonable accommodations. On such occasions, expenses will be compensated by a daily allowance of forty five dollars (\$45.00), which covers all personal expenses incurred i.e. meals, telephone, laundry etc., or \$7.00 for breakfast, \$13.00 for lunch and \$20.00 for dinner when taken separately.

b) When an employee is transferred as per Article 20.03 outside of 100Km from his regular work centre, the employee will receive a premium based on his regular hourly rate multiplied by his travel time outside of his scheduled tour of duty.

ARTICLE 22 - SICKNESS ABSENCES AND BENEFITS

Absences Due To Sickness

22.01 A regular employee who is absent due to sickness without being hospitalized shall be paid by the Company in the following manner:

- * 66.67% of his basic pay for the first three (3) scheduled working days of his absence;
- * 80% of his basic pay for the remaining scheduled working days or until his absence reaches seven (7) calendar days;
- * on the 8th calendar day of absence, the regular employee shall be paid in accordance with the Benefits Plan.

22.02 A regular employee who is absent from work for part of his scheduled day because of sickness shall be paid as follows:

(a) if he has worked more than half his day, he shall be paid at his regular hourly rate for the full day.

(b) i. if he has worked less than half his day, he shall be paid at his regular hourly rate for his half day; and

ii. he shall be paid 66 2/3 % of his regular hourly rate for the remainder of the day. This half day is considered as his first day of absence.

Benefits

22.03 All regular employees shall be entitled to the following benefits:

- * the Group Retirement Savings Plan;
- * the Disability Benefit Plan;
- * the Long Term Disability Income Plan;
- * the Medical Expenses Reimbursement Plan;
- * the Dental Expenses Reimbursement Plan.

1. The Company shall maintain for the duration of the Collective Agreement, all Benefit Plans offered to the employees.

ARTICLE 22 - SICKNESS ABSENCES AND BENEFITS (cont'd)

22.05 For the duration of the Collective Agreement, the Plans determined in Article 22.03 shall not be modified without the consent of the Union.

22.06 Notwithstanding Articles 22.03 and 22.04, if laws or regulations should have an effect on one of the Plans, the Company shall adjust the Plan according to the law or regulation.

However, such adjustments shall not reduce the overall level of benefits.

22.07 A copy of the benefits booklets shall be given to each regular employee.

ARTICLE 23 - TOOLS

23.01 The Company shall decide what tools are required for the job and make them available and

replace them as, in its judgement, they become obsolete or worn out. Each employee shall recognize the value of the tools assigned to him and should make every effort to safeguard this important asset.

ARTICLE 24 - COLLECTIVE AGREEMENT

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

ARTICLE 25 - BULLETIN BOARDS

25.01 The Company agrees to supply and install bulletin boards in all its establishments for use by the Union for posting notices with respect to Union affairs.

ARTICLE 26 - JURY OR WITNESS DUTY

26.01 An employee who has been exempted from a regular work assignment because of jury duty, or to act as a witness in Court under subpoena shall be granted pay at his basic hourly rate.

26.02 An employee shall report for regular duties when temporarily or finally excused from such duties before the Court.

26.03 Where, before leaving work on the day preceding his vacation, an employee is called upon in proper and due form to attend jury duty and the time stipulated for attendance at Court falls within the time schedule for the employee's vacation, the Company shall, if the employee so requests, re-schedule his vacation at a date that is mutually agreed upon by him and his Manager. The employee's vacation selection is subject to the provisions of section 19.08.

ARTICLE 27 - BEREAVEMENT LEAVE

1. A regular employee shall be granted, in the event of the death of his spouse, common-law spouse, same-sex spouse, son or daughter, bereavement leave with pay from any of his scheduled tours of duty that occur during the five (5) working days immediately following the day of the death.

27.02 A regular employee shall be granted, in the event of the death of his father, mother, brother, sister, mother-in-law, father-in-law (including parents of same-sex spouses), grandchild, bereavement leave with pay from his scheduled tours of duty for the three (3) calendar days immediately following the day of the death.

ARTICLE 27 - BEREAVEMENT LEAVE (cont'd)

27.03 Where it is necessary for the regular employee to leave the city in which he works and travel more than 200 KM, the Company may add one working day to the bereavement leave provided for in sections 27.01 and 27.02.

27.04 In the event of the death of his grandparent, a regular employee shall be granted one day bereavement leave with pay from a scheduled tour of duty. This day shall be taken between the death and the funeral or the cremation.

Temporary Employee

27.05 A temporary employee may take one day off work, without loss of wages, in the event of the death or the funeral of his spouse, child, or child of his spouse, father, mother, brother or sister. He may also take an additional three (3) days off, but without pay.

ARTICLE 28 - PREGNANCY AND PARENTAL LEAVE

28.01 Pregnancy and Parental leave provisions shall be those which are stipulated under the Ontario Employment Standards Act.

ARTICLE 29 - JOB ADAPTATION

29.01 The Company and the Union recognize the need to achieve equality in the workplace and to provide disabled employees with reasonable accommodation, without undue hardship, whenever possible, so that no person shall be denied employment opportunities for reasons unrelated to ability.

ARTICLE 30 - BARGAINING PROCEDURE

30.01 Two (2) bargaining agents, authorized by the Union shall be granted time for bargaining purposes, such time not to be deducted from the calculation of the time worked for the Company and without loss of pay.

30.02 Six (6) representatives including the bargaining agents may attend the Bargaining Caucus for a period not exceeding four (4) days without any deduction of the time thus spent from the time worked for the Company and without any wage loss provided, however, that the names of the participants have been supplied to the Company two weeks prior to the meeting.

30.03 All negotiations with the purpose of concluding a Collective Agreement or bringing about changes or modifications to this Agreement shall be conducted between authorized Union bargaining agents on the one part and the designated Company representatives on the other part.

1. The Collective Agreement cannot be deemed valid unless it is signed by the bargaining agents authorized by the Union on the one part and by the Company on the other part.

30.05 Should the parties consider that simultaneous translation is necessary, the Company and the Union agree to bear, on an equal share basis, the simultaneous translation expenses during consultative and bargaining meetings.

ARTICLE 31 - DURATION

31.01 This Agreement becomes effective on the date of its signature except as otherwise provided and shall remain valid until September 30, 2004 inclusively. Notwithstanding the preceding provisions, the working conditions determined in this Collective Agreement shall remain valid until either party exercises its right to strike or to lock-out.

31.02 Either party to this Agreement may, by written notice given to the other party at least ninety (90) days before the expiry of this Agreement, require the other party to commence collective bargaining for the purpose of renewing or revising this Agreement or entering into a new Agreement.

31.03 The Union shall consider the negotiation notice as valid if it is addressed to the Communications, Energy and Paperworkers Union of Canada, in Ontario: 701 Evans Avenue, Suite 200, Etobicoke (Ontario) M9C 1A3. For its part, the Company shall consider the negotiating notice as valid if it is addressed to Entourage Technology Solutions, 1111, St-Charles Blvd West, Suite 1250, Longueuil (Québec) J4K 5G4.

IN WITNESS WHEREOF, the parties have signed the present Agreement through their duly **authorized bargaining agents**, this November 14, 2000.

<i>Communications, Energy and Paperworks Union of Canada (CEP)</i>			<i>Entourage, Technology Solutions inc.</i>
<i>John Edwards, national representative</i>			<i>Christian Tremblay, vice-president Human Ressources</i>
<i>John Baker Chief Steward Local 40-0</i>			<i>Alan Rodford, Regional Manager Operations</i>
<i>Shawn Cowan, Chief Steward Local 43</i>			

Appendix « A »

WAGE SCHEDULE

For "technicians" with **regular full-time** or **regular part-time** status:

TECHNICIAN										
Months Net Credited Service	BEGIN	12	18	24	30	36	42	48	54	60
STEP	1	2	3	4	5	6	7	8	9	10
Hourly rate On signing	12,20 \$	13,20 \$	14,20 \$	15,20 \$	16,20 \$	17,20 \$	18,20\$			
Hourly rate As of Oct. 2001	12,20 \$	13,20 \$	14,20 \$	15,20 \$	16,20 \$	17,20 \$	18,20\$	19,10\$		
Hourly rate As of Oct. 2002	12,20 \$	13,20 \$	14,20 \$	15,20 \$	16,20 \$	17,20 \$	18,20\$	19,10\$	19,90\$	
Hourly rate As of Oct. 2003	12,20 \$	13,20 \$	14,20 \$	15,20 \$	16,20 \$	17,20 \$	18,20\$	19,10\$	19,90\$	20,80\$

1. The Company may award a regular full or part-time employee an hourly rate corresponding to one of the steps within the above wage schedule.
2. Progression from one step to the next will be automatic every six (6) months as per the above wage schedule.

For "technicians" hired as **temporary**:

Hours Accumulated	Begin	2080	3120	4160
Step	1	2	3	4
Hourly rate	\$12.20	\$13.20	\$14.20	\$15.10

1. Upon hiring the Company may award a temporary technician an hourly rate corresponding to one of the steps within the above wage schedule.
2. The progression from one step to another will be automatic based on hours worked as per the above wage schedule.

Appendix « A »

WAGE SCHEDULE «Cable Puller»

For "Cable Pullers" hired as **regular full-time** or **regular part-time**:

1. Upon hiring the Company may award a regular full time or regular part time cable puller an hourly rate corresponding to one of the steps within the above wage schedule.
2. Progression from one step to the next will be automatic every six (6) months for regular full time and every 1040 hours worked for regular part time as per the above wage schedule.

For «Cable Pullers» hired as **temporary**:

1. Upon hiring the Company may award a temporary employee an hourly rate corresponding to one of the steps within the above wage schedule.
2. Once hired, a temporary cable puller will progress automatically progress in the wage schedule according to the hours worked.

Appendix « B »

Team territories

705	519
Sudbury	Windsor
Sault Ste-Marie	Leamington
Elliott Lake	Chatham
Espanda	Sarnia

North Bay		London
Parry Sound		Kitchener
Huntsville		Guelph
Bracebridge		Orangeville
Molland		Owen Sound
Crillia		Stratford
Collingwood		Woodstock, Simcoe. Brantford
Barrie		
Peterborough		416 (1 team territory by Manager)
Lindsay, Haliburton		
		416/905 Business (1 team territory by Manager)
613		
Belleville, Marmora		
Barrys Bay, Pembroke, Bancroft, Renfrew		905 (1 team territory by Manager)
Cornwall		
Kingston		
Brockville		ForceCom (1 team territory by Manager)
Hawkesbury		
Ottawa Metro (1 team territory by Groupe Leader)		
Smiths Falls		Structured Cabling (1 team territory by Manager)

Appendix « C »

SERVICE TERRITORIES

Appendix « D »

ADJACENT SERVICE TERRITORIES :

	705N	705C	705S	705E	613N	613S	613E	905E	905C	905W	519N	519S	519W	416
705N		X			X									
705C	X		X	X	X									
705S		X		X				X	X		X			
705E		X	X		X	X		X						
613N	X	X	X	X		X	X							
613S				X	X		X	X						
613E					X	X								
905E			X	X		X			X		X			X
905C			X					X		X	X	X		X
905W									X		X	X		X
519N			X					X	X	X		X	X	
519S									X	X	X		X	
519W											X	X		
416								X	X	X				

Appendix « E »

TRANSFER TERRITORIES (ARTICLE 20)

Sudbury	Cornwall	Toronto - Bartor
Sault Ste Marie	Hawkesbury	Toronto - Crockford
Elliot Lake	Ottawa - Blackwell	Toronto - Core
Espanola	Ottawa - Colonnade	Cobourg
North Bay	Ottawa - Carp	Port Perry
Parry Sound	Arnprior	Oshawa
Huntsville	Smith Falls	Markham
Bracebridge	Leamington	Bradford
Midland	Windsor	Brampton
Orillia	Chatham	Mississauga
Collingwood	Sarnia	
Barrie	London	Oakville
Peterborough	Kitchener,	Hamilton
Lindsay	Guelph	St. Catharines
Haliburton	Orangeville	
Belleville, Marmora	Owen Sound	
Renfrew, Bancroft, Barry's Bay , Pembroke	Stratford	
Kingston	Woodstock, Simcoe, Brantford	
Brockville		

Letters of Intent

The following Letters of Agreement are appended to the present Agreement solely for purposes of information and do not form part of the Collective Agreement

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Letter of Intent No. 1
April 4, 2001

Mr. John Edwards
National Representative
C.E.P.

Subject: Work belonging to the bargaining unit

Dear Mr. Edwards

This is to confirm our understanding reached during bargaining for the renewal of our Collective Agreement regarding your concerns about the above mentioned subject.

Although the Collective Agreement does not include specific limitations on Managers performing work belonging to the bargaining unit, we clearly intend to support the following principles:

1 - All managers, either permanent or temporary, have many responsibilities and will not be used to replace technicians or cable pullers.

2 - On the other hand, this principle should not prevent a manager from working with his team members to reinforce their training, getting a better understanding of appropriate work methods, providing support or taking appropriate action during quality control inspection.

Yours truly,

Christian Tremblay

Vice-President, Human Resources and Communications.

Letter of Intent No. 2

April 4, 2001

Mr. John Edwards

National Representative

C.E.P.

Subject: Training activities

Dear Mr. Edwards:

This is to confirm our understanding reached during bargaining for the renewal of our Collective Agreement regarding your concerns about the above mentioned subject.

Although the Collective Agreement does not include specific rules on how training activities should be dealt with, it is our intention to manage them based on the following principles:

1. All training activities related to skills upgrade and equipment that we use should be scheduled and part of the regular workweek.

2. In all cases, time to and from any training session in excess of (1) one hour each way will be remunerated at the employees regular hourly rate.

Yours truly,

Christian Tremblay

Vice-President, Human Resources and Communications.

Letter of Intent No. 3

April 4, 2001

Mr. John Edwards

National Representative

C.E.P.

Subject: Upgrade of status for regular part time and temporary employees

Dear Mr. Edwards:

The following letter summarizes discussions held between the Company and the C.E.P. at our recent bargaining meetings.

Both parties agree that ongoing discussion is needed to address the changing business issues which impact the number of Regular Part Time and Temporary technicians and cable pullers employed by the Company.

The Company and the Union will meet a minimum of twice a year to review the current percentage of Part Time and Temporary employees.

The intent of these meetings will be to review current business trends, new ventures and the volume of work over the prior 6 months. These meetings will take place between the Regional Manager and C.E.P. National Representative and Bargaining Committee.

Upgrades identified during the course of negotiations for the renewal of the collective agreement will supersede the current transfer list.

Yours truly,
Christian Tremblay
Vice-President, Human Resources and Communications.
Letter of Intent No. 4
April 4, 2001
Mr. John Edwards
National Representative
C.E.P.

Subject: Training Program

Dear Mr. Edwards:

This is to confirm our understanding reached during bargaining for the renewal of our Collective Agreement regarding your concerns on the following subjects :

The Company intends to continue to participate in ongoing educational programs that are offered by Community Colleges and other educational or training organizations. Participants who are involved in these programs will be offered hands-on exposure to the various aspects of the job. The Company also agrees that these trainees will not be used to replace members of the bargaining unit.

Yours truly,
Christian Tremblay
Vice-President, Human Resources and Communications.
Letter of Intent No. 5
April 4, 2001
Mr. John Edwards
National Representative
C.E.P.

Subject: Technology Premium

The following letter summarizes discussions held between the Company and the CEP at our recent bargaining meetings. The company intends to introduce a premium that will enable it to remain competitive in a market that is in a state of constant technological evolution. Basic principles are as follows :

1. Within three (3) months following the signature of this collective agreement, the parties will meet to jointly define selection of the applicable technologies that will qualify for a premium and determine its value.
2. The parties will meet twice a year (June and December) to evaluate the application of the technology premium and ascertain if modifications are required.

The Company will provide the Union with a list of technicians receiving the premium, the respective technologies involved and the amounts distributed.

Yours truly,
Christian Tremblay
Vice-President, Human Resources and Communications.
Letter of Intent No. 6
April 4, 2001
Mr. John Edwards
National Representative
C.E.P.

Subject: Restructuring of teams or teams territories

Dear Mr. Edwards:

The following letter summarizes the discussions held between the Company and the CEP at our recent Bargaining meetings.

In cases where the Company creates, abolishes or merges Teams or Team Territories or, notwithstanding Article 10, where business needs necessitate force reduction within a specific Team or Team Territory as defined in Article 8.05 and "Appendix B", the parties agree that the following principals shall apply:

The Company will notify the Union. The Stewards representing the affected Team or Team Territory will be consulted to identify possible solutions to minimize the impact on employees.

The Company will establish the required number of employees to be added or subtracted per Team or

Team Territory, by status (regular full time, regular part time) and job requirements.
 Employees will have the opportunity to identify the Team they would like to be assigned to.
 Should the parties be unable to reach an agreement within ten (10) working days, employees will be assigned between Teams or Team Territories in reverse order of seniority, taking job requirements into consideration.

Yours truly,
 Christian Tremblay
 Vice-President, Human Resources and Communications.
 Letter of Intent No. 7
 April 4, 2001
 Mr. John Edwards
 National Representative
 C.E.P.

Subject: Miscellaneous

Dear Mr. Edwards:

This is to confirm our understanding reached during bargaining for the renewal of our Collective Agreement regarding your concerns on the following subjects.

Although the Collective Agreement does not include specific limitations on these subjects, we clearly intend to support or implement the following principles :

- 1) accommodations while out of town : Whenever article 21.01a) is applied, the Company agrees that provided availability, each employee should be accommodated with private sleeping quarters.
- 2) advance for daily allowance : Whenever an employee is transferred as per 21.01a) the Company shall make every possible effort to provide the employee with an advance prior to his departure.
- 3) Benefit plan for temporaries : It is in the Company's intentions to offer a benefit plan for temporary employees. Temporary employees will bear 100% of the costs. The Company will conduct a survey and a feasibility analysis within the end of December 2000, so the program can be offered to employees in early 2001 depending on the survey's results.
- 4) Reimbursement for work related expenses : All employees are responsible to claim their reimbursable work related expenses by filling out the appropriate form and having it approved by their Manager. The Company shall make every possible effort to process the approved form through the payroll system within the shortest delay possible.
- 5) Communication of vacant positions : Employment opportunities are currently distributed by various means (e-mail, fax, etc) to employees. In addition, employment opportunities are also posted on the Company's web site at www.entourage.ca . Employees may submit a resume for positions they are interested in and will be considered for acceptance based on their skills and qualifications. Seniority will be taken into consideration, however, this may not be the deciding factor in all cases. The Union agrees that no grievance can be filed on this subject.
- 6) Leave of absence :The Company will maintain the existing policy which stipulates the conditions in which a leave of absence will be approved.
- 7) Educational assistance : The Company will maintain the existing policy covering educational assistance. It is understood that the Company has the right to modify it as it deems necessary.

Yours truly,
 Christian Tremblay
 Vice-President, Human Resources and Communications.

CONTACT LIST	
Local Steward :	Office.:
	Pager.:
	Home.:
Team Leader:	Office.:
	Pager.:
	Home.:
INSURANCE	

CLARICA (starting January 1st 2000):	
Life insurance	
Short term disability	
Health Care	
Dental	
UNUM	
Long term disability	
Employee assistance program	
CITADEL	
Accidental death and dismemberment	
REER	
First Ontario Fund	Toronto area : 800.366.1135 Toll-free : 800.487.1345
Clarica	1.800.619.1101
OTHER BENEFIT CONTACTS	
The Personal (home and automobile insurance)	Toronto area : 416.621.6333 Toll-free : 800.387.3339
Ontario Telephone Employees	Toronto area : 416.598.1197
Credit Union	Toll-free : 800.209.7444 Ottawa only : 888.313.0008
Human Ressources Central Number	905.542.6453 905.542.8019