

SCHEDULE F – SERVICE ORDER AND SERVICE CHANGE ORDER REQUIREMENTS

1. Introduction

This Schedule describes the content required to be included in a Service Order or a Service Change Order issued pursuant to this Agreement and certain other requirements with respect to Service Orders and Service Change Orders.

2. Required Provision

Each Service Order or Service Change Order issued under this Agreement will contain the following clause:

“This order is made under and is subject to the terms and conditions of the Telecommunications Service Master Agreement effective ●, 2011, as may be amended from time to time, between TELUS Communications Company, Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Labour, Citizen’s Services and Open Government, Insurance Corporation of British Columbia, British Columbia Hydro and Power Authority, British Columbia Lottery Corporation, Workers Compensation Board of British Columbia, Provincial Health Services Authority, Northern Health Authority, Interior Health Authority, Fraser Health Authority, Vancouver Island Health Authority and Vancouver Coastal Health Authority.”

3. Required Information

- 3.1 Each Service Order issued by a GPS Entity under this Agreement, including for the initial provision of an Available Service and related Work, will set out the following information:
 - 3.1.1 the name of the GPS Entity requesting the Service Order;
 - 3.1.2 any applicable number or line number for the Service Order;
 - 3.1.3 unless with respect to a Project, the name of the specific Available Service from the list of Available Services described in Schedule H to this Agreement and any associated Work,
 - 3.1.4 the date upon which the Service Order is issued;
 - 3.1.5 the Service Term, provided, however, that the Service Term does not need to be specified if it is the STC Term for the Service Tower in which the one or more Services ordered are included;
 - 3.1.6 the Site address(es), including the from and to Sites (if applicable) ;
 - 3.1.7 the requirements and other applicable terms associated with the completion of the Service Order, including any installation or upgrade Work;

- 3.1.8 any requested Due Date for completing the Work required to complete the Service Order;
 - 3.1.9 the Fees payable by the GPS Entity to TELUS in accordance with this Agreement, including the Price Book;
 - 3.1.10 the specific individual authorizing the Service Order;
 - 3.1.11 the Site contact(s), including phone numbers for such individuals; and
 - 3.1.12 the delivery location of any equipment components (may be a Site or TELUS premises).
- 3.2 Each Service Change Order issued by a GPS Entity under this Agreement, including for upgrade, rearrangement or removal of a Service and related Work or for amending an unfulfilled Service Order, will set out the following information:
- 3.2.1 the name of the GPS Entity requesting the Service Change Order;
 - 3.2.2 any applicable number or line number for the Service Order;
 - 3.2.3 unless with respect to a Project, the name of the specific Service from the list of Available Services described in Schedule H to this Agreement and any associated Work;
 - 3.2.4 to the extent it is amending an unfulfilled Service Order, it will identify the applicable Service Order it is amending;
 - 3.2.5 if applicable, the circuit number(s) for any circuits affected;
 - 3.2.6 the date upon which the Service Change Order is issued;
 - 3.2.7 the Service Term, provided, however, that the Service Term does not need to be specified if it is the STC Term for the Service Tower in which the one or more Services ordered are included;
 - 3.2.8 the Site address(es), including the from and to Sites (if applicable);
 - 3.2.9 the requirements and other applicable terms associated with the completion of the Service Change Order, including any Work;
 - 3.2.10 any requested Due Date for completing the Work required to complete the Service Change Order;
 - 3.2.11 the Fees payable by the GPS Entity to TELUS in accordance with this Agreement, including the Price Book;
 - 3.2.12 the specific individual authorizing the Service Change Order; and
 - 3.2.13 the Site contact(s), including phone numbers for such individuals.

- 3.3 TELUS acknowledges that the information contained in Service Orders and Service Change Orders for Projects may vary depending on the complexity of the Project.

4. Service Order Escalation Procedures

- 4.1 Escalation procedures and contacts for Service Order and Service Change Orders will be in place at all times during the Term. TELUS will negotiate priorities with the GPS Entities and ensure that proper escalation procedures are followed to meet critical or affected Due Dates.
- 4.2 Subject to further escalation in accordance with the Governance Process, TELUS or a GPS Entity may, at any time and at its discretion, escalate any issues with respect to Service Orders and Service Change Order in accordance with the Operational Escalation Matrix (as it pertains to Service Order-related matters), including if any of the following issues or events arise with respect to a Service Order or Service Change Order:
- 4.2.1 TELUS requests a change to a Due Date or misses a Due Date (unless relieved under section 7.10.2 of the main body of this Agreement);
 - 4.2.2 the GPS Entity requests an earlier Due Date and is willing to pay any added costs reasonably required to implement the order on such expedited basis;
 - 4.2.3 the Due Date proposed by TELUS in a quote does not meet the operational requirements of the GPS Entity;
 - 4.2.4 TELUS informs the GPS Entity that it might miss a Due Date; or
 - 4.2.5 the GPS Entity initiates the order outside of Business Hours.
- 4.3 TELUS will make available information about escalation and status updates regarding Service Orders to each GPS Entity over the telephone or through such other means as mutually agreed to by the GPS Entity and TELUS.

5. Regularly Scheduled Site Visits

Upon request of a GPS Entity, TELUS will make all efforts to implement regularly scheduled site visit days to perform work at Sites designated by the GPS Entity. TELUS will work with each GPS Entity to determine if such planning is warranted and achievable. Any such regularly scheduled Site visit by TELUS will be implemented under a Service Order in accordance with section 7 of the main body of this Agreement.

6. Alternative Service Order Arrangements

For clarity and without in any way limiting any GPS Entity's rights under this Agreement, a GPS Entity may engage third party alternate service providers to perform services with respect to

Hardware, Software and Systems that are supported by TELUS under this Agreement and are located on such GPS Entity's side of the applicable Demarcation Point. In accordance with section 10.10 of the main body of this Agreement, TELUS will not be responsible for a failure to meet one or more Service Levels to the extent such failure is directly attributable to a GPS Entity engaging a third party alternate service provider to perform any such services and not due to a failure of TELUS to perform its obligations under this Agreement.

7. Rescheduling for Missed Due Dates

If TELUS fails to perform the Work under a Service Order or Service Change Order on or before the Due Date for such Work, TELUS will within two Business Days after such Due Date provide a new Due Date for such Work that is acceptable to the applicable GPS Entity.

8. Service Specific Service Order Requirements

- 8.1 The Service Order and Service Change Order requirements of this Schedule F incorporate by reference the specific Service Order and Service Change Order requirements described in the following Attachments to this Schedule F in respect of the corresponding specific Services, and the terms and provisions of this Schedule (excluding Attachments) will apply to the corresponding specific Services unless the applicable Attachment expressly provides otherwise:
 - 8.1.1 Attachment F2 – Conferencing Services Specific Service Order Requirements;
 - 8.1.2 Attachment F3 – Voice Services Specific Service Order Requirements;
 - 8.1.3 Attachment F5 – Data Services Specific Service Order Requirements;
and
 - 8.1.4 Attachment F9 – Cellular Services Specific Service Order Requirements.

Attachment F2
Conferencing Services Specific Service Order Requirements

1. Introduction

In connection with any Service Order or Service Change Order with respect to Conferencing Services, TELUS will comply with the requirements set out in this Attachment and, unless otherwise provided herein, Schedule F and section 7 of the main body of this Agreement. For greater certainty, the terms and conditions set out in Schedule F and section 7 of the main body of this Agreement will apply to all Service Orders or Service Change Orders in respect of Conferencing Services, unless otherwise provided in this Attachment. The same requirements for Service Orders set out in this Attachment will apply to Service Change Orders, unless otherwise specifically provided herein.

2. Service Orders

- 2.1 Notwithstanding section 7.4.1 of the main body of this Agreement, a Service Order for Conferencing Services may be made by a GPS Entity by e-mail, telephone or any other Service Order process mutually agreed to in writing between the GPS Entity and TELUS.
- 2.2 Any Fee-based optional features ordered by a GPS Entity pursuant to a Service Order will be charged by TELUS against such GPS Entity's Service Account Number or other identifier mutually agreed to by the GPS Entity and TELUS.
- 2.3 Upon a GPS Entity ordering Web Conferencing Services for a Named User pursuant to a Service Order, TELUS will provide the GPS Entity with a Web Conferencing Services account for such Named User. Where requested by the GPS Entity, the Web Conferencing Services account will be appended to the unique ID generated in connection with any Audio Conferencing Services (i.e. the Service Account Number) provided by TELUS to such Named User and will create a linkage between the two accounts and the Named User who holds the accounts.
- 2.4 TELUS will provide each GPS Entity with the ability to confirm placement of Service Orders for Conferencing Services by telephone or such other method as mutually agreed to by the GPS Entity and TELUS.

3. Service Order Lead Time Objectives

The Conferencing Services have no lead time objectives for purposes of sections 7.3.1, 7.3.2 and 7.4.4(b) of the main body of this Agreement.

Attachment F3
Voice Services Specific Service Order Requirements

1. Introduction

In connection with any Service Order or Service Change Order with respect to Voice Services, TELUS will comply with the requirements, including, without limitation, procedures and documentation, set out in this Attachment and, unless otherwise provided herein, Schedule F (excluding Attachments) and section 7 of the main body of this Agreement. For greater certainty, the terms and conditions set out in Schedule F (excluding Attachments) and section 7 of the main body of this Agreement will apply to all Service Order or Service Change Order in respect of Voice Services unless otherwise provided in this Attachment. The same requirements for Service Orders set out in this Attachment shall apply to Service Change Orders, unless otherwise specifically provided herein.

2. Telephone Number Notification

Upon a GPS Entity issuing a Service Order to TELUS for a telephone line installation, TELUS will provide a telephone circuit number notification electronically, using the GPS Entity's then current online ordering System, within forty-eight (48) hours.

3. Large Service Orders

For Service Orders with respect to a large volume of Voice Services, as determined by GPS Entity issuing the Service Order, TELUS will work closely with the GPS Entity's designated project coordinator to ensure all appropriate information in connection with the Service Order is supplied on a timely basis including advising such GPS Entity project coordinator of the installation project schedule no later than one week after the issue date of the Service Order.

4. Service Order Lead Time Objectives

The Service Order lead time objectives for Voice Services are set out in Exhibit F3-A.

5. Hosted IVR Services

Notwithstanding anything to the contrary in this Agreement, the Hosted IVR Services Service Order specific requirements are set out in Exhibit F3-B and any reference to Voice Services in sections 2 through 4 of this Attachment are deemed to exclude Hosted IVR Services for the purposes of those sections.

**Exhibit F3-A
Voice Services Lead Time Objectives**

The lead times in Business Days or hours, as applicable, for Service Orders and Service Change Orders with respect to certain standard changes with respect to Voice Services are set out in the table below:

Type of Voice Service Change	Minor Service Order (Business Days)	Major Service Order (Business Days)	Emergency Service Order (hours)
Program Change (On Site)	10	10	48
Program Change (Remote)	1	2	48
Inside Move (Re-arrangement)	10	15	48
Telephone Set Change	10	15	48
Outside Move (No Engineering Required)	10	15	48
Outside Move (Engineering Required e.g. OPX)	20	25	To be determined by TELUS on acceptance of Service Order
New Installation of Telephone (No Engineering Required)	10	15	48
New Installation of Telephone (Engineering Required e.g. OPX)	20	25	To be determined by TELUS on acceptance of Service Order
Telephone Take Out (Non Engineered Site)	10	10	48
Telephone Take Out (Engineered Site)	10	10	48

For purposes of the above table:

- (a) “**Minor Service Order**” means a Service Order under which less than 10 discrete Service items are ordered; and
- (b) “**Major Service Order**” means a Service Order under which 10 or more discrete Service items are ordered.

Exhibit F3-B
Hosted IVR Services Specific Service Order Requirements

1. Service Orders

Notwithstanding anything to the contrary in this Agreement, a Service Order or a Service Change Order, as applicable, will be deemed to include an IVR SOW as described in section 3 of this Exhibit.

2. Required Provision and Required Information

In addition to the required information set out in section 3 of Schedule F, Service Orders and Service Change Orders for Hosted IVR Services will also include the tracking number of any applicable IVR SOW.

3. IVR SOW Requirements

In respect of each Service Order or Service Change Order for Hosted IVR Services that involves the development of an Application, TELUS will create a statement of work (an “**IVR SOW**”) based on the business requirements of the Province, which will be gathered through collaboration between the Province and TELUS.

Each IVR SOW will contain the following information, as applicable:

- 3.1 detailed technical, functional, operational, performance and other relevant specifications and requirements that the Hosted IVR Services, Applications, deliverables, and TELUS’ facilities must meet (including any specifications, representations, warranties or covenants applicable to such Services, Applications, deliverables, or facilities);
- 3.2 data and database integration, including in respect of external data sources, databases and Application servers;
- 3.3 connectivity with the Province’s network, including configuration of any Province firewalls, LAN or WAN devices;
- 3.4 analytics and call flow optimization to be performed by TELUS;
- 3.5 any particular reporting requirements in addition to those set out in Attachment M3;
- 3.6 capacity management, estimates and particulars regarding significant capacity increases and TELUS’ required notice period for such capacity increases;
- 3.7 alternative third party products, technology and services requirements;

- 3.8 any download requirements for data from the Hosted IVR Services for offline storage or reporting purposes;
- 3.9 acceptance testing procedures;
- 3.10 requirements for the technical currency and refresh of the Services, Applications, deliverables, or facilities;
- 3.11 a plan and time line for the delivery of all deliverables and the performance of the applicable Services (the “**IVR Project Plan**”), which will include a list of milestones that TELUS will be required to meet and the milestone deadline for each milestone;
- 3.12 discounts, credits or other remedies that will apply in connection with any deliverables or Services not delivered or performed by TELUS in accordance the IVR Project Plan or this Agreement;
- 3.13 any Province IVR Dependencies and Province IVR Dependency Target Date;
- 3.14 the Fees payable for the Services and deliverables calculated in accordance with Attachment C3-C to the Price Book subject to the following:
 - 3.14.1 TELUS will develop a detailed design and requirements document for the applicable Application or Hosted IVR Services solution for Approval by the Province, which work will be performed on a time and materials basis subject to the applicable budget limit set out in the corresponding Service Order or Service Change Order;
 - 3.14.2 upon completion of such detailed design and requirements document, TELUS will propose a fixed price for the implementation of the Application or Hosted IVR Services solution in accordance with such document; and
 - 3.14.3 once the Province and TELUS have agreed to such pricing for implementation as may be negotiated between such parties, the corresponding specification, requirements and applicable Fees (whether paid as a one-time Fee or amortized over the applicable term) will be set out in the applicable Service Order or Service Change Order, which will be implemented in accordance with its terms;
- 3.15 any specific termination rights of the Province relating to the performance by TELUS of the obligations set out in the IVR SOW;
- 3.16 any other provisions specified in this Agreement for inclusion in an IVR SOW, including as required by section 4; and
- 3.17 any other terms and conditions that are unique to an IVR SOW.

4. Province IVR Dependencies

4.1 Each IVR Project Plan may contain certain dependencies that TELUS has on the Province. To the extent that such dependencies are expressly listed in an IVR Project Plan under the heading “Province IVR Dependencies” with a corresponding completion date then such dependencies will be deemed to be “**Province IVR Dependencies**” and the completion date will be deemed to be its “**Province IVR Dependency Target Date**” for the purposes of this Agreement. If the Province fails to complete any Province IVR Dependency on or prior to the applicable Province IVR Dependency Target Date, then any obligation of TELUS identified in the applicable portion of the applicable IVR Project Plan as one that is dependent on the Province IVR Dependency will be extended by (a) the number of Business Days or, in cases where such period may not otherwise be shortened to a day-for-day extension given pre-existing scheduling or project management dependencies or contingencies, (b) the least number of Business Days required as a result of such dependencies or contingencies, from the day on which the Province actually performs such Province IVR Dependency after the Province IVR Dependency Target Date; provided that:

- 4.1.1 TELUS notifies the Province in writing promptly of any such failure;
- 4.1.2 TELUS will continue to use commercially reasonable efforts to meet the original deadline set out for such obligation; and
- 4.1.3 if TELUS fails to notify the Province of such failure within ten (10) Business Days of first learning of it, TELUS will be precluded from subsequently citing the Province’s failure as a reason for TELUS’ own subsequent failure to perform.

Attachment F5
Data Services Specific Service Order Requirements

1. Introduction

In connection with any Service Order or Service Change Order with respect to Data Services, TELUS will comply with the requirements, including, without limitation, procedures and documentation, set out in this Attachment and, unless otherwise provided herein, Schedule F (excluding Attachments) and section 7 of the main body of this Agreement. For greater certainty, the terms and conditions set out in Schedule F (excluding Attachments) and section 7 of the main body of this Agreement will apply to all Service Order or Service Change Order in respect of Data Services unless otherwise provided in this Attachment. The same requirements for Service Orders set out in this Attachment shall apply to Service Change Orders, unless otherwise specifically provided herein.

2. Quick Change Services

- 2.1 Notwithstanding section 7.4.1 of the main body of this Agreement, the process, terms and conditions set out in Exhibit F5-A will apply with respect to the ordering and implementation of any standard change with respect to Data Services that meets the following requirements, as determined by TELUS acting reasonably (“**Quick Changes**”):
 - 2.1.1 The change is non-Service affecting (i.e. does not impact service continuity);
 - 2.1.2 The change takes no more than an hour to complete;
 - 2.1.3 The change can typically be completed within 24 hours of the issuance of a Service Order or Service Change Order for the change;
 - 2.1.4 The change can be done during Business Hours; and
 - 2.1.5 The change affects a single network service element (e.g. a single router, switch or network component).
 - 2.1.5.1 For clarity, multiple changes on a single router or switch is a single Quick Change, as long as the other parameters noted in section 2.1 are met; changing the same setting on multiple routers or switches would be considered multiple Quick Changes.
- 2.2 For clarity, set out in section 1 of Exhibit F5-A is a table setting out certain standard changes that will or will not qualify as Quick Changes.

3. Extranet Services Order Form

3.1 When ordering, changing or removing an Extranet Service, the requesting GPS Entity will complete the TELUS' standard Extranet order form, which identifies:

3.1.1 critical pieces of information required to establish, change of remove the Service;

3.1.2 the requesting party (a GPS Entity);

3.1.3 other applicable parties and

3.1.4 confirmation of acceptance by both the requesting party and any other applicable party.

4. Service Order Lead Time Objectives

The lead time objectives for Quick Changes are set out in section 4 of Exhibit F5-A and the Service Order lead time objectives for other Data Services are set out in Exhibit F5-B.

**Exhibit F5-A
Quick Change Services**

1. Quick Change Reference Guide

For clarity, the table below sets out standard changes with respect to the Data Services that will or will not qualify as Quick Changes.

Sample Changes	Quick Change?
Provide router configuration information – including such things as access list information, IP address information and routing protocol information.	Yes
Access list modifications including the addition, or removal of all or part of an access list with the exception of all TELUS standard access lists	Yes
IP address changes on the GPS Entity's network port including the addition or removal of secondary addresses	Yes
Existing routing protocol modifications including: Static route additions or removal Modification to existing routing protocols such as adding a network statement to OSPF This does not include the addition of a new routing protocol as noted below.	Yes
Modify an existing NAT configuration on a router Modify the existing NAT configuration to include new addresses or add/remove a static translation This does not include the addition of a new NAT configuration as noted below.	Yes
Back up circuit testing and audits.	No (use standard Service Order process)
Security/Firewall/VPN changes: Add/modify/delete rules (filters) Provide copy of rules Firewall activities logs Add/delete DHCP forwarding Modify existing NAT protocol already configured on a firewall router only	Yes

Sample Changes	Quick Change?
Opening/closing of ports on firewalls Password changes	
IP Networks: Modify existing QOS service, spacing percentages	No (use standard Service Order process)
Add or Remove QOS service to a router or Site	No (use standard Service Order process)
Any work requiring modifications of TELUS core network devices	No (use standard Service Order process)
Add/remove routing protocol or configuration.	No (use standard Service Order process)
Add/remove NAT protocol from a router	No (use standard Service Order process)
Add BGP option to existing network	No (use standard Service Order process)
DNS changes if applicable	No (use standard Service Order process)
IP Address requests	No (use standard Service Order process)

2. Quick Change Ordering

- 2.1 Only agents of a GPS Entity that are pre-authorized by the GPS Entity may initiate Service Orders for Quick Changes on behalf of the GPS Entity. A GPS Entity may pre-authorize agents by submitting a list of authorized agents to TELUS.
- 2.2 Only up to five Quick Changes are allowed on a single Service Order.

3. Quick Change Services Pricing

- 3.1 For purposes of this section 3:
 - 3.1.1 **“Regular Quick Change”** means a Quick Change that is performed during Business Hours but not at a scheduled time specifically requested by a GPS Entity;

- 3.1.2 “**Schedule Quick Change**” means a Quick Change that is performed at a scheduled time during Business Hours that is specifically requested by a GPS Entity; and
- 3.1.3 “**After Hours Quick Change**” means a Quick Change that is completed after Business Hours at the request of a GPS Entity.
- 3.2 The Province will be entitled to up to thirty-five (35) free Regular Quick Changes per calendar month during the Term and each other GPS Entity will be entitled to up to five (5) free Regular Quick Changes per month during the Term for Data Services. For clarity, free Regular Quick Changes do not accrue month to month.
- 3.3 Any Quick Change ordered by a GPS Entity that does not qualify as a free Regular Quick Change under section 3.2 will be subject to the Fees set out in the Price Book.

4. Lead Time Objectives for Quick Changes

- 4.1 The Service Order lead time objectives for Quick Changes are set out in the table below:

Change Type	Lead Time Objective
Regular Quick Change	1 Business Day
Scheduled Quick Change	1 Business Day
After Hours Quick Change	Scheduled

**Exhibit F5-B
Data Services Lead Time Objectives**

The lead times for Service Orders and Service Change Orders with respect to certain standard changes with respect to Data Services (other than Quick Changes) are set out in the table below:

Type of Data Service Change	Lead Time Objective
Simple changes (i.e. no engineering required)	3 to 5 Business Days
Inside move other than for fibre builds (Re-arrangement)	20 Business Days
New Installation – non-fibre-based Data Service	20 Business Days
New Installation – fibre-based Data Service	45 Business Days
Removal of Data Service	30 days

Attachment F9 Cellular Services Specific Service Order Requirements

1. Introduction

In connection with any Service Order or Service Change Order with respect to Cellular Services, TELUS will comply with the requirements, including, without limitation, procedures and documentation, set out in this Attachment and, unless otherwise provided herein, Schedule F (excluding Attachments) and Section 7 of the main body of this Agreement. For greater certainty, the terms and conditions set out in Schedule F (excluding Attachments) and Section 7 of the main body of this Agreement will apply to all Service Order or Service Change Order in respect of Cellular Services unless otherwise provided in this Attachment.

2. Service Orders

Notwithstanding anything to the contrary in this Agreement, but subject to section 6.1.2.3 of Attachment H9-A and of Attachment H9-B, a Service Order or a Service Change Orders, as applicable, will be deemed to include:

- 2.1 in the case of the Province, a written instrument for the purchase of Cellular User Equipment or Cellular Services issued pursuant to either the Province's I-Procurement System or the use of a Purchasing Card, in which case the Purchasing Card number will be the Service Order number, that is used by the Province to order the Cellular Services (including Cellular User Equipment) and the corresponding written procurement documentation from the Province will follow such use of a Purchasing Card; and
- 2.2 in the case of all GPS Entities (including the Province), such written instrument or procurement method as designated by the applicable GPS Entity for the purchase of Cellular Services (including Cellular User Equipment).

In this Schedule, "**Purchasing Card**" means a charge card issued to a GPS Entity by a recognized financial institution for the purpose of making payments to a merchant.

3. Implementation of Service Orders

Notwithstanding anything to the contrary in section 7.5 of main body of this Agreement:

- 3.1 Service Orders and Service Change Orders for Cellular Services will be received directly by, as applicable, TELUS or the appropriate Subcontractor and not by the Service Order Management Centre as described in section 7.5.1 of the main body of this Agreement; and

- 3.2 Sections 7.5.6, 7.5.7, 7.5.8, 7.5.9 and 7.5.10 of main body of this Agreement will not apply to Service Orders and Service Change Orders for Cellular Services.

4. Cancelling or Delaying Services Ordered Without Cause

Notwithstanding anything to the contrary in section 7.7 of main body of this Agreement, if a GPS Entity Cancels or delays Cellular Services ordered in a Service Order before the activation of the Cellular Services, no Fees for Cellular Services ordered or the Cancellation or delay will be applied.

5. Required Provision and Required Information

Notwithstanding anything to the contrary in Schedule F, sections 2 and 3 of Schedule F will be applied to Service Orders and Service Change Orders for Cellular Services as follows:

- 5.1 the required provision set out in section 2 of Schedule F will apply to all such Service Orders and Service Change Orders and where the procurement method contemplated by section 2 of this Attachment does not permit the inclusion of such provision, such provision will be deemed to apply to, and be incorporated by, that procurement method (as if effected by a written instrument that includes such provision);
- 5.2 the required information set out in Section 3.1 of Schedule F for a Service Order for Cellular Services will include those items set out in sections 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.1.7, 3.1.8, 3.1.9, 3.1.10, 3.1.11, and 3.1.12, and will include the following:
 - 5.2.1 the Cellular User Equipment (i.e. new acquisition/activation, change or upgrade);
 - 5.2.2 the GPS End User; and
 - 5.2.3 the Designated Entity Unit for the purpose of billing,but will exclude those items set out in sections 3.1.5 and 3.1.6 of Schedule F.
- 5.3 The required information set out in Section 3.2 of Schedule F for a Service Change Order for Cellular Services will include those items set out in sections 3.2.1, 3.2.2, 3.2.3, 3.2.4, 3.2.6, 3.2.9, 3.2.10, 3.2.11, 3.2.12 and 3.2.13, and will include the following:
 - 5.3.1 the Cellular User Equipment (i.e. new acquisition/activation, change or upgrade);
 - 5.3.2 the GPS End User; and

5.3.3 the Designated Entity Unit for the purpose of billing,
but will exclude those items set out in sections 3.2.5., 3.2.7 and 3.2.8.

6. Service Order Lead Times

- 6.1 The Service Order lead time objectives for Cellular Services will be as follows:
- 6.1.1 new acquisition or upgrade of Cellular User Equipment (non-vehicle related): next Business Day if before noon or within next two Business Days if after noon (subject to the availability of such Cellular User Equipment from the manufacturer to TELUS and its Subcontractors);
 - 6.1.2 new acquisition, installation or upgrade of Cellular User Equipment in a vehicle: as quoted with each vehicle acquisition/installation;
 - 6.1.3 activation, deactivation, or change of Service on Cellular User Equipment (including ESN or provisioning changes, but excluding device exchanges or vehicle related activities): same Business Day if before noon or next Business Days if after noon;
 - 6.1.4 change of Service or Cellular User Equipment in a vehicle: as quoted with each vehicle acquisition/installation; and
 - 6.1.5 removal of Service or Cellular User Equipment in a vehicle: as quoted with each vehicle acquisition/installation.