

**SCHEDULE II –
HIGH LEVEL TRANSITION PLAN**

(See Attached)

TELUS Reference: P0910-800

Version (v0.7)

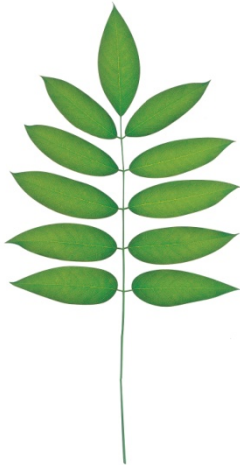
Date: 2011/06/21

TRANSITION PROGRAM
HIGH LEVEL OVERALL TRANSITION PLAN

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TELUS COMMUNICATIONS COMPANY

In collaboration with
STSP Program Manager(s):



BC Hydro,
BC Lottery Corporation,
Fraser Health Authority,
Government of British Columbia,
Insurance Corporation of BC,
Interior Health Authority,
Northern Health Authority,
Provincial Health Services Authority,
Vancouver Coastal Health Authority,
Vancouver Island Health Authority,
Work Safe BC,

Document Information

i. Document purpose

The purpose of this document is to clearly define the Transition Program elements scope and plans. The objective in clearly defining the plans at the outset of the Transition Program is to reduce the risk of cost increases and delays resulting from issues arising during the implementation of the Transition Program.

The High Level Overall Transition Plan documents the common understanding, (specific to this implementation) between the GPS Entities and TELUS. The Transition Plan is a 'living' document, which will change as required during the course of the Transition Program (to reflect progress). All changes to the High Level Overall Transition Plan will be controlled through the Transition change control process. This process requires all requested changes to be analyzed to identify the impact on the Transition Program, and requires agreement between both TELUS Communications Company and the GPS Entities.

ii. Confidentiality notice and proprietary statement

The recipient of this document, by its retention and use, agrees to protect the same and the information therein from loss, theft and compromise.

iii. Version control

Version Date	Issuer	Description
V1.0 – June 3	Cherie Shakespeare, Emmanuel Mahieu, Karen Moore	Initial draft for review

iv. Related project documents

The following documents have contributed to the development of the project plan:

Document Name	Version	Issue Date
TSMA – Section 4 Transition		
Schedule FF – Form of Transition Plan		
Schedule EE – Transition Project Deliverable & Milestone Acceptance		
Schedule GG – Form of Project Control Workbook		

v. Document approvals

This High Level Overall Transition Plan has been approved by:

[Document Note: the following table will be used for the purposes of actual transition plan approvals. No signatures are required as of the Effective Date.]

Name	Organization	Approval Date
	BC Hydro	
	BCLC	
	Fraser Health Authority	
	GBC (SSBC)	
	Insurance Corporation of BC	
	Interior Health Authority	
	Northern Health Authority	
	Provincial Health Services Authority	
	Vancouver Coastal Health Authority	
	Vancouver Island Health Authority	
	Work Safe BC	
	TELUS	

vi. Document contributions

These following individuals have contributed to the development of the High Level Overall Transition Plan:

Name	Organization

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Section 1

Service Towers Transition objectives and scope

1.1 Service Towers Transition objectives

The following objectives will be achieved through the delivery of the transition program and its constituent Service Tower projects. Service Tower specific Transition Plans will be developed to document additional objectives specific to that Service Tower.

- Timely transition of services to GPS Entities within agreed Acceptance Criteria with no significant business or Service disruptions.
- Proactively identify business, technical, or transition requirements across GPS Entities to minimize requirement conflicts and to reduce duplication of effort.
- Utilize Transition Program Governance and project control to facilitate and sustain effective, collaborative, and clearly defined decision making, communications, and project management.
- Actively engage GPS Entity participants and their organizations to participate in the Transition process which process provides a structured vehicle for their input, feedback, and the addressing or reflecting of their needs or unique constraints, as may arise during Transition.

1.2 Service Towers scope

This High Level Overall Transition Plan details transition within the Voice and Cellular domain, as well as the Internet Access portion of the Data domain. The transition of Converged Edge data services is not part of this High Level Overall Transition Plan.

The table below provides a high level overview of the Transition scope.

Service Tower	Scope
LD	<ul style="list-style-type: none"> ▪ Transition all existing Long Distance services, including direct dial, calling cards and Toll Free to new contracted rates ▪ Backdate charges for the new rates for LD and Toll Free for a period of 4 months pre-dating the Effective Date
Conferencing	<ul style="list-style-type: none"> ▪ Transition LiveMeeting Users to TELUS if not otherwise completed under the Letter Agreement dated June 15, 2011 ▪ Develop and implement Consumption reports for audio conferencing ▪ Develop and implement Branded Extranet site for audio conferencing

Service Tower	Scope
Voice	Hosted Telephony: <ul style="list-style-type: none"> ▪ Transition Centrex stations currently with another provider to TELUS ▪ Transition existing Centrex stations to newly contracted rate ▪ Transition any fixed Centrex features to unique identifiers Exchange: <ul style="list-style-type: none"> ▪ Transition existing Exchange services which are to receive a discount to newly contracted rate ▪ Transition all Exchange services regardless of rate to unique identifiers, where applicable ▪ Develop and Implement Quarterly Inventory report ▪ Upgrade partial ISDN PRIs to full PRIs as required
Internet Access	<ul style="list-style-type: none"> ▪ Transition of Internet accesses to newly contracted rates ▪ Installation or upgrade of circuits as identified in Initial Service Tower Commitment (if required)
Cellular	<ul style="list-style-type: none"> ▪ Transition of cellular subscribers to newly contracted rate plans ▪ Implementation of Cell Asyst (billing tool) ▪ Implement new Cellular Branded Portal to provide web-based procurement

Note 1: The volume of services being part of the baseline of services to be transitioned to this Agreement will be listed for each Service Tower in the Initial Service Tower Commitments.

Note 2: Detailed scope items will be outlined in Service Tower specific Transition Plans to be developed and accepted during the 60 days period after Effective Date – see Section 2.1.

Section 2 Service Towers Transition plans

2.1 Anticipated Transition Plans

TELUS Project Managers will develop Service Tower specific Transition Plans (see table below) defining what is to be transitioned, how and by what timeframe. These Transition Plans are subsets of this High Level Overall Transition Plan, but include a lower level of detail and will be further developed in collaboration with the TELUS Project Managers and the applicable GPS Entity representatives.

GPS Entities	Service Tower	Anticipated # Transition Plans*	Anticipated # Control Workbooks*
Applicable GPS Entities	LD	1	1
Applicable GPS Entities	Conferencing	1	1
GBC	Voice : Centrex Transition	1	1
Applicable GPS Entities	Voice	1	1
Applicable GPS Entities	Internet Access	1	1
Applicable GPS Entities	Cellular	1	1

*Anticipated minimums – additional plans/workbooks may be identified during the Planning phase, in collaboration with the applicable GPS Entities representatives.

Details by GPS Entity will be broken down in the Project Control Workbook and project schedules will show the GPS Entities related activities as applicable. The Project Control Workbook has the meaning given in Section 4 of the TSMA Body under the section “Transition Plan” and the form of Project Control Workbook can be found in Schedule GG.

Section 3

Service Towers Transition key milestones, timelines and GPS Dependencies

3.1 Service Towers key milestones

High level Milestones and their target timelines are noted in the table below (refer to Section 3.2, Service Tower Timelines for more detail).

Domain	Tower	Key Milestone	Target Timeline
N/A	ALL	Effective Date	T
		Transition Planning phase (Due Diligence 60 days)	T+ 8 weeks
Voice	LD	Transition LD (direct dial, calling cards, toll free)	T+ 32 weeks
		Long Distance Transition Project Closure	T+ 36 weeks
	Conferencing	Transfer to LiveMeeting	TBD
		Consumption reports completed	T+ 12 weeks
		LiveMeeting and consumption reports closure	T+ 11 weeks
		Branded Extranet site completed	TBC*
		Conferencing Transition Project Closure	T+ (22-TBC weeks)
	Voice	Hosted Telephony – Transition Centrex	T+ 29 weeks
		Exchange – Transition Exchange services (excluding PRI)	T+43 weeks
		Exchange - Transition PRI services (re-rate full PRI + upgrade fractional PRI to full PRI as requested)	T+ 24 weeks
		Voice Transition Project Closure	T+ 46 weeks
	Data	Internet Access	Transition Internet Access services (Re-rate existing circuits (including backdating of 4 weeks) & upgrade of existing or installation of new circuits as required)
Internet Access Transition Project Closure			T+ 30 weeks
Cellular	Cellular	CCP Portal in full production mode	T+ 23 weeks
		Cell Asyst in full production mode	T+ 26 weeks
		Transition to new cellular rate plans	T+ 41 weeks
		Cellular Transition Project Closure	T+ 46 weeks
Program	Program	High Level Overview Transition Plan completion - Transition Program Closure	T+ 50 weeks

*TBC – Exhibit H2-A1, section 2.1 stipulates four month period to elicit business requirements from GPS Entities and to establish timelines for the Branded Extranet site for conferencing.

3.2 Service Towers timelines and GPS Dependencies

Service Tower timelines with key activities and associated GPS Dependencies are noted below.

3.2.1 High Level Overall Transition Plan GPS Dependencies

The following GPS Dependencies have been identified for this High Level Overall Transition Plan, with T representing the Effective Date:

- T: Assign STSP Program Administrator (Total 1)
- T: Assign GPS Entity Prime for each GPS Entity (Total 11)
- T+1 to T+7 weeks: GPS Entity Primes to work collaboratively with TELUS to finalize the Transition Plans, with sign off of the plans targeted 5 days after receipt from TELUS of the completed draft plan.

3.2.2 Service Towers timelines and GPS responsibilities

The table lists the Service Tower Timelines and the GPS responsibilities. The listed GPS responsibilities will be reviewed after Effective Date and will potentially become GPS Dependencies associated with target date for completion. Timelines and GPS Dependencies will be finalized during the planning phase, in collaboration with the applicable GPS Entity representatives in each Project Control Workbook associated to each Transition Plan.

Initial Service Tower Commitments when released may impact some of the timelines presented in the table below. However wherever possible, TELUS will work with work with the applicable GPS Entities to accelerate the proposed timelines to transition to the new service.

Service Tower		Key Activity	Duration	
Program	Planning	Effective Date	T	Assign STSP Program Administrator
		Transition Planning Phase	T+1-8 weeks	Collaborate on development of High Level Overall Transition Plan
		Transition Planning Phase	T+ 8 weeks	Sign-off on High Level Overview Transition Plan
LD	Planning	Effective Date	T	Assign project prime
		Transition Planning Phase	T+ 8 weeks	Transition Plan sign-off
	Long Distance	Data Validation	T+ 9-14 weeks	Input to ensure accurate and comprehensive data collection (Note: data validation needs to be done as close to transition as possible)
		Conversion using bulk conversion Tool and LD backdated credit for 4 months	T+ 15-24 weeks	
		Billing confirmation – “First Bill Right”	T+ 24-32 weeks	Notify TELUS data validation errors
Closure	LD Transition Project closure	T+ 33-36 weeks	Transition project acceptance	
Conferencing	Planning	Effective Date	T	Assign project prime
		Transition Planning Phase	T+ 8 weeks	Transition Plan sign-off
	LiveMeeting	GBC Notifies Bell Canada of Termination	TBD (Letter Agreement timing?)	Notify Bell Canada and inform TELUS
		Bell Canada submits partner form to Microsoft	TBD	
	LiveMeeting	TELUS prepares Microsoft Order and submits contract to Microsoft	TBD	
		TELUS transfer users	TBD	
		Post transfer activities (e.g. flash page,	TBD	Identify changes required and

Service Tower	Key Activity	Duration		
	Consumption File	other changes as required)	collaborate for revisions	
		Prototype review by GBC	T- 5 weeks Review prototype	
		Final prototype delivered to GBC for signoff	T- 3 weeks Signoff	
		Build completed & tested	T- 3 weeks to T+12 weeks	
	Closure	Closure for Consumption Files and LiveMeeting	T+ 11-14 weeks	
	Branded Extranet	Gather and validate business requirements and develop timelines	T+ 4 months	Input to ensure accurate & comprehensive data collection
		Develop & implement Branded Extranet for Audio Conferencing Services	T+TBC	
Closure	Transition project closure for Conferencing	T+ 22 – TBC weeks	Transition project acceptance	
Voice	Planning	Effective Date	T Assign project prime	
		Transition Planning Phase	T+ 8 weeks Transition Plan sign-off	
	Centrex Transition	Ported Numbers: Requests in ITIMS	T+ 9-13 weeks	Input orders in ITIMS; provide detailed key layout & programming for each #
		Ported Numbers: TELUS Processes porting orders	T+ 14-20 weeks	
		Ported Numbers: Billing confirmation – “First Bill Right”	T+ 21-29 weeks	
		Resold Numbers Requests in ITIMS	T+ 9-13 weeks	Input orders in ITIMS; provide detailed key layout & programming for each #
		Resold Numbers: TELUS Processes reseller orders (incl. 1 week contingency)	T+ 14-20 weeks	
		Resold Numbers Billing confirmation – “First Bill Right”	T+ 21-29 weeks	
	Hosted Telephony & Exchange	Piloting Bulk Conversion Tool (Long Distance Pilot completed)	T+ 9-16 weeks	
		Phase I: Data Validation	T+ 17-21 weeks	Input to ensure accurate & comprehensive data collection
		Phase II: Conversion Using Bulk Conversion Tool (incl. 4 week contingency)	T+ 21-30 weeks	
		Phase III: Billing confirmation - “First Bill Right”	T+ 31 to 43 weeks	Notify TELUS of any numbers missed in original data validation
	PRI Transition	Phase I: PRI Data Validation	T+ 9 to 14 weeks	Input required to ensure accurate & comprehensive data collection
		Phase II: Full PRI rerating and Fractional PRI upgrade to full PRI as requested	T+ 15 to 21 weeks	
		Phase III: Billing confirmation – “First Bill Right”	T+ 22–24 weeks	Notify TELUS of any numbers missed in original data validation
	Closure	Voice Transition Project Closure	T+ 46 weeks	Transition project acceptance
	Data	Pre-Contract	Confirm IA circuits to be installed or re-rated	T-4 weeks Input required to ensure accurate & comprehensive data collection
Planning		Effective Date	T Assign project prime	
		Transition Planning Phase	T+ 8 weeks Input required to ensure accurate & comprehensive data collection	
Internet Access		Customer service orders issued	T+1-8 weeks	Submit service orders
		Process service orders	T+ 8-14 weeks	
		Re-rate existing circuits (including backdating of 4 weeks) & provision & install new services (if applicable)	T+ 14-20 weeks	
		Test IA services (1 week post implementation)	T+15-21 weeks	Test services
	Cutover services into production (1 week post testing)	T+16-22 weeks		

Service Tower		Key Activity	Duration	
		Billing confirmation – “First Bill Right”	T+ 20-26 weeks	
	Closure	Internet Access Transition Project closure	T+30 weeks	Transition project acceptance
Cellular	Planning	Effective Date	T	Assign project prime
		Transition Planning	T+8 weeks	Input required to ensure accurate & comprehensive data collection Transition Plan sign-off
	Re-rating	Provide recommendations on optimal rate plans	T+2-8 weeks	Provide list of subscribers associated with new rate plan
		Re-rate and code all numbers (Timelines valid for a maximum of 35,000 subscribers)	T+32 weeks	Notify TELUS of any numbers missed in original data validation
		Billing confirmation – “First Bill Right”	T+33-41 weeks	
	CCP Portal	Create e.Procurement accounts and Conduct joint TELUS/GPS Entities Cellular Portal kick off meeting	T+ 9-10 weeks	Administer to create accounts
		Develop, validate and test Product Catalogue	T+11-13 weeks	
		Develop GPS communications & e-procurement training for GPS Administrators	T+ 14-22 weeks	Develop and execute internal communications & training plan
		CCP Portal in full production and available for use	T+ 23 weeks	
	Cell Asyst	Set up GPS Entities Cell Asyst administrator email	T+ 9-11 weeks	Assign administrators; provide email addresses
		Hardware and software installation and testing	T+ 12-16 weeks	Conduct site preparation
		Cell Asyst in Production mode	T+ 17 weeks	
		Communications & training	T+18-24 weeks	Develop and execute internal communications & training plan
		Ability for the GPS Entities to produce their own reports	T+ 25-26 weeks	Manage and run reports as required
	Closure	Cellular Transition Project closure	T+42-46 weeks	Transition project acceptance

Section 4

Program organization structure

4.1 Program principles

The following principles will be used to guide the Transition Program, and will be generally applicable to the Service Tower Transition projects:

- A successful Transition is critical to the effective implementation of the Agreement;
- Although the High Level Overall Transition Plan is a TELUS deliverable, it will be developed collaboratively with representatives of the core project team and GPS Entities, and encompasses both TELUS and GPS Entities activities, deliverables and interdependencies required to effect the Transition;
- Although the project management of the Transition, and the successful implementation of the Services, is overall TELUS' responsibility to deliver, such will be effected in collaboration with the GPS Entities, who have specific accountabilities as described in the High Level Overall Transition Plan;
- Collaboration, transparency, engagement, and proactive communications on the part of all participants are critical to the successful completion of the Service Tower Transition of the Services;
- Participants are empowered to participate in the Transition projects directly and to make decisions regarding matters that may arise on behalf of their organizations, in a timely manner, within the context of the Transition Governance structure defined in this document;
- A structured project management methodology will be employed and will form the basis of project controls and Governance support;
- Transition will recognize and accommodate the unique nature of each GPS Entity's business requirements in terms of transition scheduling and dependencies, constraints and other project management elements.

4.2 Program structure

The Transition Program is structured around the following TELUS roles:

- The Transition Program Sponsor champions the Transition Program initiative, and is responsible for providing project resources and often ultimately for delivering the benefits in accordance with the terms hereof.
- The Program Executive Director has executive ownership and accountability of the Transition Program.
- The Transition Program Manager is responsible for managing the Transition Program.
- The Program Management Office is responsible for defining and managing the Transition Program-related management processes, procedures, templates, etc. and for providing support to team members by handling administrative and control functions centrally.

The Transition Program supports all Service Tower Transition Projects.

The TELUS Project Managers are responsible for effective planning, execution, tracking and delivery of their Service Tower Transition projects, in line with the corresponding High Level Overall Transition Plan.

The TELUS Project Managers are supported directly by the Transition Program Manager and by the Program Management Office.

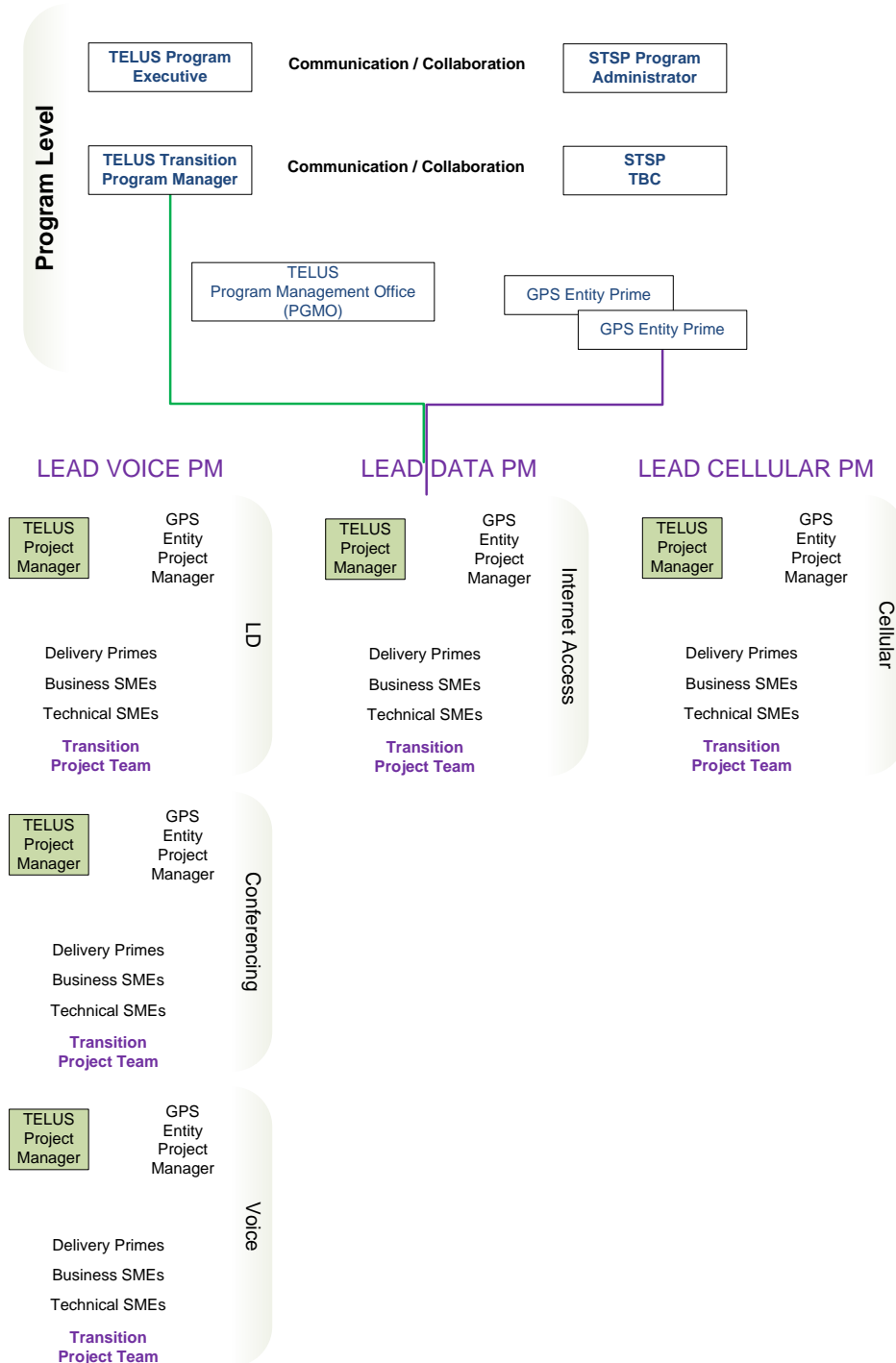
To make the best use of synergies within the Service Tower Transition Projects and to limit the number of communication points between the GPS Entities across the Service Towers, TELUS PM Leads will be assigned within the TELUS Project Managers group as follows:

PM Lead for	Service Tower
• Voice	<ul style="list-style-type: none">• LD• Conferencing• Voice
• Data	<ul style="list-style-type: none">• Internet Access
• Cellular	<ul style="list-style-type: none">• Cellular

4.3 Program organization chart

STSP Transition Program Organization

Last Updated:
June 6, 2011



Note: the precise relationship between the TELUS teams and the GPS prime representatives will be determined in the detailed Transition Plans.

Section 5

Program roles and responsibilities

5.1 Transition roles and responsibilities

TELUS will take responsibility and accountability for the Transition and perform all required activities necessary to complete the Transition, in accordance with the terms of this document and the main body of the Agreement.

Each GPS Entity will work together collaboratively with TELUS to achieve all Milestones set out in the Transition Plans. (See TSMA main body Section 4 for details)

The following participants and their Roles and Responsibilities are suggested and will be confirmed during transition planning.

5.1.1 TELUS Participants

Title	Role	Responsibilities
Program Sponsor	Provide guidance, direction, advice and TELUS executive decision making	<ul style="list-style-type: none"> ▪ Work in collaboration with the Program Executive Director <ul style="list-style-type: none"> ○ to resolve major issues as they arise ○ to make decisions ○ to provide overall direction to the project team ▪ Communicate the status and content of the Transition Program to the customer's organizational units ensuring buy in and commitment ▪ Direct the Transition Program to ensure that the implementation meets overall business objectives ▪ Serve as the decision making body to ensure that all decisions made respect the objectives and scope of the contract
Program Executive Director	The Program Executive Director is ultimately responsible for overall delivery of the Transition Program	<ul style="list-style-type: none"> ▪ Report to the Program Sponsor ▪ Work in collaboration with the Program Administrator ▪ Define, direct, and oversee the transition planning process and the production of its planned final deliverable(s). ▪ Produce Executive Level Report ▪ Serve as the decision making body on Financial and Contract Matters ▪ Oversee negotiated contract amendments as necessary

Title	Role	Responsibilities
		<ul style="list-style-type: none"> ▪ Participate in all committees as required in the proposed governance structure ▪ Act as escalation point for issues that cannot be resolved at the Transition Program level
Transition Program Manager	<p>Manage and coordinate internal TELUS resources, processes and deliverables for Transition Planning, Execution, and Control Phases</p> <p>Manage the Program Management Office</p>	<ul style="list-style-type: none"> ▪ Report to the Program Executive Director ▪ Support all of the Service Tower Project Managers in the <ul style="list-style-type: none"> ○ Delivery of Transition deliverables and Key Milestones ○ Resolution of issues and escalations that cannot be resolved at the Service Tower project level ○ Establishment of their resource plan, budget and tools they need to be successful in delivering their projects ▪ Support the Program Management Office ▪ Liaise with the GPS Entities on coordination of transition issue resolution ▪ Ensure process adherence and quality as well as timely escalation of issues, requests for direction, etc ▪ Participate in all Governance committees as required in the proposed governance structure ▪ Manage dependencies between project transition teams
Program Controller – Transition	<p>Manage and coordinate transition processes, deliverables and reporting for the Transition of the services</p>	<ul style="list-style-type: none"> ▪ Report to the Transition Program Manager ▪ Define and manage the Transition Program related governance processes, procedures and templates, ▪ Support all of the Program and Project Management teams by handling administrative functions centrally, ▪ Ensure adherence to the processes defined in the Project Controls and Transition Plans, ▪ Control the collection of information and the generation of performance reports on behalf of program or project managers
Project Manager	<p>Manage the Transition of the Service Tower</p>	<ul style="list-style-type: none"> ▪ Report to the Transition Program Manager ▪ Overall accountable for the transition of the Service Tower ▪ Single point of accountability to the GPS Entity SMEs ▪ Engage and collaborate with the GPS Entities Project Managers to plan and execute the transition of the services as defined in the Transition Plan ▪ Work collaboratively with the GPS Entities and meet the GPS Entities Project Managers on a regular basis to review the progress of the project and to address

Title	Role	Responsibilities
		<p>changes, risks, issues, decisions pending, deliverables completion and acceptance, key Milestones completion, assumptions, constraints, GPS Dependencies, and other project related items</p> <ul style="list-style-type: none"> ▪ Manage and coordinate internal TELUS resources, processes and deliverables to transition the services associated with this Service Tower within time, budget and scope, ▪ Manage Order Entry, Design, Coordination, Fulfillment, Billing and Training resources throughout the Service Tower transition ▪ Facilitate communication between the core transition team and greater project/program team
Technical Lead	Act as a technical subject matter expert during the Transition projects	<ul style="list-style-type: none"> ▪ Provide transition technical support. ▪ Support the project management team with technical expertise during the transition ▪ Provide technical trouble shooting for completion of transition implementation ▪ Participate in the Joint Technical Forum as required
Service Manager	Act as a GPS Entity and TELUS Steady State COE Advocate in regards to addressing Steady State needs during the Transition project	<ul style="list-style-type: none"> ▪ Review existing steady state processes to identify any gaps with the transitioned services ▪ Provide input on new process required for steady state of the transitioned services ▪ Act as a GPS Entity advocate within TELUS during the transition project to assist with driving changes to align with the steady state processes through interaction with Sales, Marketing, Service Assurance, Implementation and Order Entry

5.1.2 GPS Entity participants

The following participants and their Roles and Responsibilities are suggested and will be confirmed during transition planning. Note that where the role and responsibilities have been left as TBD (to be determined) the parties expect to jointly develop specific descriptions with the detailed transition plans.

Title	Role	Responsibilities
Program Sponsor	TBD	<ul style="list-style-type: none"> ▪ TBD
STSP Program Administrator	TBD	<ul style="list-style-type: none"> ▪ TBD
Program Manager	TBD	<ul style="list-style-type: none"> ▪ TBD ▪ TBD

Title	Role	Responsibilities
GPS Entity Prime	TBD	<ul style="list-style-type: none"> ▪ Supports the GPS Entity SME/project manager, through oversight, guidance, issue identifications and resolutions, and liaison with the TELUS Program Executive and the STSP Program Executive
GPS Entity SME/ Project Manager	TBD	<ul style="list-style-type: none"> ▪ Single point of accountability for GPS Entity for the Service Tower project ▪ Primarily focused on managing and coordinating internal GPS Entity resources, processes and deliverables to allow TELUS to transition the services associated with this Service Tower within time, budget and scope. ▪ Accountable to GPS Entity prime
TBD	TBD	<ul style="list-style-type: none"> ▪ TBD ▪ TBD
TBD	TBD	<ul style="list-style-type: none"> ▪ TBD ▪ TBD

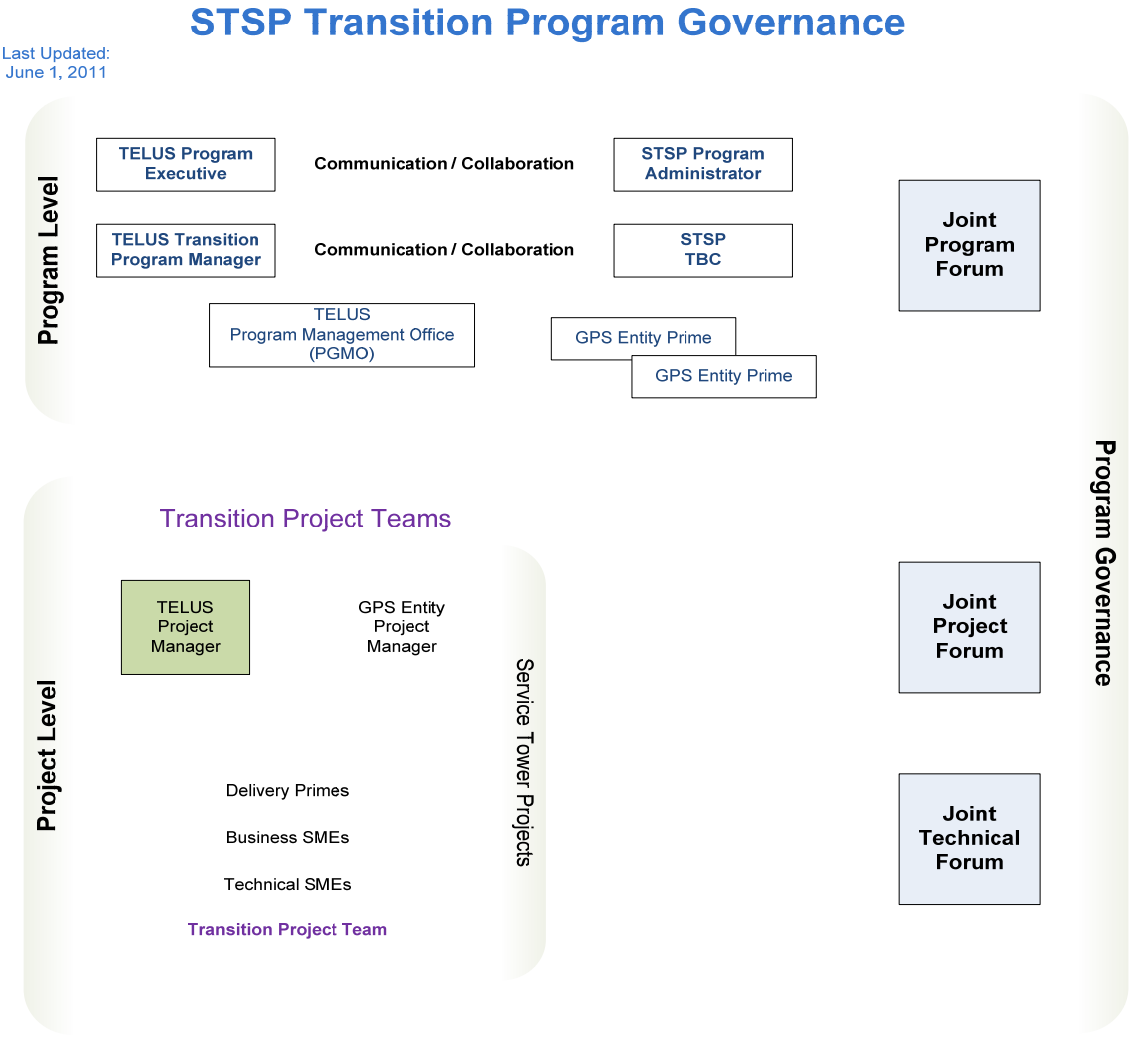
Section 6 Program Transition governance

6.1 Program Transition governance

In order to ensure a successful transition and effective ongoing relationship, the following Transition Program governance framework will be followed throughout the execution of the transition of the Service Towers (refer to TSMA Section 4.6 Transition Governance and Transition-related Disputes).

6.2 Program Transition governance chart

The organization chart below presents the linkage between the various governance forums and their participants.



6.3 Transition governance forums

Program governance is delivered through Transition Governance Forums to ensure that decision-making and Transition management activities are focused on achieving Transition Program objectives in a consistent manner, addressing appropriate risks, and fulfilling stakeholder requirements.

The Transition governance forums are illustrated in the table below:

Transition Governance Forum	Meeting Frequency
Joint Program Forum	Monthly
Joint Project Forum	Weekly
Joint Technical Forum	As required

Note: Additional meetings can be called at the request of either Party

If an escalation to the Transition Governance Forum does not address the issue to the satisfaction of the GPS Entity or TELUS or the issue involves more than one GPS Entity, the GPS Entity or TELUS may refer the issue to the Operational Management Committee and further escalate the issue in accordance with the Governance Process defined in Schedule K, Deal Governance.

6.3.1 Joint Program Forum (JPGF)

Members * Titles to be confirmed during Transition planning.		Meeting Frequency
GPS Entities	TELUS	
Program Executive Director*	Program Executive Director	Monthly
Program Manager*	Transition Program Manager	
SMEs (as required)	SMEs (as required)	
Key Stakeholders (as required)	Key Stakeholders (as required)	
Technical Lead (as required)	Technical Lead (as required)	

The purpose of the Joint Program Forum is to:

- Provide guidance and direction for the Transition projects,
- Perform oversight of delivery-related issues at both the Transition program summary level and the business level,
- Focus on reviewing integrated schedule and interdependencies, resolving issues, managing changes, managing resources, reviewing quality, reviewing risks and resource plans during the transition,
- Review Transition Program status, Transition milestones and performance metrics,
- Review Transition Program top issues / risks, remove barriers as appropriate,
- Triage change requests to determine criticality and make decisions on major change control items that impact scope, milestone dates or cost,
- Facilitate and support informal dispute resolution efforts with respect to problems, issues or disputes arising from or during Transition; escalate as appropriate to the Operational Management Committee

6.3.2 Joint Project Manager Forum (JPF)

Members * Titles to be confirmed during Transition planning.		Meeting Frequency
GPS Entities	TELUS	
Project Manager*	Project Manager	Weekly
Project Team Members*	Project Team Members	
SMEs (as required)	SMEs (as required)	
Key Operations Primes (as required)	Client Service Manager/s (as required)	
Technical Lead (as required)	Technical Lead (as required)	

The Joint Project Manager Forum is the organizational level that represents the numerous ad hoc working groups that will be struck at the working level to provide the coordination required for the completion of the projects. The term is used as a collective noun to encompass all of these activities. The purpose of the Joint Project Manager Forum is to:

- Manage all aspects of the Transition Service Tower project, including communication, schedule management, deliverable management, issue resolution, decision requests, action items, change control and risk management,
- Review completed transitions, deliverables and milestones during the last period,
- Review next period upcoming transition activities, deliverables and milestones,
- Review project status and performance, identify late items and agree on the updates in the Project Control Workbook,
- Facilitate and support informal dispute resolution efforts,
- Escalate as appropriate to the Joint Program Manager Forum items that cannot be resolved in the Joint Project Manager forum,

6.3.3 Joint Technical Forum (JTF)

Members * Titles to be confirmed during Transition planning.		Meeting Frequency
GPS Entities	TELUS	
Technical Lead*	Technical Lead	As required
SMEs*	SMEs	
Project Manager (as required)	Project Manager (as required)	
Program Manager (as required)	Transition Program Manager (as required)	
Key Operational Stakeholders (as required)	Service Delivery Manager (as required)	

The purpose of the Joint Technical Forum is to:

- Discuss architecture, design and technical related issues,
- Conduct technical issues root cause analysis as required,
- Recommend and implement corrective actions on any Transition technical related issues,
- Provide technical support and solution recommendations during transition,

- Propose and initiate Change Request as required,
- Provide any technical documentation required for completion of the Transition

Section 7 Program Communications

7.1 Program communications matrix

The suggested project communication deliverables for the Transition Program are presented below.

What	Who/Target	Purpose	When/Frequency	
Initiation Meeting	GPS Entity Project Team Sponsors, PGMO	Gather information; finalize <i>High Level Overall Program Transition Plan</i>	FIRST Before Project Start Date	Meeting (Face to Face or Video Conference)
Program Repository (SharePoint)	All Stakeholders	Central location to house Transition Plans, Control Workbooks, communications that can be shared with all team members.	Update regularly with Project Control Workbooks, Status Reports, etc.	Electronic communications repository
Distribute <i>High Level Overall Program Transition Plan</i>	All stakeholders	Distribute Plan to alert stakeholders of project scope and to gain buy in	Before Kick Off Meetings Before Project Start Date	Distributed electronically, posted on SharePoint
Service Tower Project Kick Off Meetings	GPS Entity Project Team	Develop <i>Service Tower Transition Plan(s)</i> ;	At or near Project Start Date	Meeting (Face to Face or Video Conference) <i>Template: Kick Off Meeting Agenda</i>
Distribute <i>Service Tower Transition Plans</i>	GPS Entity Project Team	Distribute Plans to alert all stakeholders of project scope and to gain buy in		Distributed electronically, posted on SharePoint
Project Status Reports	All stakeholders and PGMO	Update stakeholders on progress of the project.	Regularly Scheduled Monthly	Distributed electronically. Posted on Program Repository (SharePoint) <i>Template: Transition Project Status Report</i>
Project Team Meetings	GPS Entity Project Teams	To review detailed plans (tasks, assignments, and action items).	Regularly Scheduled Full team - weekly Sub-teams - bi- weekly or as required	Meeting (Conference Call & LiveMeeting) <i>Template: Project Control Workbook</i> Individual meetings for sub- teams, technical team, and Functional teams as appropriate
Day to day project communication	GPS Entity Project Team	To review detailed project activities, resolve issues, get decisions quickly.	As required	Telephone E-Mail
Project Closure Reviews	PGMO, Project Managers, key stakeholders, and sponsor(s).	Identify improvement plans, lessons learned, what worked and what could have gone better. Review accomplishments.	End of Project or end of major phase	Meeting/Report Distributed electronically, posted on SharePoint Hard copies as required for sign-off <i>Template: Project Closure Report, Project Acceptance Form</i>