

SCHEDULE J – SERVICE LEVELS

1. Introduction

This Schedule describes the methodologies associated with measurement of and reporting on the results achieved in respect of Service Levels; sets out certain remedies for Service Level Failures; describes the manner in which particulars relating to Service Levels may be changed or established; and describes the Balanced Scorecard system and the content requirements for Service Plans.

2. Attachments

2.1 In accordance with this Agreement, TELUS will comply with the Service specific Service Level requirements set out in the Service Level Descriptions, including the following Attachments to this Schedule J:

- Attachment J-I – Service Level Descriptions for Voice Service Level Group
- Attachment J-II – Service Level Descriptions for Data Service Level Group
- Attachment J-III – Service Level Descriptions for Cellular Service Level Group
- Attachment J-IV – Service Level Descriptions for Conferencing Service Level Group
- Attachment J-V – Service Level Descriptions for IVR Service Level Group

3. General Principles

3.1 The parties agree the guiding objectives and principles for Service Levels are as follows:

- 3.1.1.1 the Services will be improved upon as agreed over the course of the Term;
- 3.1.1.2 the Service Levels should position the relationship of the parties for success by, among other things, being fair and achievable;
- 3.1.1.3 the Service Levels should not penalize a party for events beyond its reasonable control;
- 3.1.1.4 the Service Levels should encourage joint process improvement; and
- 3.1.1.5 TELUS should have incentive to perform its obligations under this Agreement in a professional and timely manner.

- 3.2 The parties acknowledge and agree that the following principles will apply in respect of the development of additional Service Levels:
 - 3.2.1 additional Service Levels will be developed taking into consideration benchmarking of similar services and the actual performance results TELUS has offered to its other customers for similar services; and
 - 3.2.2 additional Service Levels for Services will have the following characteristics:
 - 3.2.2.1 where possible, be definable end to end;
 - 3.2.2.2 be successfully deliverable;
 - 3.2.2.3 have meaningful metrics;
 - 3.2.2.4 be measurable at the Demarcation Point, as applicable;
 - 3.2.2.5 be visible;
 - 3.2.2.6 be monitorable; and
 - 3.2.2.7 be manageable.

4. Monitoring

TELUS will monitor (reactively or proactively, as applicable) the Services in order to identify, report and correct Incidents and to ensure that TELUS is meeting or exceeding the Service Levels as required hereunder. TELUS will give notice to the GPS Entity immediately if TELUS knows or ought to know that TELUS has failed or will fail to achieve a Service Level.

5. Measurement and Reporting

- 5.1 TELUS will measure all data reasonably required by a GPS Entity to determine TELUS' performance of the Measured Services against the applicable Service Levels set out in each Service Level Description. Without limiting the foregoing, TELUS will keep complete and accurate logs of all such data for no less than 18 months after the GPS Fiscal Year in which they were collected, and will provide the GPS Entities with access to such logs forthwith upon request.
- 5.2 On or before the fifteenth day of each calendar month, TELUS will deliver to each GPS Entity a report, in a form and format approved by the GPS Group, containing (a "**Monthly Performance Report**"):
 - 5.2.1 for each Measured Service and with respect to the immediately preceding calendar month, all data reasonably related to the applicable Service Level during the applicable month;
 - 5.2.2 for each Measured Service during the immediately preceding calendar month, details of TELUS' performance as measured against the Service

Levels for such Service during the applicable month and as measured against the performance for such Service Level in the 12 month period preceding such month;

- 5.2.3 details of any Excused Event that TELUS believes has impacted the Measured Services during the applicable month; and
 - 5.2.4 any other information required by a Service Level Description (including the specific information, if any, specified in the “Special Reporting Requirements” section for a particular Service Level for the applicable Service set out in the corresponding Service Level Description) or reasonably requested by the GPS Entity from time to time.
- 5.3 Upon the GPS Entity’s reasonable request as it relates to Service Levels, TELUS will provide to the GPS Entity a report, in a form and format approved by the GPS Entity, containing, for each Measured Service:
- 5.3.1 all Service Level data relating to the delivery of the Measured Service during the applicable period; and
 - 5.3.2 details of TELUS’ performance as measured against the Service Levels during the applicable period (including details of TELUS’ performance of any Services that were supposed to be performed by TELUS during or prior to the applicable period that were not fully performed as required).
- 5.4 Upon request, TELUS will provide the GPS Entities with all Service Level data referred to in Sections 5.1, 5.2 and 5.3, only to the extent such data relates to Service Levels that are required to be measured by TELUS, promptly upon collecting such data, (a) in an electronic form and format that will enable the GPS Entity to use, copy, sort, manipulate, modify, analyze, extract, translate, and load the data without a requirement that the GPS Entity undertake modifications to the data or the form or format in which it was delivered in order to do so, or (b) in any other form and format mutually agreed to by the parties.
- 5.5 In generating data for reports provided by TELUS under this Section 5, TELUS will use, for each Service Level, the measurement methodologies identified for such Service Level in the Service Level Description for such Service Level, or such other means as reasonably required by the GPS Entity to confirm TELUS’ compliance with the Service Levels.
- 5.6 On or before the last of day of each first and seventh month of each GPS Fiscal Year, TELUS will deliver to the Administrator a report in respect of the preceding six month period, in a form and format approved by the Administrator, containing (a “**Semi-annual Performance Report**”):
- 5.6.1 a summary by each GPS Entity of the Services Levels achieved for such Service;
 - 5.6.2 details of any Excused Event that TELUS identified in a Monthly Performance Report; and

- 5.6.3 any other information required by a Service Level Description or reasonably requested by the Administrator from time to time, including the information otherwise to be provided under Section 5.2 (whether in summary or particular form).
- 5.7 Notwithstanding anything to the contrary in this Schedule J, TELUS will have no obligation to collect, retain or provide data to a GPS Entity in respect of a Service Level for which TELUS has no express obligation under this Agreement to do so, including in respect of an SLO that is only to be monitored at the request of a GPS Entity and then only in respect of the period for which such monitoring was requested.

6. Service Level Objectives

- 6.1 Notwithstanding any other provision of this Agreement, the following special terms and conditions will apply to such Service Levels expressly identified as SLOs in a Service Level Description:
 - 6.1.1 TELUS will use its commercially reasonable efforts to meet each SLO, but any single failure to do so, notwithstanding such efforts, will not result in payment of any Service Level Credit by TELUS and, if and to the extent TELUS has made such commercially reasonable efforts to meet such SLO, will not constitute a breach of this Agreement;
 - 6.1.2 Service Level Failures with respect to SLOs will be addressed by the parties in the ordinary course through the Governance Process relevant to the management of Services Levels, except in respect of SLOs subject to a Critical Threshold with specific remedies related to governance escalation and resolution;
 - 6.1.3 For certainty, Critical Thresholds may apply to SLOs to the extent expressly contemplated by such SLO in a Service Level Description; and
 - 6.1.4 The GPS Entities acknowledge that, nothing in this Agreement will create an obligation on TELUS to monitor or measure an SLO where its Service Level Description only requires that it be monitored or measured upon the request of a GPS Entity unless such monitoring or measurement of an SLO is so requested.

7. Service Level Credits

7.1 *Weighting Factors*

- 7.1.1 Each GPS Entity will assign a Weighting Factor to each SLA for purposes of calculating Service Level Credits owing to such GPS Entity under this Agreement.
- 7.1.2 The initial Weighting Factors assigned by each GPS Entity to the SLAs in a Service Level Group will be provided to TELUS by separate written notice from each GPS Entity.

- 7.1.3 The total Weighting Factors against the various SLAs in a Service Level Group for purposes of calculating Service Level Credits owing to a GPS Entity in respect of the Measured Services will not exceed one hundred and fifty (150) percentage points of multipliers for Individual Service Based SLAs and one hundred and fifty (150) percentage points of multipliers for Aggregate SLAs.
- 7.1.4 The Weighting Factor assigned to each SLA, in a Service Level Group, by a GPS Entity (whether an Individual Service Based SLA or an Aggregate SLA) will not exceed thirty (30) percentage points unless there are three or less SLAs (whether Individual Service Based SLAs or Aggregate SLAs) in respect of the Measured Services being provided to such GPS Entity in a Service Level Group in which case the Weighting Factor for each such SLA will not exceed fifty (50) percentage points.

7.2 ***Adjustment of Weighting Factors***

- 7.2.1 Each GPS Entity will have the right, on ninety (90) days notice, but no more than once each GPS Fiscal Year, to adjust, in its own discretion, the Weighting Factors provided that the following conditions are satisfied:
 - 7.2.1.1 unless otherwise agreed by the parties, the aggregate Weighting Factors assigned by the GPS Entity do not exceed one hundred and fifty (150) percentage points for Individual Service Based SLAs and one hundred and fifty (150) percentage points for Aggregate SLAs for each Service Level Group;
 - 7.2.1.2 each Weighting Factor for each SLA does not exceed thirty (30) percentage points unless there are three or less Individual Service Based SLAs or three or less Aggregate SLAs in respect of the Measured Services in a Service Level Group being provided to such GPS Entity in which case the Weighting Factor for each such SLA will not exceed fifty (50) percentage points; and
 - 7.2.1.3 a particular Weighting Factor is not adjusted up or down by more than fifty percent (50%) unless such Weighting Factor was previously less than fifteen (15) percentage points in which case such Weighting Factor may be adjusted up or down by up to one hundred percent (100%).
- 7.2.2 For greater certainty, any such adjustment will be an Ordinary Course Change.

7.3 ***Issuance and Calculation of Service Level Credits***

During the Full Term, TELUS will issue a service level credit (“**Service Level Credit**”) to a GPS Entity for every SLA Failure that occurs in a particular month of the Full Term in respect of Measured Services performed for such GPS Entity on the following basis:

- 7.3.1 The amount of each Service Level Credit issued by TELUS will be calculated by:
 - 7.3.1.1 in the case of SLA Failure for an Aggregate SLA, multiplying the current At Risk Amount of the GPS Entity by the Weighting Factor assigned by such GPS Entity to the Aggregate SLA that experienced a SLA Failure; and
 - 7.3.1.2 in the case of SLA Failure for an Individual Service Based SLA, multiplying the Circuit Fee by the Weighting Factor assigned by such GPS Entity to the Individual Service Based SLA that that experienced a SLA Failure for the corresponding Circuit.
- 7.3.2 On a Service Group by Service Group basis, the Service Level Credits for a GPS Entity will be aggregated for all SLA Failures in the applicable month and will be credited against Fees payable to TELUS by the GPS Entity, provided that such Service Level Credits credited against Fees:
 - 7.3.2.1 will not exceed the current At Risk Amount for such GPS Entity in such month; and
 - 7.3.2.2 for a particular Circuit, will not exceed the current Circuit Fee for such Circuit in such month.
- 7.3.3 If, in any Measurement Period, an Incident solely and directly results in the failure of TELUS to meet both an Aggregate SLA and an Individual Service Based SLA, such Incident will only result in a Service Level Failure in respect of one of those Service Levels, which Service Level will be chosen by the GPS Entity at the GPS Entity's discretion.
- 7.3.4 The total amount of Service Level Credits that TELUS will be obligated to credit to a GPS Entity with respect to SLA Failures occurring each month will be reflected on monthly invoices issued by TELUS to such GPS Entity in accordance with Section 17 of the main body of this Agreement. Each Service Level Credit will be reflected on the invoice for the subsequent month after the month in which the SLA Failure giving rise to such Service Level Credit occurred.

8. Critical Thresholds

- 8.1 Any Service Level Description may designate: (i) any one or more of the Services to be subject to a "**Critical Threshold**"; and (ii) for each such Service, the levels of performance or other performance by TELUS that will give rise to the remedies set out in the applicable Service Level Description, including by way of example, deeming certain failures to be a Chronic Failure for the purposes of this Agreement, or causing immediate escalation to a particular level of the Governance Process, as set out therein.

9. Service Credit Level Exemptions

- 9.1 In each month of the Term that TELUS meets or exceeds all Service Levels for all Core Services then being provided to the GPS Entity, TELUS will earn a service level credit exemption (“**SLC Exemption**”) equal to twenty percent (20%) of the monthly At Risk Amount for such GPS Entity which TELUS may use to offset any Service Level Credits issued by TELUS under this Agreement to that GPS Entity. TELUS may bank SLC Exemptions on GPS Entity by GPS Entity basis during the Term. Notwithstanding the foregoing, the total SLC Exemptions banked by TELUS with respect to a GPS Entity at any time will not exceed an amount equal to the largest Weighting Factor assigned to a SLA by such GPS Entity pursuant to Schedule J multiplied by the At Risk Amount for such GPS Entity. For greater certainty, TELUS may not earn or accrue any further SLC Exemptions with respect to such GPS Entity during any period in which such limit is reached.
- 9.2 TELUS will maintain a record of all SLC Exemptions earned by TELUS and applied from time to time on GPS Entity by GPS Entity basis, which record the applicable GPS Entity may inspect to verify its accuracy at any time and from time to time.

10. Balanced Scorecard

- 10.1 The parties acknowledge and agree that the following principles will apply with respect to the Balanced Scorecard:
- 10.1.1 The Balanced Scorecard is intended to measure the effectiveness of the relationship of the parties under this Agreement and to evolve, as required, to reflect changes in requirements of measuring such relationship and will measure performance in a number of categories (“**Performance Categories**”), including, without limitation, the six categories described below which may evolve given the requirements of the GPS Group:
- 10.1.1.1 operational performance, taking into consideration Service Level performance;
 - 10.1.1.2 GPS Entity and GPS End User satisfaction, taking into consideration the results of surveys conducted pursuant to Section 10.12 of the main body of this Agreement;
 - 10.1.1.3 procurement/marketing performance, including taking into consideration performance against the Technology Roadmap;
 - 10.1.1.4 financial performance, including savings realized by the parties, and uses and rate of consumption of the SIF;
 - 10.1.1.5 Core Services consumption/uptake, taking into consideration changes in the number and value of Core Services being provided to GPS Entities during the course of the Term; and

- 10.1.1.6 overall performance based on the performance in all other Performance Categories based on a weighting assigned to each of such other categories.
- 10.1.2 Eight to ten metrics will be used to measure the performance in all of the Performance Categories.
- 10.1.3 Performance in each Performance Category will be reported on a scale of 1 to 10 with a higher score representing better performance or such other manner as agreed by the parties.
- 10.1.4 The performance score for each Performance Category will also be reported graphically as a color on the Balanced Scorecard according to the following legend or such other manner as agreed by the parties:

<u>Colour</u>	<u>Score</u>
“Red”	1 to 5
“Yellow”	6 to 8
“Green”	9 to 10

- 10.2 The results of annual reviews conducted pursuant to Section 10.3 of the main body of this Agreement and performance of TELUS in implementing Changes pursuant to Section 9 of the main body of this Agreement will be reflected in the Balance Scorecard.
- 10.3 The Balanced Scorecard reporting system will permit any party to obtain more detailed levels of supporting information in respect of the summary information shown on a Balanced Scorecard.
- 10.4 The same form of Balanced Scorecard will be provided by TELUS to all of the GPS Entities.
- 10.5 If the colour “red” (i.e. a score of 1 to 5) is shown in respect one or more Performance Categories on a Balanced Scorecard for any GPS Entity:
 - 10.5.1.1 in any given month, then a special Agreement & Performance Management Committee meeting will be held to discuss and address the cause of such performance and ways to address the performance, and TELUS will perform (to the extent not already performed in respect of Schedule N obligations) a Root Cause analysis of the Problem causing such poor performance and, if applicable, amend the Service Plan for such GPS Entity to address the root cause of such performance to ensure the Problem does not arise again; or
 - 10.5.1.2 which relate to TELUS’ objectives for the relationship with the GPS Entity, then a Agreement & Performance Management Committee

meeting will be held to discuss and address the cause of such performance and ways to address the performance.

11. Service Plan Content

The parties acknowledge and agree that a Service Plan may include the following content:

- 11.1.1 a description of the Services to be provided in the following GPS Fiscal Year, including any planned Changes to the Services;
- 11.1.2 an analysis by TELUS of Achieved Service Levels with recommendations for changes to improve GPS End User satisfaction;
- 11.1.3 a description of opportunities to improve or increase the Achieved Service Levels;
- 11.1.4 a description of actions taken by TELUS to address perceived service problems, including specific steps and remedies;
- 11.1.5 a review and analysis of any Projects performed over the previous GPS Fiscal Year and summary of recommended Projects;
- 11.1.6 a description of the risk profile of TELUS including a description of any material risks which could have an impact on TELUS' ability to provide the Services in accordance with Service Levels; and
- 11.1.7 development of key Projects that focus on service enhancement and driving operational efficiency in the GPS Entity, as such Projects are jointly agreed to including agreement as to responsible resources in each organization.

12. Personnel Alignment

The Balanced Scorecard results and Achieved Service Levels for the corresponding period will be considered by TELUS as part of the regular performance reviews of Personnel dedicated to the GPS Group or having substantial responsibility for the delivery of the Services, including in respect of discretionary compensation payable to such Personnel based on their job or project performance.

**ATTACHMENT J-I –
SERVICE LEVEL DESCRIPTIONS FOR VOICE SERVICE LEVEL GROUP**

1. Introduction

This Attachment: (a) identifies Service Levels that TELUS is required to achieve in performing the Services in the Voice Service Level Group and the corresponding Service Level Descriptions, and (b) certain special terms and conditions that apply to the Voice Service Level Group in connection with Service Levels.

2. [Intentionally Deleted]

3. Special Terms

3.1 Reactive. If an SLO in this Attachment is identified as “Reactive” in the Monitoring section of the Service Level Description, TELUS will not be required to monitor, measure or report on, and provide any express remedies for, such SLO as set out in its Service Level Description, until such time as it is determined that such SLO should be monitored, measured and reported on (a “**Change to Proactive Status**”) in accordance with the following process:

3.1.1 upon the discovery of a service performance issue or potential issue to which such SLO applies, the GPS Entity may notify TELUS of such issue, which may include verbal notification;

3.1.2 TELUS will promptly (a) investigate such issue, including reviewing available data in respect of the SLO, if any, and (b) report its findings to the GPS Entity, which report may be verbal; and

3.1.3 if such review and report does not resolve the matter, either party may, immediately escalate such issue to Level 4 governance and if such matter is not resolved by Level 4 governance within 10 Business Days, the matter shall be further escalated to Level 3 governance, and if such matter is not resolved by Level 3 governance within 10 Business Days, or Level 3 or Level 4 governance determines the SLO requires a Change to Proactive Status, TELUS will monitor, measure and report on such SLO, and the express remedies, if any, set out in the Service Level Description will apply, until the corresponding Service Level Requirement has been achieved in three consecutive Measurement Periods (as defined in the corresponding Service Level Description), at which time the SLO will be deemed to be Reactive so long as it is not subject to a subsequent Change to Proactive Status.

3.2 Proactive. For certainty, for each Service Level in this Attachment identified as “Proactive” in the Monitoring section of the Service Level Description, TELUS will actively monitor, measure and report on, and provide any express remedies for, if any, such Service Level.

3.3 Service Level Implementation.

3.3.1 **Service Level Improvement Project.** For the purposes of establishing a Service Level Requirement for each of P1 & P2 Time to Restore (see Service Description J-I-SLA-01) and P3 & P4 Time to Restore (see Service Description J-I-SLA-02) in accordance with the guiding objectives and principles for Service Levels set out in Schedule J, TELUS will initiate a project in respect of such Service Levels:

3.3.1.1 with the objective of increasing the applicable TTR Metric to 95% (the “**TTR Target**”) provided that any failure to achieve the TTR Target, notwithstanding such efforts of TELUS, will not constitute a breach of this Agreement; and

3.3.1.2 to identify, within 60 days (or such earlier period as soon as reasonably practicable) of the Effective Date, improvements to the Measurement Methodologies set out in the applicable Service Level Descriptions such that the Achieved Service Levels will be meaningful metrics (from the perspective of both parties) for TELUS’ Time to Response in respect of the applicable Priority Levels.

3.3.2 **Adjustment.** The Service Level Requirement for P1 & P2 Time to Restore and P3 & P4 Time to Restore will be adjusted separately for each such Service Level as follows:

3.3.2.1 the percentage value of TTR Service Metric as of the Effective Date (the “**Year 1 Service Metric**”) will be the applicable Service Metric for the duration of Contract Year 1;

3.3.2.2 the percentage value of the applicable TTR Service Metric for the duration of Contract Year 2 (the “**Year 2 Service Metric**”) will be the greater of (a) the Year 1 Service Metric and (b) the monthly average of Achieved Service Levels for Contract Year 1 for such Service Level;

3.3.2.3 the percentage value of the applicable TTR Service Metric for the duration of Contract Year 3 (the “**Year 3 Service Metric**”) will be the greater of (a) the Year 2 Service Metric and (b) the monthly average of Achieved Service Levels for Contract Year 2 for such Service Level; and

3.3.2.4 the value of the applicable TTR Service Metric for each Contract Year subsequent to Contract Year 3 will be the greater of (a) the Year 3 Service Metric and (b) the monthly average of Achieved Service Levels for Contract Year 3 for such Service Level,

provided that the Service Metric will in no circumstance exceed the TTR Target and, to the extent the Year 2 Service Metric or Year 3 Service Metric is determined in accordance with this section 3.3.1 to be in excess of the TTR Target, it will be deemed to be equivalent to the TTR Target.

- 3.3.3 **Measurement Methodologies.** TELUS and the GPS Entities will review the proposed changes to the Measurement Methodologies arising from section 3.3.1.2 in accordance with Governance Process and, to the extent satisfactory to the GPS Entities, will implement such revised Measurement Methodologies in accordance with this Agreement. Until such time as the parties agree to any such changes, the existing Measurement Methodologies will prevail. As part of any such implementation of Measurement Methodologies, the parties will make such consequential adjustments to the applicable Service Level as mutually agreeable, including revising the TTR Service Metric to align with the revised Measurement Methodologies.
- 3.3.4 **Review.** After Contract Year 2, the parties will review through the Governance Process the applicable Achieved Services Levels, the then current Measurement Methodologies, the progress made towards the TTR Target, and such other matters as the parties deem necessary to resolve any outstanding issues or pursue any opportunities to give effect to the intent of this section 3.3.
- 3.3.5 **Service Level Credits.** The payment of Service Level Credits in respect of Service Levels P1 & P2 Time to Restore and P3 & P4 Time to Restore will be suspended for the duration of Contract Year 1. After Year 1, the applicable Measurement Methodologies contemplated by section 3.3.1.2 will be given retroactive effect to the Effective Date to determine if any Service Level Credits are payable in respect of Contract Year 1, provided that if parties have not agreed to implementation of such revised Measurement Methodologies at the expiry of Contract Year 1, the Measurement Methodologies existing in this Agreement as of such expiry will prevail and will be used to determine Service Level Credits payable, if any, in respect of Contract Year 1.

4. Service Levels for the Voice Service Level Group

Service Levels Descriptions for the Voice Service Level Group are as set out in separate tables set out below. Each table sets forth the definitions, formula and methodology to be used to calculate the performance of the Services to which applicable Service Level applies, and to determine whether or not a Service Level Credit is payable and whether or not a Critical Threshold has occurred.

Reference Number:	J-I-SLA-01	
Service Level Name:	P1 & P2 Time to Restore	
Service Level Requirement:	Time to Restore Rate \geq 70% (the “ TTR Service Metric ”, as adjusted in accordance with section 3.3.2)	
Type of Service Level:	Aggregate SLA	
Service Unit(s):	Reference:	Service/Service Title
	H1	Long Distance Services
	H3-A	Hosted Telephony Services
	H3-B	Exchange Services
Definitions:	“ Compliant Restoration Time ” means the Time to Restore for a Priority 1 Incident or Priority 2 Incident is \leq 4 hours.	
Monitoring	Proactive	
Measurement Methodology:	<p>Subject to section 3.3, the Service Level will be measured based on the following methodologies:</p> <ul style="list-style-type: none"> • manual analysis of Incident reports; • comparison of Incidents to Priority Level target (outage duration against corresponding target); and • includes broad range of in-scope and out-of-scope measures. 	
Measurement Period:	Monthly	
Measurement Calculation:	Time to Restore Rate = (total number of Compliant Restoration Times in the Measurement Period) / (total number of Priority 1 Incidents and Priority 2 Incidents in Measurement Period) x 100	
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Incident, • detailed reporting. 	
Critical Threshold:	N/A	

Reference Number:	J-I-SLA-02	
Service Level Name:	P3 & P4 Time to Restore	
Service Level Requirement:	Time to Restore Rate \geq 85% (the "TTR Service Metric", as adjusted in accordance with section 3.1)	
Type of Service Level:	Aggregate SLA	
Service Unit(s):	Reference:	Service Title/Service:
	H1	Long Distance Services
	H3-A	Hosted Telephony Services
	H3-B	Exchange Services
Definitions:	"Compliant Restoration Time" means the Time to Restore for a Priority Level 3 Incident is \leq 1 Business Day and for Priority Level 4 Incident is \leq 3 Business Day.	
Monitoring	Proactive	
Measurement Methodology:	Subject to section 3.3, the Service Level will be measured based on the following methodologies: <ul style="list-style-type: none"> • manual analysis of Incident reports; • comparison of Incidents to Priority Level target (outage duration against corresponding target); and • includes broad range of in-scope and out-of-scope measures. 	
Measurement Period:	Monthly	
Measurement Calculation:	Time to Restore Rate = (total number of Compliant Restoration Times in the Measurement Period) / (total number of Priority 3 Incidents and Priority 4 Incidents in Measurement Period) x 100	
Special Reporting Requirements:	At the request of a GPS Entity, TELUS will provide: <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Incident, • detailed reporting. 	
Critical Threshold:	N/A	

Reference Number:	J-I-SLA-03	
Service Level Name:	Due Date for Order Fulfillment	
Service Level Requirement:	Due Date for Order Fulfillment Rate \geq 95%	
Type of Service Level:	Aggregate SLA	
Service Unit(s):	Reference:	Service Title/Service:
	H1-C	Toll Free Services
	H3-A	Hosted Telephony Exchange Services
	H3-B	Exchange Services
Definitions:	<p>“Acceptance of Work” means the installation, upgrade, rearrangement, removal or other Work as described in a particular Service Order is accepted by the GPS Entity or deemed to be accepted by the GPS Entity if it fails to accept or reject such Work within 5 Business Days of the time agreed to for such acceptance.</p> <p>“Compliant Order Fulfillment” means Acceptance of Work occurs not more than 5 Business Days after the Due Date.</p>	
Monitoring	Proactive	
Measurement Methodology:	TELUS service order system	
Measurement Period:	Monthly	
Measurement Calculation:	Due Date for Order Fulfillment Rate = (total number of Compliant Order Fulfillment in the Measurement Period) / (total number of Service Orders in Measurement Period) x 100	
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Service Orders, • detailed reporting. 	
Critical Threshold:	N/A	

Reference Number:	J-I-SLO-01	
Service Level Name:	Incident Speed of Answer	
Service Level Requirement:	Standard Speed of Answer Rate \geq 85%; and Maximum Speed of Answer Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H1	Long Distance Services
	H3-A	Hosted Telephony Services
	H3-B	Exchange Services
Definitions:	<p>“Answer Time” means the time from when a call to a TELUS help desk from a GPS Entity is queued for the ACD queue until a live agent at such help desk answers the call.</p> <p>“Maximum Compliant Speed of Answer” means the Answer Time for a call is \leq 60 seconds.</p> <p>“Standard Compliant Speed of Answer” means the Answer Time for a call is \leq 40 seconds.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS’ help desk monitoring system.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Speed of Answer Rate = (total number of Standard Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS’ help desk by the GPS Entity in the Measurement Period) x 100.</p> <p>Maximum Speed of Answer Rate = (total number of Maximum Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS’ help desk by the GPS Entity in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-I-SLO-02											
Service Level Name:	Incident Status Updates											
Service Level Requirement:	Incident Status Update Rate \geq 85%											
Type of Service Level:	SLO											
Service Unit(s):	Reference:	Service/Service Title										
	H1	Long Distance Services										
	H3-A	Hosted Telephony Services										
	H3-B	Exchange Services										
Definitions:	<p>“Compliant Status Update” means a Status Update for an Incident within the required time set out in the following table according to Priority Levels:</p> <table border="1"> <thead> <tr> <th>Priority Level</th> <th>Required Time</th> </tr> </thead> <tbody> <tr> <td>Priority Level 1</td> <td>within 1 hour and every 1 hour interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 2</td> <td>within 90 minutes and every 90 minute interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 3</td> <td>within 4 hours and every 4 hour interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 4</td> <td>within 4 hours and every 4 hour interval thereafter until Resolved</td> </tr> </tbody> </table> <p>“Status Update” means the time of receipt of notification by a GPS Entity affected by an Incident of such Incident from TELUS in accordance with section 11 of Schedule N.</p>		Priority Level	Required Time	Priority Level 1	within 1 hour and every 1 hour interval thereafter until Resolved	Priority Level 2	within 90 minutes and every 90 minute interval thereafter until Resolved	Priority Level 3	within 4 hours and every 4 hour interval thereafter until Resolved	Priority Level 4	within 4 hours and every 4 hour interval thereafter until Resolved
Priority Level	Required Time											
Priority Level 1	within 1 hour and every 1 hour interval thereafter until Resolved											
Priority Level 2	within 90 minutes and every 90 minute interval thereafter until Resolved											
Priority Level 3	within 4 hours and every 4 hour interval thereafter until Resolved											
Priority Level 4	within 4 hours and every 4 hour interval thereafter until Resolved											
Monitoring	Reactive											
Measurement Methodology:	TELUS' Trouble Ticket system.											
Measurement Period:	Monthly											
Measurement Calculation:	Incident Status Update Rate = (total number of Compliant Status Updates in the Measurement Period) / (total number of Incidents in the Measurement Period) x 100.											
Special Reporting Requirements:	N/A											
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.											

Reference Number:	J-I-SLO-03	
Service Level Name:	Post Incident Review (PIR)	
Service Level Requirement:	PIR On-time Delivery Rate \geq 90%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H1	Long Distance Services
	H3-A	Hosted Telephony Services
	H3-B	Exchange Services
Definitions:	<p>“Compliant PIR Delivery” means a PIR Delivery \leq 5 Business Days or as otherwise mutually agreed in respect of an applicable PIR.</p> <p>“PIR Delivery” means the delivery of a PIR to GPS Entity in accordance with section 11 of Schedule N.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' Trouble Ticket system.	
Measurement Period:	Monthly	
Measurement Calculation:	PIR On-time Delivery Rate = (total number of Compliant PIR Deliveries in the Measurement Period) / (total number of PIRs requested in the Measurement Period) x 100.	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-I-SLO-04	
Service Level Name:	Reporting Timeliness	
Service Level Requirement:	On-time Report Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H1	Long Distance Services
	H3-A	Hosted Telephony Services
	H3-B	Exchange Services
Definitions:	<p>“Compliant Report Delivery” means a report required to be delivered to a GPS Entity under this Agreement is delivered by the date such report is required to be delivered in accordance with the requirements of this Agreement.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' reporting systems.	
Measurement Period:	Monthly	
Measurement Calculation:	$\text{On-time Report Rate} = \frac{\text{total number of Compliant Report Deliveries in the Measurement Period}}{\text{total number of reports required to be delivered in the Measurement Period}} \times 100.$	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-I-SLO-05	
Service Level Name:	Billing Timeliness	
Service Level Requirement:	On-time Billing Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H1	Long Distance Services
	H3-A	Hosted Telephony Services
	H3-B	Exchange Services
Definitions:	<p>“Compliant Invoice Delivery” means an Electronic Invoice is received by a GPS Entity by the date such Electronic Invoice is required to be delivered in accordance with the requirements of this Agreement.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' billing systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>On-time Billing Rate = (total number of Compliant Invoice Deliveries in the Measurement Period) / (total number of Electronic Invoices required to be delivered in the Measurement Period)) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-I-SLO-06	
Service Level Name:	Network Change Notification	
Service Level Requirement:	On-time Network Change Notification Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H1	Long Distance Services
	H3-A	Hosted Telephony Services
	H3-B	Exchange Services
Definitions:	<p>“Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Scheduled Network Change, other than a Low Impact TELUS Core Network Change, given by TELUS in accordance with section 4 of Schedule RR at least 10 Business Days prior to the implementation date for such change.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' change management systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>On-time Network Change Notification Rate = (total number of Compliant Network Change Notifications in the Measurement Period) / (total number of Scheduled Network Change, other than a Low Impact TELUS Core Network Change, that TELUS is required to provide notice of in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-I-SLO-07	
Service Level Name:	Emergency Network Change Notification	
Service Level Requirement:	Standard Network Change Notification Rate \geq 97%; and Maximum Network Change Notification Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H1	Long Distance Services
	H3-A	Hosted Telephony Services
	H3-B	Exchange Services
Definitions:	<p>“Standard Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Emergency Network Change given by TELUS in accordance with section 8 of Schedule RR at least 1 Business Day prior to the implementation date for such change.</p> <p>“Maximum Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Emergency Network Change given by TELUS in accordance with section 8 of Schedule RR on the same Business Day as the implementation of such change.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' change management systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Network Change Notification Rate = (total number of Standard Compliant Network Change Notifications in the Measurement Period) / (total number of Emergency Network Changes that TELUS is required to provide notice of in the Measurement Period) x 100.</p> <p>Maximum Network Change Notification Rate = (total number of Maximum Compliant Network Change Notifications in the Measurement Period) / (total number of Emergency Network Changes that TELUS is required to provide notice of in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-I-SLO-08	
Service Level Name:	Hosted Telephony Service Availability	
Service Level Requirement:	Service Availability Percentage \geq 99.99%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H3-A	Hosted Telephony Services
Definitions:	<p>“TELUS Centrex Network” means TELUS’ network for providing Centrex services.</p> <p>“Total Downtime” means the sum of all minutes the TELUS Centrex Network is unavailable or subject to a material degradation of the Service during the Measurement Period.</p> <p>“Total Possible Uptime” means the sum of all minutes during the Measurement Period (e.g. 60 minutes x 24 hours x number of days in the Measurement Period), excluding time accrued for Excluded Events.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS Network monitoring tools.	
Measurement Period:	Monthly	
Measurement Calculation:	Service Availability Percentage = $100 - (100 \times \text{Total Downtime} / \text{Total Possible Uptime})$	
Special Reporting Requirements:	N/A	
Critical Threshold:	If TELUS fails to meet this Service Level 3 or more consecutive times or for 4 or more times in any twelve 12 month period, such failure will be deemed to be a Chronic Failure for the purposes of section 10.09 of this Agreement and all corresponding rights and remedies will apply.	

Reference Number:	J-I-SLO-09	
Service Level Name:	PRI& DEA Services Availability	
Service Level Requirement:	Service Availability Percentage \geq 99.9%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H3-B	Exchange Services (ISDN-PRI and Digital Exchange Access (DEA) Services only)
Definitions:	<p>“Total Downtime” means the sum of all minutes the applicable Circuit is unavailable or subject to a material degradation of the Service during the Measurement Period.</p> <p>“Total Possible Uptime” means the sum of all minutes during the Measurement Period (e.g. 60 minutes x 24 hours x number of days in the Measurement Period), excluding time accrued for Excluded Events.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS Network monitoring tools.	
Measurement Period:	Monthly	
Measurement Calculation:	Service Availability Percentage = $100 - (100 \times \text{Total Downtime} / \text{Total Possible Uptime})$, calculated on a Circuit by Circuit basis.	
Special Reporting Requirements:	N/A	
Critical Threshold:	If TELUS fails to meet this Service Level 3 or more consecutive times or for 4 or more times in any twelve 12 month period, such failure will be deemed to be a Chronic Failure for the purposes of section 10.09 of this Agreement and all corresponding rights and remedies will apply. For certainty such remedy applies only an affected Circuit by Circuit basis.	

Reference Number:	J-I-SLO-10	
Service Level Name:	Grade of Service	
Service Level Requirement:	Grade of Service \geq P.01 (at all Sites for the GPS Entity)	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H3-A	Hosted Telephony Services
Definitions:	N/A	
Monitoring	Reactive	
Measurement Methodology:	A traffic study will determine if P.01 is met, using industry standard methodologies.	
Measurement Period:	Monthly	
Measurement Calculation:	Grade of Service is expressed relative to a failure probability during the busy hour of the Measurement Period (e.g. P.01 = Probability of 0.01 or 1% of a call not being completed in the Busy Hour)	
Special Reporting Requirements:	Grade of Service is measured and reported, on an Incident basis, when requested by a GPS Entity. Upon a Service Level Failure, the TELUS will include the information related to the Service Level Failure within the Monthly Performance Report.	
Critical Threshold:	If TELUS fails to meet this Service Level 3 or more consecutive times or for 4 or more times in any twelve 12 month period, such failure will be deemed to be a Chronic Failure for the purposes of section 10.09 of this Agreement and all corresponding rights and remedies will apply.	

Reference Number:	J-II-SLO-11	
Service Level Name:	Voice Quality	
Service Level Requirement:	MOS \geq 3.8	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H1-A	Outbound Long Distance Services
	H1-C	Toll-Free Services,
	H3-A	Hosted Telephony Services
Definitions:	“ MOS ” means mean opinion score using tests for voice specified by ITU-T recommendation P.800.	
Monitoring	Reactive	
Measurement Methodology:	Measured in accordance with industry standards.	
Measurement Period:	Monthly	
Measurement Calculation:	Determined in accordance with Measurement Methodology	
Special Reporting Requirements:	Reported on at request from GPS Entity.	
Critical Threshold:	If TELUS fails to meet this Service Level 3 or more consecutive times or for 4 or more times in any twelve 12 month period, such failure will be deemed to be a Chronic Failure for the purposes of section 10.09 of this Agreement and all corresponding rights and remedies will apply.	

**ATTACHMENT J-II –
SERVICE LEVEL DESCRIPTIONS FOR DATA SERVICE LEVEL GROUP**

1. Introduction

This Attachment: (a) identifies Service Levels that TELUS is required to achieve in performing the Services in the Data Service Level Group and the corresponding Service Level Descriptions, and (b) certain special terms and conditions that apply to the Data Service Level Group in connection with Service Levels.

2. Definitions

For the purposes of this Attachment, unless something in the subject matter or content is inconsistent therewith:

“**AF**” or “**Assured Forwarding**” means the middle traffic class offered on TELUS’ MPLS Network. Assured Forwarding can include three levels, AF1/AF2/AF3. TELUS at the PE sets AF3 traffic to IP precedence bit number 4, for AF2 traffic IP Precedence bit number 3 and for AF1 traffic IP Precedence bit number 2.

“**Jitter**” is the variance between consecutive Latency measured within a data stream over time.

“**Latency Access**” or “**Latency**” means the round-trip elapsed time for a test packet to transit between any two PE and CPE measurement points.

“**Latency Core**” means the round-trip elapsed time for a test packet to transit between any two PE routers in the TELUS Data Network.

“**PE**” or “**Provider Edge**” means in a single service provider's network, a router or similar device which connects to a customer is called a Provider Edge (PE) router, and the customer's router it connects to is called a CPE router.

3. Special Terms

3.1 Reactive. If an SLO in this Attachment is identified as “Reactive” in the Monitoring section of the Service Level Description, TELUS will not be required to monitor, measure or report on, and provide any express remedies for, such SLO as set out in its Service Level Description, until such time as it is determined that such SLO should be monitored, measured and reported on (a “**Change to Proactive Status**”) in accordance with the following process:

- 3.1.1 upon the discovery of a service performance issue or potential issue to which such SLO applies, the GPS Entity may notify TELUS of such issue, which may include verbal notification;
- 3.1.2 TELUS will promptly (a) investigate such issue, including reviewing available data in respect of the SLO, if any, and (b) report its findings to the GPS Entity, which report may be verbal; and
- 3.1.3 if such review and report does not resolve the matter, either party may, immediately escalate such issue to Level 4 governance and if such matter

is not resolved by Level 4 governance within 10 Business Days, the matter shall be further escalated to Level 3 governance, and if such matter is not resolved by Level 3 governance within 10 Business Days, or Level 3 or Level 4 governance determines the SLO requires a Change to Proactive Status, TELUS will monitor, measure and report on such SLO, and the express remedies, if any, set out in the Service Level Description will apply, until the corresponding Service Level Requirement has been achieved in three consecutive Measurement Periods (as defined in the corresponding Service Level Description), at which time the SLO will be deemed to be Reactive so long as it is not subject to a subsequent Change to Proactive Status.

- 3.2 Proactive. For certainty, for each Service Level in this Attachment identified as “Proactive” in the Monitoring section of the Service Level Description, TELUS will actively monitor, measure and report on, and provide any express remedies for, if any, such Service Level.
- 3.3 Alternative Service Level Credit Calculations.
- 3.3.1 Notwithstanding the Service Level Credit calculation methodology set out in section 7.3.1.2 of Schedule J, alternative Service Level Credit calculation methodology calculations are used for:
- 3.3.1.1 Service Availability (MEA Legacy Services) (see Service Level Description J-II-SLA-10) and Service Availability (Frame Legacy Services) (see Service Level Description J-II-SLA-11) (the “**Legacy Service Levels**”), and
- 3.3.1.2 Time to Restore (see Service Level Description J-II-SLA-01) and Due Date for Order Fulfillment (see Service Level Description J-II-SLA-02) (the “**Multiple Violation Service Levels**”).
- 3.3.2 In case of a conflict between the Service Level Credit calculation methodology in Schedule J and the methodology in the Service Level Descriptions for Legacy Service Levels and the Multiple Violation Service Levels, the methodology in the Service Level Descriptions will govern.
- 3.3.3 No Weighting Factors will be assigned to the Legacy Service Levels and such Service Levels will be excluded from any calculation or allocation in respect of Weighting Factors.
- 3.4 Service Level Waiver for Latency Access. If TELUS is unable to meet the SLA for Latency Access (see Service Level Description J-II-SLA-03) for a particular Service by Site, then TELUS must demonstrate by Service and by Site to the GPS Entity that all reasonable commercial efforts have been made to improve the Latency Access prior to TELUS requesting a waiver of the Service Level Credit for Latency Access. Upon receipt of such request the GPS Entity acting reasonably will determine, in its discretion, whether or not to provide TELUS with such waiver based upon its determination of whether TELUS has made all reasonable commercial efforts. For greater certainty a waiver by one GPS Entity

will not operate as a waiver by any other customer including any other GPS Entity. TELUS expressly agrees that it will continue to ensure that the TELUS Data Network throughout the Term continues to have the ability to meet the capacity needs of all its customers using such Network. Accordingly, TELUS will continually address Sites that have been previously excluded by a GPS Entity from the Service Level for Latency Access.

3.5 Service Level Waiver for Data Delivery Rate Access. If TELUS is unable to meet the SLA for DDR (Data Delivery Rate) Access (see Service Level Description J-II-SLA-05) for a particular Service at a particular Site due to situations where the GPS Entity introduces a new application or process resulting in over utilization of the Service (as measured against Specifications for such Services forming part of this Agreement), then TELUS will use commercially reasonable efforts to deploy Network changes as required to address the GPS Entities' new requirements. Where such changes are unable to accommodate the over utilization then TELUS will advise the applicable GPS Entity of such over utilization and thereafter TELUS will be relieved from the Service Level for DDR (Data Delivery Rate) Access for that specific Site until such over utilization is reduced to utilization with the Specifications for such Services forming part of this Agreement.

3.5.1 Service Levels for CE Network Review. At the time the CE Network architecture is implemented, and pursuant to the Governance Process, the parties will jointly review the following:

3.5.1.1 the then-current Service Levels (including ensuring that such Service Levels continue to comply with the guiding objectives and principles for Service Levels set forth in Schedule J) applicable to the CE Network;

3.5.1.2 the existing measurement methodology and architecture for the Service Levels applicable to the CE Network;

3.5.1.3 generally available information indicating industry-wide improvements in delivery of substantially similar services to the CE Network;

3.5.1.4 improved performance capabilities, including those associated with advances in technology and processes used to provide the Services using the CE Network; and

3.6 requirements, if any, for base lining Service Levels Requirements for Services provided using the CE Network.

4. Service Levels for the Data Service Level Group

Service Levels Descriptions for the Data Service Level Group are as set out in separate tables set out below. Each table sets forth the definitions, formula and methodology to be used to calculate the performance of the Services to which applicable Service Level applies, and to determine whether or not a Service Level Credit is payable and whether or not a Critical Threshold has occurred.

Reference Number:	J-II-SLA-01	
Service Level Name:	Time to Restore	
Service Level Requirement:	Time to Restore \leq 4 hours	
Type of Service Level:	Individual Service Based SLA	
Service Unit(s):	Reference:	Service/Service Title
	H5-B1	Custom Carrier Internet Direct Service
	H5-B2	Business Internet Access Service
	H5-B3	Business Internet Gateway Service
	H5-C	Optical Ethernet Service
	H5-E	STS WAN L3 VPN (in particular, the Data Services described in Exhibit H5-E13 as “Standard”, “Enhanced” and “Premium” and the STS WAN L3 VPN Redundant Service)
	H5-E4	Wireless Standby Service
	H5-E5	STS Extranet Service
	H5-E9	Multicast Service
	H5-E10	Secure IP Anywhere Service
	H5-E12	Fixed Broadband Wireless WAN Service
Definitions:	“ TTR Service Level Violations ” means the Time to Restore divided by the Service Level Requirement (i.e. 4 hours), rounded down to the nearest whole number.	
Monitoring	Proactive	
Measurement Methodology:	<p>Time to Restore will be measured using the Trouble Ticket for the Individual Service as captured within the TELUS Trouble Ticket system.</p> <p>The Individual Service Fee for the purposes of this Service Level will be the recurring monthly Fee charged by TELUS for the Service as identified in the TELUS Trouble Ticket system.</p>	

Reference Number:	J-II-SLA-01
Measurement Period:	Monthly
Measurement Calculation:	For each and every Incident in the Measurement Period, determination of whether Service Level Requirement is met (see below for calculation of corresponding Service Level Credit).
Alternative Service Level Credit Calculation:	Notwithstanding the Service Level Credit calculation methodology set out in section 7.3.1.2 of Schedule J, for each Service Level Failure that occurs, the amount of the corresponding Service Level Credit for this Service Level will be calculated on a per Individual Service basis in accordance with the following formula: $\text{Service Level Credit} = \text{TTR Service Level Violations} \times (\text{Weighting Factor} \times \text{Individual Service Fee})$
Special Reporting Requirements:	TELUS will provide monthly reporting for Incidents closed greater than the Service Level Requirement. At the request of a GPS Entity, TELUS will provide: <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Incident, • detailed reporting.
Critical Threshold:	N/A

Reference Number:	J-II-SLA-02	
Service Level Name:	Due Date for Order Fulfillment	
Service Level Requirement:	Acceptance of Work not more than 5 Business Days after the Due Date	
Type of Service Level:	Individual Service Based SLA	
Service Unit(s):	Reference:	Service/Service Title
	H5-B1	Custom Carrier Internet Direct Service
	H5-B2	Business Internet Access Service
	H5-B3	Business Internet Gateway Service
	H5-C	Optical Ethernet Service
	H5-E	STS WAN L3 VPN (in particular, the Data Services described in Exhibit H5-E13 as “Standard”, “Enhanced” and “Premium” and the STS WAN L3 VPN Redundant Service)
	H5-E4	Wireless Standby Service
	H5-E5	STS Extranet Service
	H5-E6	STS WAN L3 VPN Satellite Service
	H5-E9	Multicast Service
	H5-E10	Secure IP Anywhere Service
	H5-E12	Fixed Broadband Wireless WAN Service
Definitions:	<p>“Acceptance of Work” means the installation, upgrade, rearrangement, removal or other Work as described in a particular Service Order is accepted by the GPS Entity or deemed to be accepted by the GPS Entity if it fails to accept or reject such Work within 5 Business Days of the time agreed to for such acceptance.</p> <p>“Due Date Service Level Violations” means the number of Due Dates for the Work described in a particular Service Order, including rescheduled Due Dates (where an initial or subsequent Due Date is missed), for which the corresponding acceptance of</p>	

Reference Number:	J-II-SLA-02
	Work fails to occur within the Service Level Requirement.
Monitoring	Proactive
Measurement Methodology:	Achievement of Due Date will be measured using the TELUS service order system. The Individual Service Fee for the purposes of this Service Level will be the recurring monthly Fee charged by TELUS for the Service as identified in the Service Order.
Measurement Period:	Monthly
Measurement Calculation:	For each and every Service Order in the Measurement Period, determination of whether Service Level Requirement is met (see below for calculation of corresponding Service Level Credit).
Alternative Service Level Credit Calculation:	Notwithstanding the Service Level Credit calculation methodology set out in section 7.3.1.2 of Schedule J, for each Service Level Failure that occurs, the amount of the corresponding Service Level Credit for this Service Level will be calculated on a per Individual Service basis in accordance with the following formula: $\text{Service Level Credit} = \text{Due Date Service Level Violations} \times (\text{Weighting Factor} \times \text{Individual Service Fee})$
Special Reporting Requirements:	At the request of a GPS Entity, TELUS will provide: <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Service Orders, • detailed reporting.
Critical Threshold:	N/A

Reference Number:	J-II-SLA-03	
Service Level Name:	Latency Access	
Service Level Requirement:	Daily Average Latency \leq 50 milliseconds; and Hourly Average Latency \leq 50 milliseconds (applicable only to Services where the GPS Entity has subscribed to AF3 or EF QoS)	
Type of Service Level:	Individual Service Based SLA	
Service Unit(s):	Reference:	Service/Service Title
	H5-A9	NBC Metro L3 VPN Service
	H5-A13	NBC WAN L3 VPN Service
	H5-B2	Business Internet Access Service
	H5-B3	Business Internet Gateway Service
	H5-E	STS WAN L3 VPN (in particular, the Data Services described in Exhibit H5-E13 as “Standard”, “Enhanced” and “Premium” and the STS WAN L3 VPN Redundant Service)
Definitions:	<p>“Sum of Daily Latency Measures” means the aggregate sum of Latency Access for all test polls for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Sum of Hourly Latency Measures” means the aggregate sum of Latency Access for all test polls for a single hour in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Number of Daily Latency Measures” means the total number of test polls for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Number of Hourly Latency Measures” means the total number of test polls for a single hour in the Measurement Period as determined in accordance with the Measurement Methodology.</p>	
Monitoring	Proactive	
Measurement Methodology:	Service Level will be determined based on the following methodologies:	

Reference Number:	J-II-SLA-03
	<ul style="list-style-type: none"> • For the collection of metrics, TELUS will measure the highest level of prioritization used (AF3 and EF classes). • Latency Access will be measured roundtrip on all circuits from a PE device to each QoS enabled CPE device. • Measurements will be initiated from the verifier connected through the PE device to a CPE device. • TELUS will employ an ICMP test ping from PE to CPE (source to destination and back to source). Test pings will use the appropriate classification marked in the IP precedence bits. • Measurements will be limited to AF3 and EF classes only in order to limit the network impact of test packets. • The test packet interval will be 5 minutes. • 12 test polls will be conducted per hour. • A test poll will consist of 5 x 128 bytes packets with an inter-packet delay of 100 ms for AF3 packets. • A test poll will consist of 5 x 64 bytes packets with an inter-packet delay of 100 ms for EF packets. <p>TELUS verifier tools will test and record Latency Access measures and store hourly results in the TELUS SMIS system.</p>
Measurement Period:	Monthly
Measurement Calculation:	<p>Daily Average Latency = (Sum of Daily Latency Measures / Number of Daily Latency Measures) as calculated for each and every day in the Measurement Period and for AF3 and EF classes</p> <p>Hourly Average Latency = (Sum of Hourly Latency Measures / Number of Hourly Latency Measures) as calculated for each and every hour in the Measurement Period and for AF3 and EF classes</p> <p>For clarity, a failure of both the Daily Average Latency and the Hour Average Latency results in the payment of only one Service Level Credit</p> <p>For clarity, a failure of both AF3 and EF classes results in the payment of only one Service Level Credit.</p>
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Latency Access requirement; and • detailed reporting.
Critical Threshold:	N/A

Reference Number:	J-II-SLA-04	
Service Level Name:	Latency Core	
Service Level Requirement:	Daily Average Latency \leq 10 milliseconds (applicable only to Services where the GPS Entity has subscribed to AF3 or EF QoS)	
Type of Service Level:	Individual Service Based SLA	
Service Unit(s):	Reference:	Service/Service Title
	H5-A9	NBC Metro L3 VPN Service
	H5-A13	NBC WAN L3 VPN Service
	H5-B2	Business Internet Access Service
	H5-B3	Business Internet Gateway Service
	H5-E	STS WAN L3 VPN (in particular, the Data Services described in Exhibit H5-E13 as “Standard”, “Enhanced” and “Premium” and the STS WAN L3 VPN Redundant Service)
	H5-E4	Wireless Standby Service
	H5-E6	STS WAN L3 VPN Satellite Service (Latency Core only)
	H5-E9	Multicast Service
	H5-E12	Fixed Broadband Wireless WAN Service
Definitions:	<p>“Sum of Daily Latency Measures” means the aggregate sum of Latency Core for all test polls for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Number of Daily Latency Measures” means the total number of test polls for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p>	
Monitoring	Proactive	
Measurement Methodology:	<p>Service Level will be determined based on the following methodologies:</p> <ul style="list-style-type: none"> • For the collection of metrics, TELUS will measure the highest 	

Reference Number:	J-II-SLA-04
	<p>level of prioritization used (AF3 and EF classes).</p> <ul style="list-style-type: none"> • Latency Core will be measured roundtrip for all circuits from a TELUS PE device to all other PE devices • Measurements will be initiated from the verifier connected to a PE device to another verifier connected to a PE device. • TELUS will employ an ICMP test ping from PE to PE (source to destination and back to source). Test ping will use the appropriate classification marked in the IP precedence bits. • Measurements will be limited to AF3 and EF classes only in order to limit the network impact of test packets. • The test interval will be 5 minutes. • 12 test polls will be conducted per hour. • A test poll consist 5 x 128 bytes packets with an inter-packet delay of 100 ms for AF packets. • A test poll consist 5 x 64 bytes packets with an inter-packet delay of 100 ms for EF packets.
Measurement Period:	Monthly
Measurement Calculation:	<p>Daily Average Latency = (Sum of Daily Latency Measures / Number of Daily Latency Measures) as calculated for each and every day in the Measurement Period and for AF3 and EF classes.</p> <p>For clarity, a failure of both AF3 and EF classes results in the payment of only one Service Level Credit.</p>
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Latency requirement; and • detailed reporting.
Critical Threshold:	N/A

Reference Number:	J-II-SLA-05	
Service Level Name:	DDR (Data Delivery Rate) Access	
Service Level Requirement:	Daily Percentage DDR \geq 99.9% for EF labeled packets and 99.5% for AF3 labeled packets (applicable only to Services where the GPS Entity has subscribed to AF3 or EF QoS)	
Type of Service Level:	Individual Service Based SLA	
Service Unit(s):	Reference:	Service/Service Title
	H5-A9	NBC Metro L3 VPN Service
	H5-A13	NBC WAN L3 VPN Service
	H5-E	STS WAN L3 VPN (in particular, the Data Services described in Exhibit H5-E13 as “Standard”, “Enhanced” and “Premium” and the STS WAN L3 VPN Redundant Service)
Definitions:	<p>“Number of Successful Daily Tests” means the number of packets sent from the from the PE device to the GPS Entity Site CPE for a single day in the Measurement Period where a response packet is successfully sent back from the polled device, as determined in accordance with the Measurement Methodology (for certainty, where a response packet is not received by the measuring device at the PE router, the packet will be considered lost and will be excluded from this count).</p> <p>“Total Number of Daily Tests” means the total number of packets sent from the PE device to the GPS Entity Site CPE for a single day in the Measurement Period (regardless of whether a response packet is successfully sent back from the polled device), as determined in accordance with the Measurement Methodology.</p>	
Monitoring	Proactive	
Measurement Methodology:	<p>Service Level will be determined based on the following methodologies:</p> <ul style="list-style-type: none"> • For the collection of metrics, TELUS will measure the highest level of prioritization used (AF3 and EF classes). • DDR Access will be measured roundtrip on all circuits from a PE device to each QoS enabled CPE device. • Measurements will be initiated from the verifier connected through the PE device to a CPE device. 	

Reference Number:	J-II-SLA-05
	<ul style="list-style-type: none"> • TELUS will employ an ICMP test ping from PE to CPE (source to destination and back to source). Test pings will use the appropriate classification marked in the IP precedence bits • Measurements will be limited to AF3 and EF classes only in order to limit the network impact of test packets. • The test packet interval will be 5 minutes. • 12 test polls will be conducted per hour. • A test poll will consist of 5 x 128 bytes packets with an inter-packet delay of 100 ms for AF3 packets. • A test poll will consist of 5 x 64 bytes packets with an inter-packet delay of 100 ms for EF packets. <p>TELUS verifier tools will test and record DDR Access measures and store hourly results in the TELUS SMIS system. Service Level Requirement violations will be recorded and reported in the SMIS system.</p>
Measurement Period:	Monthly
Measurement Calculation:	<p>Daily Percentage DDR = (Number of Successful Daily Tests / Total Number of Daily Tests) x 100 as calculated for each and every day in the Measurement Period for each packet class tagged as AF3 or EF as applicable</p> <p>For clarity, a failure of both AF3 and EF classes results in the payment of only one Service Level Credit.</p>
Special Reporting Requirements:	<p>In addition to reporting and other requirements otherwise set out in this Agreement, TELUS will provide any waivers in accordance section 3.5 of this Attachment as agreed to by GPS Entities.</p> <p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific DDR Access requirement; and • detailed reporting.
Critical Threshold:	N/A

Reference Number:	J-II-SLA-06	
Service Level Name:	DDR (Data Delivery Rate) Core	
Service Level Requirement:	Daily Percentage DDR Core \geq 99.9% for EF labeled packets and 99.5% for AF3 labeled packets (applicable only to Services where the GPS Entity has subscribed to AF3 or EF QoS)	
Type of Service Level:	Individual Service Based SLA	
Service Unit(s):	Reference:	Service/Service Title
	H5-A9	NBC Metro L3 VPN Service
	H5-A13	NBC WAN L3 VPN Service
	H5-B2	Business Internet Access Service
	H5-B3	Business Internet Gateway Service
	H5-E	STS WAN L3 VPN (in particular, the Data Services described in Exhibit H5-E13 as "Standard", "Enhanced" and "Premium" and the STS WAN L3 VPN Redundant Service)
	H5-E4	Wireless Standby Service
	H5-E6	STS WAN L3 VPN Satellite Service (DDR Core only)
	H5-E9	Multicast Service
	H5-E12	Fixed Broadband Wireless WAN Service
Definitions:	<p>"Number of Successful Daily Tests" means the number of packets sent from the PE device to a polled PE device for a single day in the Measurement Period where a response packet is successfully sent back from the polled device, as determined in accordance with the Measurement Methodology (for certainty, where a response packet is not received by the measuring device at the PE router, the packet will be considered lost and will be excluded from this count).</p> <p>"Total Number of Daily Tests" means the total number of packets sent from the PE device to a polled PE device for a single day in the Measurement Period (regardless of whether a response packet is successfully sent back from the polled device), as determined in accordance with the Measurement</p>	

Reference Number:	J-II-SLA-06
	Methodology.
Monitoring	Proactive
Measurement Methodology:	<p>Service Level will be determined based on the following methodologies:</p> <ul style="list-style-type: none"> • For the collection of metrics, TELUS will measure the highest level of prioritization used (AF3 and/or EF classes). • DDR Core will be measured roundtrip for all circuits from a TELUS PE device to all other PE devices. • Measurements will be initiated from the verifier connected to a PE device to another verifier connected to a PE device. • TELUS will employ an ICMP test ping from PE to PE (source to destination and back to source). Test ping will use the appropriate classification marked in the IP precedence bits. • Measurements will be limited to AF3 and EF classes only in order to limit the network impact of test packets. • The test interval will be 5 minutes. • 12 polls will be conducted per hour. • A test poll will consist of 5 x 128 bytes packets with an inter-packet delay of 100 ms for AF packets. • A test poll will consist of 5 x 64 bytes packets with an inter-packet delay of 100 ms for EF packets.
Measurement Period:	Monthly
Measurement Calculation:	<p>Daily Percentage DDR = (Number of Successful Daily Tests / Total Number of Daily Tests) x 100 as calculated for each and every day in the Measurement Period for each packet class tagged as AF3 or EF as applicable</p> <p>For clarity, a failure of both AF3 and EF classes results in the payment of only one Service Level Credit.</p>
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific DDR Core requirement; and • detailed reporting.
Critical Threshold:	N/A

Reference Number:	J-II-SLA-07	
Service Level Name:	Jitter Access	
Service Level Requirement:	Daily Average Jitter \leq 10 milliseconds; and Hourly Average Jitter \leq 10 milliseconds (applicable only to Services where the GPS Entity has subscribed to EF QoS)	
Type of Service Level:	Individual Service Based SLA	
Service Unit(s):	Reference:	Service/Service Title
	H5-A9	NBC Metro L3 VPN Service
	H5-A13	NBC WAN L3 VPN Service
	H5-E	STS WAN L3 VPN (in particular, the Data Services described in Exhibit H5-E13 as "Standard", "Enhanced" and "Premium" and the STS WAN L3 VPN Redundant Service)
Definitions:	<p>"Sum of Daily Jitter Measures" means the aggregate sum of all Jitter measures for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>"Sum of Hourly Jitter Measures" means the aggregate sum of all Jitter measures for a single hour in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>"Number of Daily Jitter Measures" means the total number of Jitter measures for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>"Number of Hourly Jitter Measures" means the total number of Jitter measures for a single hour in the Measurement Period as determined in accordance with the Measurement Methodology.</p>	
Monitoring	Proactive	
Measurement Methodology:	<p>Service Level will be determined based on the following methodologies:</p> <ul style="list-style-type: none"> • The highest level of prioritization will be used for the collection of metrics EF. • Band 4 Off-net Sites are not eligible for Jitter Access. • Jitter Access will be measured roundtrip on all circuits from a 	

Reference Number:	J-II-SLA-07
	<p>TELUS PE device to each QoS enabled CPE.</p> <ul style="list-style-type: none"> • Jitter Access measurements will be based on variations in roundtrip Latency from a PE device to each QoS enabled CPE device. • Two-way ping from PE to CPE (source to destination and back to source). This test will be ICMP based with the appropriate classification marked in the IP precedence bits. • The measurement will be taken in the EF class - Additional measurements will not be taken in the AF3, AF2 and AF 1 class. • The test interval will be 5 minutes. • 12 polls will be conducted per hour. • A poll will consist of 5 – 64 bytes packets with an inter-packet delay of 100 ms for EF.
Measurement Period:	Monthly
Measurement Calculation:	<p>Daily Average Jitter = (Sum of Daily Jitter Measures / Number of Daily Jitter Measures) as calculated for each and every day in the Measurement Period</p> <p>Hourly Average Jitter = (Sum of Hourly Jitter Measures / Number of Hourly Jitter Measures) as calculated for each and every hour in the Measurement Period</p> <p>For clarity, a failure of both the Daily Average Jitter and the Hour Average Jitter results in the payment of only one Service Level Credit</p>
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Jitter requirement; and • detailed reporting.
Critical Threshold:	N/A

Reference Number:	J-II-SLA-08	
Service Level Name:	Jitter Core	
Service Level Requirement:	Daily Average Jitter \leq 1 millisecond (applicable only to Services where the GPS Entity has subscribed to EF QoS)	
Type of Service Level:	Individual Service Based SLA	
Service Unit(s):	Reference:	Service/Service Title
	H5-A9	NBC Metro L3 VPN Service
	H5-A13	NBC WAN L3 VPN Service
	H5-B2	Business Internet Access Service
	H5-B3	Business Internet Gateway Service
	H5-E	STS WAN L3 VPN (in particular, the Data Services described in Exhibit H5-E13 as “Standard”, “Enhanced” and “Premium” and the STS WAN L3 VPN Redundant Service)
	H5-E4	Wireless Standby Service
	H5-E6	STS WAN L3 VPN Satellite Service (Jitter Core only)
	H5-E12	Fixed Broadband Wireless WAN Service
Definitions:	<p>“Sum of Daily Jitter Measures” means the aggregate sum of all Jitter measures for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Number of Daily Jitter Measures” means the total number of test polls for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p>	
Monitoring	Proactive	
Measurement Methodology:	<p>Service Level will be determined based on the following methodologies:</p> <ul style="list-style-type: none"> • The highest level of prioritization will be used for the collection of metrics EF. • Band 4 Off-net Sites are not eligible for Jitter Core. • Jitter Core will be measured as the one-way variations of 	

Reference Number:	J-II-SLA-08
	<p>Latency on all circuits from a TELUS PE device to all other TELUS PE devices within the TELUS core network.</p> <ul style="list-style-type: none"> • One-way ping from PE to PE (source to destination and back to source). This test will be ICMP based with the appropriate classification marked in the IP precedence bits. • The measurement will be taken in the EF class - Additional measurements will not be taken in the AF3, AF2 and AF 1 class. • The test interval will be 5 minutes. • 12 polls will be conducted per hour. • A poll will consist of 5 – 64 bytes packets with an inter-packet delay of 100 ms for EF.
Measurement Period:	Monthly
Measurement Calculation:	Daily Average Jitter = (Sum of Daily Jitter Measures / Number of Daily Jitter Measures) as calculated for each and every day in the Measurement Period
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Jitter requirement; and • detailed reporting.
Critical Threshold:	N/A

Reference Number:	J-II-SLA-09	
Service Level Name:	Service Availability	
Service Level Requirement:	Service Availability Percentage for: Standard \geq 99.90% Enhanced \geq 99.95% Premium \geq 99.99%	
Type of Service Level:	Individual Service Based SLA	
Service Unit(s):	Reference:	Service/Service Title
	H5-A9	NBC Metro L3 VPN Service
	H5-A13	NBC WAN L3 VPN Service
	H5-B2	Business Internet Access Service
	H5-B3	Business Internet Gateway Service
	H5-E	STS WAN L3 VPN (in particular, the Data Services described in Exhibit H5-E13 as "Standard", "Enhanced" and "Premium" and the STS WAN L3 VPN Redundant Service)
Definitions:	<p>"Total Downtime" means the sum of all minutes the Service is unavailable or subject to a material degradation of the Service during the Measurement Period (for greater certainty, with respect to Services that involve redundant capacity, Total Downtime will not include any minutes where the Service continues to be available and not subject to a material degradation notwithstanding that one of the redundant portions of the Service has failed, e.g. one of two redundant lines has failed but the fail-over mechanism has appropriately operated and network performance targets continue to be met).</p> <p>"Total Possible Uptime" means the sum of all minutes during the Measurement Period (e.g. 60 minutes x 24 hours x number of days in the Measurement Period), excluding time accrued for Excluded Events.</p>	
Monitoring	Proactive	
Measurement Methodology:	TELUS Network monitoring tools using polling and alarms.	

Reference Number:	J-II-SLA-09
Measurement Period:	Monthly
Measurement Calculation:	Service Availability Percentage = $100 - (100 \times \text{Total Downtime} / \text{Total Possible Uptime})$, calculated to the third decimal and rounded to two decimal places using normal rules (0-4 down and 5-9 up).
Special Reporting Requirements:	At the request of a GPS Entity, TELUS will provide: <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement, and • detailed reporting.
Critical Threshold:	N/A

Reference Number:	J-II-SLA-10									
Service Level Name:	Service Availability (MEA Legacy Services)									
Service Level Requirement:	Service Availability Percentage = 99.7%									
Type of Service Level:	Individual Service Based SLA									
Service Unit(s):	Reference:	Service/Service Title								
	H5-A	Initial Data Services (in particular the Legacy Services)								
Definitions:	<p>“Legacy Services” means the following Services:</p> <table border="1"> <tr><td>NBC MEA Routed - 56Kbps</td></tr> <tr><td>NBC MEA Routed - 128Kbps</td></tr> <tr><td>NBC MEA Routed - 256Kbps</td></tr> <tr><td>NBC MEA Routed - 512Kbps</td></tr> <tr><td>NBC MEA Routed - 1.5Mbps</td></tr> <tr><td>NBC MEA Routed - Asymmetric</td></tr> <tr><td>NBC MEA Routed - 10Mbps</td></tr> <tr><td>NBC MEA Routed - 30Mbps</td></tr> </table>		NBC MEA Routed - 56Kbps	NBC MEA Routed - 128Kbps	NBC MEA Routed - 256Kbps	NBC MEA Routed - 512Kbps	NBC MEA Routed - 1.5Mbps	NBC MEA Routed - Asymmetric	NBC MEA Routed - 10Mbps	NBC MEA Routed - 30Mbps
	NBC MEA Routed - 56Kbps									
	NBC MEA Routed - 128Kbps									
	NBC MEA Routed - 256Kbps									
	NBC MEA Routed - 512Kbps									
	NBC MEA Routed - 1.5Mbps									
	NBC MEA Routed - Asymmetric									
	NBC MEA Routed - 10Mbps									
	NBC MEA Routed - 30Mbps									
	<p>“Total Downtime” means the sum of all minutes the Service is unavailable or subject to a material degradation of the Service during the Measurement Period (for greater certainty, with respect to Services that involve redundant capacity, Total Downtime will not include any minutes where the Service continues to be available and not subject to a material degradation notwithstanding that one of the redundant portions of the Service has failed, e.g. one of two redundant lines has failed but the fail-over mechanism has appropriately operated and network performance targets continue to be met).</p>									
<p>“Total Possible Uptime” means the sum of all minutes during the Measurement Period (e.g. 60 minutes x 24 hours x number of days in the Measurement Period), excluding time accrued for Excluded Events.</p>										

Reference Number:	J-II-SLA-10		
Monitoring	Proactive		
Measurement Methodology:	TELUS Network monitoring tools using polling and alarms.		
Measurement Period:	Monthly		
Measurement Calculation:	Service Availability Percentage = $100 - (100 \times \text{Total Downtime} / \text{Total Possible Uptime})$, calculated to the third decimal and rounded to two decimal places using normal rules (0-4 down and 5-9 up).		
Alternative Service Level Credit Calculation:	Notwithstanding the Service Level Credit calculation methodology set out in section 7.3.1.2 of Schedule J, for each Service Level Failure that occurs, the amount of the corresponding Service Level Credit for this Service Level will be calculated on a per Individual Service basis in accordance with the following table:		
	Service Availability Percentage	Total Downtime (Hours: Minutes)	
	Credit as % of Individual Service Fee		
	99.7% to 97.7%	>2h:10m to <16h:36m	20%
	97.7% to 95.7%	>16h:36m to <31h:0m	40%
95.7% to 93.7%	>31h:0m to <45h:24m	60%	
93.7% to < 91.7%	>45h:24m	80%	
Special Reporting Requirements:	At the request of a GPS Entity, TELUS will provide: <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement, and • detailed reporting. 		
Critical Threshold:	N/A		

Reference Number:	J-II-SLA-11	
Service Level Name:	Service Availability (Frame Legacy Services)	
Service Level Requirement:	Service Availability Percentage = 99.85%	
Type of Service Level:	Aggregate Based SLA	
Service Unit(s):	Reference:	Service/Service Title
	H5-A	Initial Data Services (in particular the Legacy Services)
Definitions:	“ Legacy Services ” means the Services set out in Exhibit A to this Service Level.	
Monitoring	Reactive	
Measurement Methodology:	TELUS Network monitoring tools using polling and alarms.	
Measurement Period:	Monthly	
Measurement Calculation:	$\text{Service Availability Percentage} = \frac{(\text{number of all assigned service connections} \times \text{minutes per month}) - (\text{total network outage minutes}) \times 100}{(\text{number of all assigned service connections} \times \text{minutes per month})}$	
Alternative Service Level Credit Calculation:	<p>Notwithstanding the Service Level Credit calculation methodology set out in section 7.3.1.2 of Schedule J, for each Service Level Failure that occurs, the amount of the corresponding Service Level Credit for this Service Level will be calculated on a per Individual Service basis as set out in this section.</p> <p>TELUS Frame Relay Service guarantees that the core network components that comprise a GPS Entity’s Frame Relay installation will be available 99.85% of the time, averaged over the assigned service connections and averaged over the course of the billing month. This guarantee covers the Frame Relay components being up and ready for data transmission. For the purposes of measuring Service Availability Percentage, the network components include the Frame Relay infrastructure connectivity from service connection to service connection in Canada and excludes the telecommunication hardware located at the GPS Entity’s Site and supplied by TELUS (e.g. data set, router or multiplexer) or CPE and access services. It also excludes time accrued during scheduled maintenance outages or during events which are beyond the reasonable control of TELUS.</p>	

Reference Number:	J-II-SLA-11
	Should the Service Level Requirement not be met for a period of one month, TELUS will, upon request from the GPS Entity, issue the GPS Entity a service credit equal to 5% of the Frame Relay service connection features monthly fees and the Intra-Canada Committed Information Rate ("CIR") and JoinNet options. In the event that the Service Level Requirement is not met for a period of two (2) or more consecutive months, TELUS will, upon the request of the GPS Entity, issue the GPS Entity a service credit equal to 10% (ten percent) of the Frame Relay service connection features monthly fees and the Intra-Canada Committed Information Rate ("CIR") and JoinNet options.
Special Reporting Requirements:	At the request of a GPS Entity, TELUS will provide: <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement, and • detailed reporting.
Critical Threshold:	N/A

Exhibit A to J-II-SLA-11

NBC Frame 64K Band 1
NBC Frame 64K Band 3
NBC Frame 64K Band 4
NBC Frame 128K Band 1
NBC Frame 128K Band 3
NBC Frame 128K Band 4
NBC Frame 256K Band 1
NBC Frame 256K Band 3
NBC Frame 256K Band 4
NBC Frame 512K Band 1
NBC Frame 512K Band 3
NBC Frame 512K Band 4
NBC Frame T1 Band 1

NBC Frame T1 Band 3
NBC Frame T1 Band 4
NBC Frame CIR 16K
NBC Frame CIR 32K
NBC Frame CIR 64K
NBC Frame JOINNET
NBC Frame CIR Cda - US
NBC Frame Joinnet PVC
NBC Frame 64K Band 1
NBC Frame 64K Band 3
NBC Frame 64K Band 4
NBC Frame 128K Band 1
NBC Frame 128K Band 3
NBC Frame 128K Band 4
NBC Frame 256K Band 1
NBC Frame 256K Band 3
NBC Frame 256K Band 4
NBC Frame 512K Band 1
NBC Frame 512K Band 3
NBC Frame 512K Band 4
NBC Frame T1 Band 1
NBC Frame T1 Band 3
NBC Frame T1 Band 4
NBC Frame CIR 16K
NBC Frame CIR 32K

NBC Frame CIR 64K
NBC Frame JOINNET
NBC Frame CIR Cda - US

Reference Number:	J-II-SLO-01	
Service Level Name:	Incident Speed of Answer	
Service Level Requirement:	Standard Speed of Answer Rate \geq 85%; and Maximum Speed of Answer Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5	Data Services
Definitions:	<p>“Answer Time” means the time from when a call to a TELUS help desk from a GPS Entity is queued for the ACD queue until a live agent at such help desk answers the call.</p> <p>“Maximum Compliant Speed of Answer” means the Answer Time for a call is \leq 60 seconds.</p> <p>“Standard Compliant Speed of Answer” means the Answer Time for a call is \leq 40 seconds.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' help desk monitoring system.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Speed of Answer Rate = (total number of Standard Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS' help desk by the GPS Entity in the Measurement Period) x 100.</p> <p>Maximum Speed of Answer Rate = (total number of Maximum Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS' help desk by the GPS Entity in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-II-SLO-02											
Service Level Name:	Incident Status Updates											
Service Level Requirement:	Incident Status Update Rate \geq 85%											
Type of Service Level:	SLO											
Service Unit(s):	Reference:	Service/Service Title										
	H5	Data Services										
Definitions:	<p>“Compliant Status Update” means a Status Update for an Incident within the required time set out in the following table according to Priority Levels:</p> <table border="1"> <thead> <tr> <th>Priority Level</th> <th>Required Time</th> </tr> </thead> <tbody> <tr> <td>Priority Level 1</td> <td>within 1 hour and every 1 hour interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 2</td> <td>within 90 minutes and every 90 minute interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 3</td> <td>within 4 hours and every 4 hour interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 4</td> <td>within 4 hours and every 4 hour interval thereafter until Resolved</td> </tr> </tbody> </table> <p>“Status Update” means the time of receipt of notification by a GPS Entity affected by an Incident of such Incident from TELUS in accordance with section 11 of Schedule N.</p>		Priority Level	Required Time	Priority Level 1	within 1 hour and every 1 hour interval thereafter until Resolved	Priority Level 2	within 90 minutes and every 90 minute interval thereafter until Resolved	Priority Level 3	within 4 hours and every 4 hour interval thereafter until Resolved	Priority Level 4	within 4 hours and every 4 hour interval thereafter until Resolved
Priority Level	Required Time											
Priority Level 1	within 1 hour and every 1 hour interval thereafter until Resolved											
Priority Level 2	within 90 minutes and every 90 minute interval thereafter until Resolved											
Priority Level 3	within 4 hours and every 4 hour interval thereafter until Resolved											
Priority Level 4	within 4 hours and every 4 hour interval thereafter until Resolved											
Monitoring	Reactive											
Measurement Methodology:	TELUS' Trouble Ticket system.											
Measurement Period:	Monthly											
Measurement Calculation:	Incident Status Update Rate = (total number of Compliant Status Updates in the Measurement Period) / (total number of Incidents in the Measurement Period) x 100.											
Special Reporting Requirements:	N/A											

Reference Number:	J-II-SLO-02
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.

Reference Number:	J-II-SLO-03	
Service Level Name:	Post Incident Review (PIR)	
Service Level Requirement:	PIR On-time Delivery Rate \geq 90%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5	Data Services
Definitions:	<p>“Compliant PIR Delivery” means a PIR Delivery \leq 5 Business Days or as otherwise mutually agreed in respect of an applicable PIR.</p> <p>“PIR Delivery ” means the delivery of a PIR to GPS Entity in accordance with section 11 of Schedule N.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' Trouble Ticket system.	
Measurement Period:	Monthly	
Measurement Calculation:	$\text{PIR On-time Delivery Rate} = \frac{\text{(total number of Compliant PIR Deliveries in the Measurement Period)}}{\text{(total number of PIRs requested in the Measurement Period)}} \times 100.$	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-II-SLO-04	
Service Level Name:	Reporting Timeliness	
Service Level Requirement:	On-time Report Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5	Data Services
Definitions:	<p>“Compliant Report Delivery” means a report required to be delivered to a GPS Entity under this Agreement is delivered by the date such report is required to be delivered in accordance with the requirements of this Agreement.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' reporting systems.	
Measurement Period:	Monthly	
Measurement Calculation:	$\text{On-time Report Rate} = \frac{\text{total number of Compliant Report Deliveries in the Measurement Period}}{\text{total number of reports required to be delivered in the Measurement Period}} \times 100.$	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-II-SLO-05	
Service Level Name:	Billing Timeliness	
Service Level Requirement:	On-time Billing Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5	Data Services
Definitions:	<p>“Compliant Invoice Delivery” means an Electronic Invoice is received by a GPS Entity by the date such Electronic Invoice is required to be delivered in accordance with the requirements of this Agreement.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' billing systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>On-time Billing Rate = (total number of Compliant Invoice Deliveries in the Measurement Period) / (total number of Electronic Invoices required to be delivered in the Measurement Period)) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-II-SLO-06	
Service Level Name:	Network Change Notification	
Service Level Requirement:	On-time Network Change Notification Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5	Data Services
Definitions:	<p>“Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Scheduled Network Change, other than a Low Impact TELUS Core Network Change, given by TELUS in accordance with section 4 of Schedule RR at least 10 Business Days prior to the implementation date for such change.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS’ change management systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>On-time Network Change Notification Rate = (total number of Compliant Network Change Notifications in the Measurement Period) / (total number of Scheduled Network Change, other than a Low Impact TELUS Core Network Change, that TELUS is required to provide notice of in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-II-SLO-07	
Service Level Name:	Emergency Network Change Notification	
Service Level Requirement:	Standard Network Change Notification Rate \geq 97%; and Maximum Network Change Notification Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5	Data Services
Definitions:	<p>“Standard Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Emergency Network Change given by TELUS in accordance with section 8 of Schedule RR at least 1 Business Day prior to the implementation date for such change.</p> <p>“Maximum Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Emergency Network Change given by TELUS in accordance with section 8 of Schedule RR on the same Business Day as the implementation of such change.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS’ change management systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Network Change Notification Rate = (total number of Standard Compliant Network Change Notifications in the Measurement Period) / (total number of Emergency Network Changes that TELUS is required to provide notice of in the Measurement Period) x 100.</p> <p>Maximum Network Change Notification Rate = (total number of Maximum Compliant Network Change Notifications in the Measurement Period) / (total number of Emergency Network Changes that TELUS is required to provide notice of in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-II-SLO-08	
Service Level Name:	Timeliness of Obtaining Quotes	
Service Level Requirement:	On-time Quote Rate (Similar Infrastructure) \geq 98%; and On-time Quote Rate (Dissimilar Infrastructure) \geq 98%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5	Data Services
Definitions:	<p>“Compliant Quote Delivery” means a Quote Delivery for Similar Infrastructure \leq 5 Business Days and for Dissimilar Infrastructure \leq 10 Business Days.</p> <p>“Excluded Quotes” are quotes the parties mutually agree are not quotes required to be delivered in accordance with the Service Level Requirement.</p> <p>“Similar Infrastructure” means quote where the Work or Service quoted does not require a change to physical access infrastructure (e.g. copper, fibre or wireless).</p> <p>“Dissimilar Infrastructure” means a quote where the Work or Service quoted requires a change to physical access infrastructure (e.g. copper, fibre or wireless).</p> <p>“Quote Delivery” means the time from when a request for quote is made by a GPS Entity to receipt of a quote from TELUS made in accordance with this Agreement.</p>	
Monitoring	Reactive	
Measurement Methodology:	<p>TELUS’ service order system.</p> <p>Quotes that are neither for Similar Infrastructure or Dissimilar Infrastructure will be excluded form the calculation of this Service Level as the timing for such delivery will be as agreed to by the parties.</p>	
Measurement Period:	Monthly	
Measurement Calculation:	$\text{On-time Quote Rate (Similar Infrastructure)} = \frac{\text{(total number of Compliant Quotes for Similar Infrastructure in the Measurement Period)}}{\text{(total number of Quotes, excluding Excluded Quotes, for Similar Infrastructure requested in the Measurement Period)}} \times$	

Reference Number:	J-II-SLO-08
	100 On-time Quote Rate (Dissimilar Infrastructure) = (total number of Compliant Quotes for Dissimilar Infrastructure in the Measurement Period) / (total number of Quotes, excluding Excluded Quotes, for Dissimilar Infrastructure requested in the Measurement Period)) x 100
Special Reporting Requirements:	N/A
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.

Reference Number:	J-II-SLO-09	
Service Level Name:	Timeliness of Response to Service Order	
Service Level Requirement:	On-time Response Rate \geq 95%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5	Data Services
Definitions:	<p>“Compliant Response” means an acceptance from TELUS of a Service Order from a GPS Entity in \leq 2 Business Days where the response includes (a) a committed Due Date for completion, (b) Circuit numbers, and (c) confirmation of one-time and recurring Fees.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS’ service order system.	
Measurement Period:	Monthly	
Measurement Calculation:	$\text{On-time Response Rate} = \frac{\text{(total number of Compliant Responses in the Measurement Period)}}{\text{(total number of Services Orders issued by a GPS Entity to TELUS in the Measurement Period)}} \times 100$	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-II-SLO-10	
Service Level Name:	Timeliness of Service Order Write-offs	
Service Level Requirement:	Standard On-time Write-off Rate \geq 95%; and Maximum On-time Write-off Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5	Data Services
Definitions:	<p>“Standard Compliant Write-off” means an a Service Order from a GPS Entity is written-off in \leq 3 Business Days of completion of the Service Order.</p> <p>“Maximum Compliant Write-off” means an a Service Order from a GPS Entity is written-off in \leq 5 Business Days of completion of the Service Order.</p>	
Monitoring	Reactive	
Measurement Methodology:	<p>Data to be provided to TELUS from GPS Entities service order systems.</p> <p>This Service Level only applies for GPS Entities that have given access to TELUS to write-off the Service Orders in the GPS Entity's ordering system.</p>	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard On-time Write-off Rate = (total number of Standard Compliant Write-offs in the Measurement Period) / (total number of Service Orders completed in the Measurement Period)) x 100.</p> <p>Maximum On-time Write-off Rate = (total number of Maximum Compliant Write-offs in the Measurement Period) / (total number of Service Orders completed in the Measurement Period)) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-II-SLO-11	
Service Level Name:	Incident Notification Time	
Service Level Requirement:	Minimum Incident Notification Time Rate \geq 95%; Standard Incident Notification Time Rate \geq 98%; and Maximum Incident Notification Time Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5-B	Internet Services
	H5-E	STS WAN L3 VPN (in particular, the Data Services described in Exhibit H5-E13 as "Standard", "Enhanced" and "Premium" and the STS WAN L3 VPN Redundant Service)
	H5-E5	STS Extranet Service
	H5-E12	Fixed Broadband Wireless WAN Service
Definitions:	<p>"Maximum Compliant Incident Notification" means Notification Time for an Incident is \leq 90 minutes.</p> <p>"Minimum Compliant Incident Notification" means Notification Time for an Incident is \leq 30 minutes.</p> <p>"Notification Time" means the time of receipt of notification by a GPS Entity affected by an Incident of such Incident from TELUS in accordance with section 6 of Schedule N minus Clock Start Time.</p> <p>"Standard Compliant Incident Notification" means Notification Time for an Incident is \leq 60 minutes.</p>	
Monitoring	Reactive	
Measurement Methodology:	<p>TELUS' alarm system and Trouble Ticket system.</p> <p>Where less than 20 Incidents affecting a GPS Entity in a Measurement Period, a rolling average of consecutive Measurement Periods will be used until at least 20 Incidents have been captured or the Service Level Requirement for the Maximum Incident Notification Time Rate is not met.</p>	
Measurement Period:	Monthly	

Reference Number:	J-II-SLO-11
Measurement Calculation:	<p>Minimum Incident Notification Time Rate = total number of Minimum Compliant Incident Notifications in the Measurement Period) / (total number of Incidents in the Measurement Period)) x 100.</p> <p>Standard Incident Notification Time Rate = (total number of Standard Compliant Incident Notifications in the Measurement Period) / (total number of Incidents in the Measurement Period)) x 100.</p> <p>Maximum Incident Notification Time Rate = (total number of Maximum Compliant Incident Notifications in the Measurement Period) / (total number of Incidents in the Measurement Period)) x 100.</p>
Special Reporting Requirements:	N/A
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.

Reference Number:	J-II-SLO-12	
Service Level Name:	Service Availability	
Service Level Requirement:	Service Availability Percentage \geq 99.90%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5-E12	Fixed Broadband Wireless WAN Service (unlicensed spectrum Services only)
Definitions:	<p>“Total Downtime” means the sum of all minutes the Service is unavailable or subject to a material degradation of the Service during the Measurement Period (for greater certainty, with respect to Services that involve redundant capacity, Total Downtime will not include any minutes where the Service continues to be available and not subject to a material degradation notwithstanding that one of the redundant portions of the Service has failed, e.g. one of two redundant lines has failed but the fail-over mechanism has appropriately operated and network performance targets continue to be met).</p> <p>“Total Possible Uptime” means the sum of all minutes during the Measurement Period (e.g. 60 minutes x 24 hours x number of days in the Measurement Period), excluding time accrued for Excluded Events.</p>	
Monitoring	Proactive	
Measurement Methodology:	TELUS Network monitoring tools.	
Measurement Period:	Monthly	
Measurement Calculation:	Service Availability Percentage = $(100 \times \text{Total Downtime} / \text{Total Possible Uptime})$, calculated to the third decimal and rounded to two decimal places using normal rules (0-4 down and 5-9 up).	
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement, and • detailed reporting. 	
Critical Threshold:	If TELUS fails to meet this Service Level 3 or more consecutive times or for 4 or more times in any twelve 12 month period, such	

Reference Number:	J-II-SLO-12
	failure will be deemed to be a Chronic Failure for the purposes of section 10.09 of this Agreement and all corresponding rights and remedies will apply.

Reference Number:	J-II-SL0-13	
Service Level Name:	Jitter Access	
Service Level Requirement:	Daily Average Jitter \leq 10 milliseconds; and Hourly Average Jitter \leq 10 milliseconds (applicable only to Services where the GPS Entity has subscribed to AF3 or EF QoS)	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5-E12	Fixed Broadband Wireless WAN Service
Definitions:	<p>“Sum of Daily Jitter Measures” means the aggregate sum of all Jitter measures for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Sum of Hourly Jitter Measures” means the aggregate sum of all Jitter measures for a single hour in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Number of Daily Jitter Measures” means the total number of Jitter measures for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Number of Hourly Jitter Measures” means the total number of Jitter measures for a single hour in the Measurement Period as determined in accordance with the Measurement Methodology.</p>	
Monitoring	Proactive	
Measurement Methodology:	<p>Service Level will be determined based on the following methodologies:</p> <ul style="list-style-type: none"> • Only TELUS On-Net sites are eligible for EF. • Jitter Access will be measured roundtrip on all circuits from a TELUS PE device to each QoS enabled CPE. • Jitter Access measurements will be based on variations in roundtrip Latency from a PE device to each QoS enabled CPE device. • Two-way ping from PE to CPE (source to destination and back to source). This test will be ICMP based with the appropriate classification marked in the IP precedence bits. • The measurement will be taken in the EF class - Additional measurements will not be taken in the AF3, AF2 and AF 1 	

Reference Number:	J-II-SL0-13
	<p>class.</p> <ul style="list-style-type: none"> • The test interval will be 5 minutes. • 12 polls will be conducted per hour. • A poll will consist of 5 – 64 bytes packets with an inter-packet delay of 100 ms for EF.
Measurement Period:	Monthly
Measurement Calculation:	<p>Daily Average Jitter = (Sum of Daily Jitter Measures / Number of Daily Jitter Measures) as calculated for each and every day in the Measurement Period</p> <p>Hourly Average Jitter = (Sum of Hourly Jitter Measures / Number of Hourly Jitter Measures) as calculated for each and every hour in the Measurement Period</p>
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Jitter requirement; and • detailed reporting.
Critical Threshold:	<p>If TELUS fails to meet this Service Level 3 or more consecutive times or for 4 or more times in any twelve 12 month period, such failure will be deemed to be a Chronic Failure for the purposes of section 10.09 of this Agreement and all corresponding rights and remedies will apply.</p>

Reference Number:	J-II-SLO-14	
Service Level Name:	DDR (Data Delivery Rate) Access	
Service Level Requirement:	Daily Percentage DDR \geq 99.9% for EF labeled packets and 99.5% for AF3 labeled packets. (applicable only to Services where the GPS Entity has subscribed to AF3 or EF QoS)	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5-E12	Fixed Broadband Wireless WAN Service
Definitions:	<p>“Number of Successful Daily Tests” means the number of packets sent from the from the PE device to the GPS Entity Site CPE for a single day in the Measurement Period where a response packet is successfully sent back from the polled device, as determined in accordance with the Measurement Methodology (for certainty, where a response packet is not received by the measuring device at the PE router, the packet will be considered lost and will be excluded from this count).</p> <p>“Total Number of Daily Tests” means the total number of packets sent from the PE device to the GPS Entity Site CPE for a single day in the Measurement Period (regardless of whether a response packet is successfully sent back from the polled device), as determined in accordance with the Measurement Methodology.</p>	
Monitoring	Proactive	
Measurement Methodology:	<p>Service Level will be determined based on the following methodologies:</p> <ul style="list-style-type: none"> • For the collection of metrics, TELUS will measure the highest level of prioritization used (AF3 and/or EF classes). • DDR Access will be measured roundtrip on all circuits from a PE device to each QoS enabled CPE device. • Measurements will be initiated from the verifier connected through the PE device to a CPE device. • TELUS will employ an ICMP test ping from PE to CPE (source to destination and back to source). Test pings will use the appropriate classification marked in the IP precedence bits • Measurements will be limited to AF3 and EF classes only in 	

Reference Number:	J-II-SL0-14
	<p>order to limit the network impact of test packets.</p> <ul style="list-style-type: none"> • The test packet interval will be 5 minutes. • 12 test polls will be conducted per hour. • A test poll will consist of 5 x 128 bytes packets with an inter-packet delay of 100 ms for AF3 packets. • A test poll will consist of 5 x 64 bytes packets with an inter-packet delay of 100 ms for EF packets. <p>TELUS verifier tools will test and record DDR Access measures and store hourly results in the TELUS SMIS system. Service Level Requirement violations will be recorded and reported in the SMIS system.</p>
Measurement Period:	Monthly
Measurement Calculation:	Daily Percentage DDR = (Number of Successful Daily Tests / Total Number of Daily Tests) x 100 as calculated for each and every day in the Measurement Period for each packet class tagged as AF3 or EF as applicable
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific DDR Access requirement; and • detailed reporting.
Critical Threshold:	If TELUS fails to meet this Service Level 3 or more consecutive times or for 4 or more times in any twelve 12 month period, such failure will be deemed to be a Chronic Failure for the purposes of section 10.09 of this Agreement and all corresponding rights and remedies will apply.

Reference Number:	J-II-SLO-15	
Service Level Name:	Latency Access	
Service Level Requirement:	Daily Average Latency \leq 50 milliseconds; and Hourly Average Latency \leq 50 milliseconds (applicable only to Services where the GPS Entity has subscribed to AF3 or EF QoS)	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5-E12	Fixed Broadband Wireless WAN Service
Definitions:	<p>“Sum of Daily Latency Measures” means the aggregate sum of Latency Access for all test polls for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Sum of Hourly Latency Measures” means the aggregate sum of Latency Access for all test polls for a single hour in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Number of Daily Latency Measures” means the total number of test polls for a single day in the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Number of Hourly Latency Measures” means the total number of test polls for a single hour in the Measurement Period as determined in accordance with the Measurement Methodology.</p>	
Monitoring	Proactive	
Measurement Methodology:	<p>Service Level will be determined based on the following methodologies:</p> <ul style="list-style-type: none"> • For the collection of metrics, TELUS will measure the highest level of prioritization used (AF3 and/or EF classes). • Latency Access will be measured roundtrip on all circuits from a PE device to each QoS enabled CPE device. • Measurements will be initiated from the verifier connected through the PE device to a CPE device. • TELUS will employ an ICMP test ping from PE to CPE (source to destination and back to source). Test pings will use the appropriate classification marked in the IP precedence bits. 	

Reference Number:	J-II-SL0-15
	<ul style="list-style-type: none"> • Measurements will be limited to AF3 and EF classes only in order to limit the network impact of test packets. • The test packet interval will be 5 minutes. • 12 test polls will be conducted per hour. • A test poll will consist of 5 x 128 bytes packets with an inter-packet delay of 100 ms for AF3 packets. • A test poll will consist of 5 x 64 bytes packets with an inter-packet delay of 100 ms for EF packets. <p>TELUS verifier tools will test and record Latency Access measures and store hourly results in the TELUS SMIS system.</p>
Measurement Period:	Monthly
Measurement Calculation:	<p>Daily Average Latency = (Sum of Daily Latency Measures / Number of Daily Latency Measures) as calculated for each and every day in the Measurement Period and for AF3 and EF classes</p> <p>Hourly Average Latency = (Sum of Hourly Latency Measures / Number of Hourly Latency Measures) as calculated for each and every hour in the Measurement Period and for AF3 and EF classes</p>
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Latency Access requirement; and • detailed reporting.
Critical Threshold:	<p>If TELUS fails to meet this Service Level 3 or more consecutive times or for 4 or more times in any twelve 12 month period, such failure will be deemed to be a Chronic Failure for the purposes of section 10.09 of this Agreement and all corresponding rights and remedies will apply.</p>

Reference Number:	J-II-SLO-16	
Service Level Name:	Service Availability (Legacy Services)	
Service Level Requirement:	Service Availability Percentage = 99.80%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H5-A	Initial Data Services (in particular the Legacy Services)
Definitions:	<p>“Legacy Service” means the Services set out in Exhibit A to this Service Level Description.</p> <p>“Total Downtime” means the sum of all minutes the Service is unavailable or subject to a material degradation of the Service during the Measurement Period (for greater certainty, with respect to Services that involve redundant capacity, Total Downtime will not include any minutes where the Service continues to be available and not subject to a material degradation notwithstanding that one of the redundant portions of the Service has failed, e.g. one of two redundant lines has failed but the fail-over mechanism has appropriately operated and network performance targets continue to be met).</p> <p>“Total Possible Uptime” means the sum of all minutes during the Measurement Period (e.g. 60 minutes x 24 hours x number of days in the Measurement Period), excluding time accrued for Excluded Events.</p>	
Monitoring	Proactive	
Measurement Methodology:	TELUS Network monitoring tools using polling and alarms, except as otherwise indicated in Exhibit A, in which case measurement and reporting of these Services will be provided by the GPS Entities to TELUS.	
Measurement Period:	Monthly	
Measurement Calculation:	Service Availability Percentage = $100 - (100 \times \text{Total Downtime} / \text{Total Possible Uptime})$, calculated to the third decimal and rounded to two decimal places using normal rules (0-4 down and 5-9 up).	

Reference Number:	J-II-SLO-16
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement, and • detailed reporting.
Critical Threshold:	N/A

Exhibit A to J-II-SLO-16

NBC L2 MAN – 10Mbps*
NBC L2 MAN - 100Mbps*
NBC L2 MAN - Metro GW - 100 Mbps*
NBC L2 MAN - Metro GW - 200 Mbps*
NBC L2 MAN - Metro GW - 300 Mbps*
NBC L2 MAN - Metro GW - 400 Mbps*
NBC L2 MAN - Metro GW - 500 Mbps*
NBC L2 MAN - Metro GW - 1000 Mbps*
NBC ATM MAN - WAN Gateway 100Mbps*
NBC L2 Metro - WAN Gateway 10Mbps*
NBC L2 Metro - WAN Gateway 100Mbps*
NBC L2 Metro - WAN Gateway 200Mbps*
NBC L2 Metro - WAN Gateway 400Mbps*
NBC MEA Bridged - 56Kbps
NBC MEA Bridged - 128Kbps
NBC MEA Bridged - 256Kbps
NBC MEA Bridged - 512Kbps
NBC MEA Bridged - 1.5Mbps

NBC MEA Bridged - Asymmetric
NBC MEA Bridged - 10Mbps
NBC MEA Bridged - 30Mbps
NBC MEA Bridged - 100Mbps
NBC GigE L2 Metro (100 Mbps)*
NBC GigE L2 Metro (200 Mbps)*
NBC GigE L2 Metro (300 Mbps)*
NBC GigE L2 Metro (400 Mbps)*
NBC GigE L2 Metro (500 Mbps)*
NBC GigE L2 Metro (1000 Mbps)*
NBC L2 MAN – 10Mbps*
NBC L2 MAN - 100Mbps*
NBC L2 MAN - Metro GW - 100 Mbps*
NBC L2 MAN - Metro GW - 200 Mbps*
NBC L2 MAN - Metro GW - 300 Mbps*
NBC L2 MAN - Metro GW - 400 Mbps*
NBC L2 MAN - Metro GW - 500 Mbps*
NBC L2 MAN - Metro GW - 1000 Mbps*
NBC ATM MAN - WAN Gateway 100Mbps*
NBC L2 Metro - WAN Gateway 10Mbps*
NBC L2 Metro - WAN Gateway 100Mbps*
NBC L2 Metro - WAN Gateway 200Mbps*
NBC L2 Metro - WAN Gateway 400Mbps*
NBC MEA Bridged - 56Kbps
NBC MEA Bridged - 128Kbps

NBC MEA Bridged - 256Kbps
NBC MEA Bridged - 512Kbps
NBC MEA Bridged - 1.5Mbps
NBC MEA Bridged - Asymmetric
NBC MEA Bridged - 10Mbps
NBC MEA Bridged - 30Mbps
NBC MEA Bridged - 100Mbps
NBC GigE L2 Metro (100 Mbps)*
NBC GigE L2 Metro (200 Mbps)*
NBC GigE L2 Metro (300 Mbps)*
NBC GigE L2 Metro (400 Mbps)*
NBC GigE L2 Metro (500 Mbps)*
NBC GigE L2 Metro (1000 Mbps)*
NBC L2 MAN – 10Mbps*
NBC L2 MAN - 100Mbps*
NBC L2 MAN - Metro GW - 100 Mbps*
NBC L2 MAN - Metro GW - 200 Mbps*
NBC L2 MAN - Metro GW - 300 Mbps*

* Note: Measurement and reporting of these Services will be provided by the GPS Entities to TELUS.

**ATTACHMENT J-III –
SERVICE LEVEL DESCRIPTIONS FOR CELLULAR SERVICE LEVEL GROUP**

1. Introduction

This Attachment: (a) identifies Service Levels that TELUS is required to achieve in performing the Services in the Cellular Service Level Group and the corresponding Service Level Descriptions, and (b) certain special terms and conditions that apply to the Cellular Service Level Group in connection with Service Levels.

2. [Intentionally Deleted]

3. Special Terms

- 3.1 Reactive. If an SLO in this Attachment is identified as “Reactive” in the Monitoring section of the Service Level Description, TELUS will not be required to monitor, measure or report on, and provide any express remedies for, such SLO as set out in its Service Level Description, until such time as it is determined that such SLO should be monitored, measured and reported on (a “**Change to Proactive Status**”) in accordance with the following process:
- 3.1.1 upon the discovery of a service performance issue or potential issue to which such SLO applies, the GPS Entity may notify TELUS of such issue, which may include verbal notification;
 - 3.1.2 TELUS will promptly (a) investigate such issue, including reviewing available data in respect of the SLO, if any, and (b) report its findings to the GPS Entity, which report may be verbal; and
 - 3.1.3 if such review and report does not resolve the matter, either party may, immediately escalate such issue to Level 4 governance and if such matter is not resolved by Level 4 governance within 10 Business Days, the matter shall be further escalated to Level 3 governance, and if such matter is not resolved by Level 3 governance within 10 Business Days, or Level 3 or Level 4 governance determines the SLO requires a Change to Proactive Status, TELUS will monitor, measure and report on such SLO, and the express remedies, if any, set out in the Service Level Description will apply, until the corresponding Service Level Requirement has been achieved in three consecutive Measurement Periods (as defined in the corresponding Service Level Description), at which time the SLO will be deemed to be Reactive so long as it is not subject to a subsequent Change to Proactive Status.
- 3.2 Proactive. For certainty, for each Service Level in this Attachment identified as “Proactive” in the Monitoring section of the Service Level Description, TELUS will actively monitor, measure and report on, and provide any express remedies for, if any, such Service Level.

- 3.3 Alternative Service Level Credit Arrangement. Notwithstanding the exclusion of Service Level Credits for SLOs set out in section 6.1 of Schedule J, Service Level Credit for Service Level Failures will be payable as set out in the Service Level Descriptions for Incident Speed of Answer (see Service Level Description J-III-SLO-06), Time to Restore (see Service Level Description J-III-SLO-07), and Technical Service Levels (see Service Level Description J-III-SLO-08).
- 3.4 Disaggregation of Reporting. Within 180 days of the Effective Date, TELUS will
- 3.4.1 report the following Service Levels on a GPS Entity by GPS Entity basis in the Monthly Performance Report: (a) Incident Speed of Answer (see Service Level Description J-III-SLO-06), and (b) Time to Restore (see Service Level Description J-III-SLO-07) (for clarity, Technical Service Levels (see Service Level Description J-III-SLO-08) will be provided on a GPS Group basis), and
- 3.4.2 provide in respect of each such Service Level, a monthly report of Service Level Credits earned by a GPS Entity for Service Level Failures in the corresponding month, unless TELUS is providing the reports contemplated by section 3.4.1 to the GPS Entities or such functionality is available in Ad-Hoc Reporting Tools and accessible to GPS Entities (including, as required, TELUS assisting GPS Entities as reasonably required and requested to access such functionality).
- 3.5 Service Level Development Project. For the purposes of developing additional SLOs for Cellular Services in accordance with the guiding objectives and principles for Service Levels set out in Schedule J, TELUS and the GPS Entities will negotiate in good faith within 180 days of the Effective Date, Service Levels based on the following objectives:
- 3.5.1 a “Help Desk Incident Volume” SLO having a Service Level Requirement for the maximum number of Incidents for each Priority Level in the Measurement Period;
- 3.5.2 a “Changes to Cellular Service” SLO having a Service Level Requirement for the percentages of changes requested by the GPS Entities to Cellular Service shown on the Cellular TELUS GPS Entity Portal to be made within the time specified; and
- 3.5.3 A “Provisioning - Configuration Accuracy” SLO with a Service Level Requirement for the percentages of Cellular Services provisioned that are the same as ordered by a GPS Entity (applies to orders for both new Cellular Services or changes to existing Cellular Services).

4. Service Levels for the Cellular Service Level Group

Service Levels Descriptions for the Cellular Service Level Group are as set out in separate tables set out below. Each table sets forth the definitions, formula and methodology to be used to calculate the performance of the Services to which applicable Service Level applies, and to determine whether or not a Service Level Credit is payable and whether or not a Critical Threshold has occurred.

Reference Number:	J-III-SLO-01	
Service Level Name:	Post Incident Review (PIR)	
Service Level Requirement:	PIR On-time Delivery Rate \geq 90%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H9	Cellular Services
Definitions:	<p>“Compliant PIR Delivery” means a PIR Delivery \leq 5 Business Days or as otherwise mutually agreed in respect of an applicable PIR.</p> <p>“PIR Delivery ” means the delivery of a PIR to GPS Entity in accordance with section 11 of Schedule N.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' Trouble Ticket system.	
Measurement Period:	Monthly	
Measurement Calculation:	$\text{PIR On-time Delivery Rate} = \frac{\text{(total number of Compliant PIR Deliveries in the Measurement Period)}}{\text{(total number of PIRs requested in the Measurement Period)}} \times 100.$	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-III-SLO-02	
Service Level Name:	Reporting Timeliness	
Service Level Requirement:	On-time Report Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H9	Cellular Services
Definitions:	<p>“Compliant Report Delivery” means a report required to be delivered to a GPS Entity under this Agreement is delivered by the date such report is required to be delivered in accordance with the requirements of this Agreement.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' reporting systems.	
Measurement Period:	Monthly	
Measurement Calculation:	$\text{On-time Report Rate} = \frac{\text{total number of Compliant Report Deliveries in the Measurement Period}}{\text{total number of reports required to be delivered in the Measurement Period}} \times 100.$	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-III-SLO-03	
Service Level Name:	Billing Timeliness	
Service Level Requirement:	On-time Billing Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H9	Cellular Services
Definitions:	<p>“Compliant Invoice Delivery” means an Electronic Invoice is received by a GPS Entity by the date such Electronic Invoice is required to be delivered in accordance with the requirements of this Agreement.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' billing systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>On-time Billing Rate = (total number of Compliant Invoice Deliveries in the Measurement Period) / (total number of Electronic Invoices required to be delivered in the Measurement Period)) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-III-SLO-04	
Service Level Name:	Network Change Notification	
Service Level Requirement:	On-time Network Change Notification Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H9	Cellular Services
Definitions:	<p>“Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Scheduled Network Change, other than a Low Impact TELUS Core Network Change, given by TELUS in accordance with section 4 of Schedule RR at least 10 Business Days prior to the implementation date for such change.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS’ change management systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>On-time Network Change Notification Rate = (total number of Compliant Network Change Notifications in the Measurement Period) / (total number of Scheduled Network Change, other than a Low Impact TELUS Core Network Change, that TELUS is required to provide notice of in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-III-SLO-05	
Service Level Name:	Emergency Network Change Notification	
Service Level Requirement:	Standard Network Change Notification Rate \geq 97%; and Maximum Network Change Notification Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H9	Cellular Services
Definitions:	<p>“Standard Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Emergency Network Change given by TELUS in accordance with section 8 of Schedule RR at least 1 Business Day prior to the implementation date for such change.</p> <p>“Maximum Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Emergency Network Change given by TELUS in accordance with section 8 of Schedule RR on the same Business Day as the implementation of such change.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS’ change management systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Network Change Notification Rate = (total number of Standard Compliant Network Change Notifications in the Measurement Period) / (total number of Emergency Network Changes that TELUS is required to provide notice of in the Measurement Period) x 100.</p> <p>Maximum Network Change Notification Rate = (total number of Maximum Compliant Network Change Notifications in the Measurement Period) / (total number of Emergency Network Changes that TELUS is required to provide notice of in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-III-SLO-06	
Service Level Name:	Incident Speed of Answer	
Service Level Requirement:	Standard Speed of Answer Rate \geq 80%; and Maximum Speed of Answer Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H9	Cellular Services
Definitions:	<p>“Answer Time” means the time from when a call to a TELUS help desk from a GPS Entity is queued for the ACD queue until a Premium Corporate Support personnel at such help desk answers the call.</p> <p>“Maximum Compliant Speed of Answer” means the Answer Time for a call is \leq 40 seconds.</p> <p>“Standard Compliant Speed of Answer” means the Answer Time for a call is \leq 20 seconds.</p>	
Monitoring	Proactive (subject to section 3.4 of this Attachment)	
Measurement Methodology:	TELUS’ Premium Corporate Support monitoring system.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Speed of Answer Rate = (total number of Standard Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS’ help desk by the GPS Entity in the Measurement Period) x 100.</p> <p>Maximum Speed of Answer Rate = (total number of Maximum Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS’ help desk by the GPS Entity in the Measurement Period) x 100.</p>	
Alternative Service Level Credit Arrangement:	Notwithstanding section 6.1 of Schedule J, TELUS will provide a \$3 credit to a GPS Entity for each time a GPS End User waits for more than 3 minutes in a TELUS queue for Premium Corporate Support without such call being answered by a live agent.	
Special Reporting Requirements:	N/A	

Reference Number:	J-III-SLO-06
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.

Reference Number:	J-III-SL0-07																						
Service Level Name:	Time to Restore																						
Service Level Requirement:	Time to Restore Rate \leq Required Time for each Priority Level per Incident																						
Type of Service Level:	SLO (individual Service based)																						
Service Unit(s):	Reference:	Service Title/Service:																					
	H9	Cellular Services																					
Definitions:	<p>“Compliant Restoration Time” means the Time to Restore for an Incident within the required time set out in the following table according to Priority Levels:</p> <table border="1"> <thead> <tr> <th>Priority Level</th> <th>Coverage</th> <th>Required Time</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Priority Level 1</td> <td>Business Hours</td> <td>\leq 4 hours</td> </tr> <tr> <td>outside Business Hours</td> <td>\leq 4 hours</td> </tr> <tr> <td rowspan="2">Priority Level 2</td> <td>Business Hours</td> <td>\leq 4.5 hours</td> </tr> <tr> <td>outside Business Hours</td> <td>\leq 5 hours</td> </tr> <tr> <td rowspan="2">Priority Level 3</td> <td>Business Hours</td> <td>\leq 8 hours</td> </tr> <tr> <td>outside Business Hours</td> <td>N/A</td> </tr> <tr> <td>Priority Level 4</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>		Priority Level	Coverage	Required Time	Priority Level 1	Business Hours	\leq 4 hours	outside Business Hours	\leq 4 hours	Priority Level 2	Business Hours	\leq 4.5 hours	outside Business Hours	\leq 5 hours	Priority Level 3	Business Hours	\leq 8 hours	outside Business Hours	N/A	Priority Level 4	N/A	N/A
Priority Level	Coverage	Required Time																					
Priority Level 1	Business Hours	\leq 4 hours																					
	outside Business Hours	\leq 4 hours																					
Priority Level 2	Business Hours	\leq 4.5 hours																					
	outside Business Hours	\leq 5 hours																					
Priority Level 3	Business Hours	\leq 8 hours																					
	outside Business Hours	N/A																					
Priority Level 4	N/A	N/A																					
Monitoring	Proactive (subject to section 3.4 of this Attachment)																						
Measurement Methodology:	<p>Time to Restore will be measured using the Trouble Ticket for the individual Service as captured within the TELUS Trouble Ticket system.</p> <p>The Fee for the purposes of determining the Service Level Credit for this Service Level will be the recurring monthly Fee charged by TELUS for the Service as identified in the TELUS Trouble Ticket system.</p>																						
Measurement Period:	Monthly																						

Reference Number:	J-III-SL0-07
Measurement Calculation:	For each and every Incident in the Measurement Period, determination of whether Service Level Requirement is met (see below for calculation of corresponding Service Level Credit).
Alternative Service Level Credit Arrangement:	Notwithstanding section 6.1 of Schedule J, TELUS will provide Service Level Credit to a GPS Entity for each GPS End User affected by a Service Level Failure for each Incident equal to 5% of the monthly recurring Fees paid or payable by the GPS Entity in respect of such GPS End User for the affected Services to a calendar month maximum of 60% of such Fees.
Special Reporting Requirements:	At the request of a GPS Entity, TELUS will provide: <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Incident, • detailed reporting.
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.

Reference Number:	J-III-SLO-08	
Service Level Name:	Technical Service Levels	
Service Level Requirement:	As set out in the following table for each Service category:	
	Service Category	Requirement
	Cellular Voice	>99.95% Voice Core Network Availability; and <1% Blocked Voice Calls; and <1% Dropped Voice Calls
	Cellular Data	>99.5% Data Core Network Availability; and <1% Blocked Data Calls; and <2% Dropped Data Calls
	Mike Voice	>99.95% Voice Core Network Availability; and >99.95% Direct Connect Core Network Availability; and <1% Blocked Voice Calls; and <1% Dropped Voice Calls
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service Title/Service:
	H9	Cellular Services
Definitions:	<p>“Availability” means in the case of the Voice Core Network, the Data Core Network, and the Direct Connect Core Network, the time such Network in British Columbia is available and not subject to a material degradation in service.</p> <p>“Data Core Network” means the core network, but excludes backhaul facilities and radio access elements (such as cell sites) used to provide the Cellular Data Services.</p> <p>“Direct Connect Core Network” means the iDEN specific portion of the core network, but excludes backhaul facilities and radio access elements (such as cell sites).</p> <p>“Voice Core Network” means the core network, but excludes</p>	

Reference Number:	J-III-SL0-08
	<p>backhaul facilities and radio access elements (such as cell sites), used to provide the Cellular Voice Services.</p> <p>“Blocked Call” means the calls that are unsuccessful at connecting with the applicable Network or ‘blocked” due to a lack of Network resources</p> <p>“Dropped Call” means the number of calls that disconnect from the applicable Network prior to the cellular user terminating the call.</p>
Monitoring	Proactive (subject to section 3.4 of this Attachment)
Measurement Methodology:	TELUS network monitoring systems
Measurement Period:	Monthly
Measurement Calculation:	<p>Availability of the Voice Core Network, the Data Core Network, and the Direct Connect Core Network, respectively = (total Availability of such Network in Measurement Period) / (total time in Measurement Period) x 100</p> <p>Blocked Calls for the Voice Core Network, the Data Core Network, and the Direct Connect Core Network, respectively = (total number of Blocked Calls for such Network in Measurement Period) / (total number call attempts for such Network in Measurement Period) x 100</p> <p>Dropped Calls for the Voice Core Network, the Data Core Network, and the Direct Connect Core Network, respectively = (total number of Dropped Calls for such Network in Measurement Period) / (total number of successfully initiated calls for such Network in Measurement Period) x 100</p>

Reference Number:	J-III-SL0-08
Alternative Service Level Credit Arrangement:	<p>Notwithstanding section 6.1 of Schedule J, TELUS will provide Service Level Credit to a GPS Entity equal to 2% of:</p> <ul style="list-style-type: none"> • the monthly recurring Fees paid or payable by the GPS Entity for Cellular Voice Services for each failure to achieve a Service Level Requirement in the Service Category of Cellular Voice (cumulative if more than one Service Level Failure in such Service Category); • the monthly recurring Fees paid or payable by the GPS Entity for Data Voice Services for each failure to achieve a Service Level Requirement in the Service Category of Data Voice (cumulative if more than one Service Level Failure in such Service Category); and • the monthly recurring Fees paid or payable by the GPS Entity for iDEN Network (Mike) Services (voice only) for each failure to achieve a Service Level Requirement in the Service Category of Mike Voice (cumulative if more than one Service Level Failure in such Service Category). <p>Notwithstanding section 6.1 of Schedule J and the foregoing, TELUS will provide Service Level Credit to a GPS Entity equal to 10% of:</p> <ul style="list-style-type: none"> • the monthly recurring Fees paid or payable by the GPS Entity for Cellular Voice Services if it fails to achieve every one of the Service Level Requirements in the Service Category of Cellular Voice; • the monthly recurring Fees paid or payable by the GPS Entity for Data Voice Services if it fails to achieve every one of the Service Level Requirements in the Service Category of Data Voice; and • the monthly recurring Fees paid or payable by the GPS Entity for iDEN Network (Mike) Services (voice only) if it fails to achieve every one of the Service Level Requirements in the Service Category of Mike Voice.
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Incident, • detailed reporting.
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.

**ATTACHMENT J-IV –
SERVICE LEVEL DESCRIPTIONS FOR CONFERENCING SERVICE LEVEL GROUP**

1. Introduction

This Attachment: (a) identifies Service Levels that TELUS is required to achieve in performing the Services in the Conferencing Service Level Group and the corresponding Service Level Descriptions, and (b) certain special terms and conditions that apply to the Conferencing Service Level Group in connection with Service Levels.

2. [Intentionally Deleted]

3. Special Terms

- 3.1 Reactive. If an SLO in this Attachment is identified as “Reactive” in the Monitoring section of the Service Level Description, TELUS will not be required to monitor, measure or report on, and provide any express remedies for, such SLO as set out in its Service Level Description, until such time as it is determined that such SLO should be monitored, measured and reported on (a “**Change to Proactive Status**”) in accordance with the following process:
- 3.1.1 upon the discovery of a service performance issue or potential issue to which such SLO applies, the GPS Entity may notify TELUS of such issue, which may include verbal notification;
 - 3.1.2 TELUS will promptly (a) investigate such issue, including reviewing available data in respect of the SLO, if any, and (b) report its findings to the GPS Entity, which report may be verbal; and
 - 3.1.3 if such review and report does not resolve the matter, either party may, immediately escalate such issue to Level 4 governance and if such matter is not resolved by Level 4 governance within 10 Business Days, the matter shall be further escalated to Level 3 governance, and if such matter is not resolved by Level 3 governance within 10 Business Days, or Level 3 or Level 4 governance determines the SLO requires a Change to Proactive Status, TELUS will monitor, measure and report on such SLO, and the express remedies, if any, set out in the Service Level Description will apply, until the corresponding Service Level Requirement has been achieved in three consecutive Measurement Periods (as defined in the corresponding Service Level Description), at which time the SLO will be deemed to be Reactive so long as it is not subject to a subsequent Change to Proactive Status.
- 3.2 Proactive. For certainty, for each Service Level in this Attachment identified as “Proactive” in the Monitoring section of the Service Level Description, TELUS will actively monitor, measure and report on, and provide any express remedies for, if any, such Service Level.

4. Service Levels for the Conferencing Service Level Group

Service Levels Descriptions for the Conferencing Service Level Group are as set out in separate tables set out below. Each table sets forth the definitions, formula and methodology to be used to calculate the performance of the Services to which applicable Service Level applies, and to determine whether or not a Service Level Credit is payable and whether or not a Critical Threshold has occurred.

Reference Number:	J-IV-SLO-01	
Service Level Name:	Incident Speed of Answer	
Service Level Requirement:	Standard Speed of Answer Rate \geq 85%; and Maximum Speed of Answer Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H2	Conferencing Services
Definitions:	<p>“Answer Time” means the time from when a call to a TELUS help desk from a GPS Entity is queued for the ACD queue until a live agent at such help desk answers the call.</p> <p>“Maximum Compliant Speed of Answer” means the Answer Time for a call is \leq 60 seconds.</p> <p>“Standard Compliant Speed of Answer” means the Answer Time for a call is \leq 40 seconds.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' help desk monitoring system.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Speed of Answer Rate = (total number of Standard Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS' help desk by the GPS Entity in the Measurement Period) x 100.</p> <p>Maximum Speed of Answer Rate = (total number of Maximum Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS' help desk by the GPS Entity in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-IV-SLO-02											
Service Level Name:	Incident Status Updates											
Service Level Requirement:	Incident Status Update Rate \geq 85%											
Type of Service Level:	SLO											
Service Unit(s):	Reference:	Service/Service Title										
	H2	Conferencing Services										
Definitions:	<p>“Compliant Status Update” means a Status Update for an Incident within the required time set out in the following table according to Priority Levels:</p> <table border="1"> <thead> <tr> <th>Priority Level</th> <th>Required Time</th> </tr> </thead> <tbody> <tr> <td>Priority Level 1</td> <td>within 1 hour and every 1 hour interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 2</td> <td>within 90 minutes and every 90 minute interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 3</td> <td>within 4 hours and every 4 hour interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 4</td> <td>within 4 hours and every 4 hour interval thereafter until Resolved</td> </tr> </tbody> </table> <p>“Status Update” means the time of receipt of notification by a GPS Entity affected by an Incident of such Incident from TELUS in accordance with section 11 of Schedule N.</p>		Priority Level	Required Time	Priority Level 1	within 1 hour and every 1 hour interval thereafter until Resolved	Priority Level 2	within 90 minutes and every 90 minute interval thereafter until Resolved	Priority Level 3	within 4 hours and every 4 hour interval thereafter until Resolved	Priority Level 4	within 4 hours and every 4 hour interval thereafter until Resolved
Priority Level	Required Time											
Priority Level 1	within 1 hour and every 1 hour interval thereafter until Resolved											
Priority Level 2	within 90 minutes and every 90 minute interval thereafter until Resolved											
Priority Level 3	within 4 hours and every 4 hour interval thereafter until Resolved											
Priority Level 4	within 4 hours and every 4 hour interval thereafter until Resolved											
Monitoring	Reactive											
Measurement Methodology:	TELUS' Trouble Ticket system.											
Measurement Period:	Monthly											
Measurement Calculation:	Incident Status Update Rate = (total number of Compliant Status Updates in the Measurement Period) / (total number of Incidents in the Measurement Period) x 100.											
Special Reporting Requirements:	N/A											
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.											

Reference Number:	J-IV-SLO-03	
Service Level Name:	Post Incident Review (PIR)	
Service Level Requirement:	PIR On-time Delivery Rate \geq 90%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H2	Conferencing Services
Definitions:	<p>“Compliant PIR Delivery” means a PIR Delivery \leq 5 Business Days or as otherwise mutually agreed in respect of an applicable PIR.</p> <p>“PIR Delivery ” means the delivery of a PIR to GPS Entity in accordance with section 11 of Schedule N.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' Trouble Ticket system.	
Measurement Period:	Monthly	
Measurement Calculation:	PIR On-time Delivery Rate = (total number of Compliant PIR Deliveries in the Measurement Period) / (total number of PIRs requested in the Measurement Period) x 100.	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-IV-SLO-04	
Service Level Name:	Reporting Timeliness	
Service Level Requirement:	On-time Report Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H2	Conferencing Services
Definitions:	“ Compliant Report Delivery ” means a report required to be delivered to a GPS Entity under this Agreement is delivered by the date such report is required to be delivered in accordance with the requirements of this Agreement.	
Monitoring	Reactive	
Measurement Methodology:	TELUS' reporting systems.	
Measurement Period:	Monthly	
Measurement Calculation:	On-time Report Rate = (total number of Compliant Report Deliveries in the Measurement Period) / (total number of reports required to be delivered in the Measurement Period) x 100.	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-IV-SLO-05	
Service Level Name:	Billing Timeliness	
Service Level Requirement:	On-time Billing Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H2	Conferencing Services
Definitions:	“ Compliant Invoice Delivery ” means an Electronic Invoice is received by a GPS Entity by the date such Electronic Invoice is required to be delivered in accordance with the requirements of this Agreement.	
Monitoring	Reactive	
Measurement Methodology:	TELUS' billing systems.	
Measurement Period:	Monthly	
Measurement Calculation:	On-time Billing Rate = (total number of Compliant Invoice Deliveries in the Measurement Period) / (total number of Electronic Invoices required to be delivered in the Measurement Period)) x 100.	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-II-SLO-06	
Service Level Name:	Network Change Notification	
Service Level Requirement:	On-time Network Change Notification Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H2	Conferencing Services
Definitions:	<p>“Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Scheduled Network Change, other than a Low Impact TELUS Core Network Change, given by TELUS in accordance with section 4 of Schedule RR at least 10 Business Days prior to the implementation date for such change.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS’ change management systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>On-time Network Change Notification Rate = (total number of Compliant Network Change Notifications in the Measurement Period) / (total number of Scheduled Network Change, other than a Low Impact TELUS Core Network Change, that TELUS is required to provide notice of in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-IV-SLO-07	
Service Level Name:	Emergency Network Change Notification	
Service Level Requirement:	Standard Network Change Notification Rate \geq 97%; and Maximum Network Change Notification Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H2	Conferencing Services
Definitions:	<p>“Standard Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Emergency Network Change given by TELUS in accordance with section 8 of Schedule RR at least 1 Business Day prior to the implementation date for such change.</p> <p>“Maximum Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Emergency Network Change given by TELUS in accordance with section 8 of Schedule RR on the same Business Day as the implementation of such change.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' change management systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Network Change Notification Rate = (total number of Standard Compliant Network Change Notifications in the Measurement Period) / (total number of Emergency Network Changes that TELUS is required to provide notice of in the Measurement Period) x 100.</p> <p>Maximum Network Change Notification Rate = (total number of Maximum Compliant Network Change Notifications in the Measurement Period) / (total number of Emergency Network Changes that TELUS is required to provide notice of in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-IV-SLO-08	
Service Level Name:	Operator Answer Time (1-800 queue)	
Service Level Requirement:	Standard Speed of Answer Rate \geq 80% Maximum Speed of Answer Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H2	Conferencing Services
Definitions:	<p>“Answer Time” means the time from a call to a toll-free number for Conferencing Services support from a Participant is queued for the ACD queue until a live operator at such number answers the call.</p> <p>“Maximum Compliant Answer Time” means the Answer Time for a call is \leq 30 seconds.</p> <p>“Standard Compliant Answer Time” means for a call, Answer Time for a call is \leq 20 seconds.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' Conferencing Service monitoring tools	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Speed of Answer Rate = (total number of Standard Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS' help desk by the GPS Entity in the Measurement Period) x 100.</p> <p>Maximum Speed of Answer Rate = (total number of Maximum Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS' help desk by the GPS Entity in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement; and • detailed reporting. 	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-IV-SL0-09											
Service Level Name:	Time to Restore											
Service Level Requirement:	Time to Restore Rate \geq 95% for each Priority Level											
Type of Service Level:	SLO											
Service Unit(s):	Reference:	Service Title/Service:										
	H2 (excluding H2-D)	Conferencing Services (excluding Web Conferencing Services)										
Definitions:	<p>“Compliant Restoration Time” means the Time to Restore for an Incidents within the required time set out in the following table according to Priority Levels:</p> <table border="1"> <thead> <tr> <th>Priority Level</th> <th>Required Time</th> </tr> </thead> <tbody> <tr> <td>Priority Level 1</td> <td>\leq 4 hours</td> </tr> <tr> <td>Priority Level 2</td> <td>\leq 4 hours</td> </tr> <tr> <td>Priority Level 3</td> <td>\leq 1 Business Day</td> </tr> <tr> <td>Priority Level 4</td> <td>\leq 3 Business Days</td> </tr> </tbody> </table>		Priority Level	Required Time	Priority Level 1	\leq 4 hours	Priority Level 2	\leq 4 hours	Priority Level 3	\leq 1 Business Day	Priority Level 4	\leq 3 Business Days
Priority Level	Required Time											
Priority Level 1	\leq 4 hours											
Priority Level 2	\leq 4 hours											
Priority Level 3	\leq 1 Business Day											
Priority Level 4	\leq 3 Business Days											
Monitoring	Reactive											
Measurement Methodology:	<p>TELUS Trouble Ticket system</p> <p>Where less than 20 Incidents affecting a GPS Entity in a Measurement Period, a rolling average of consecutive Measurement Periods will be used until at least 20 Incidents have been captured.</p>											
Measurement Period:	Monthly											
Measurement Calculation:	<p>Time to Restore Rate for each Priority Level = (total number of Compliant Restoration Times in the Measurement Period for such Priority Level) / (total number of such Priority Level Incidents in Measurement Period) x 100</p>											
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Incident, • detailed reporting. 											

Reference Number:	J-IV-SL0-09
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.

Reference Number:	J-IV-SL0-10	
Service Level Name:	Service Availability	
Service Level Requirement:	Service Availability Percentage \geq 99.9%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service Title/Service:
	H2 (excluding H2-D)	Conferencing Services (excluding Web Conferencing Services)
Definitions:	<p>“Total Downtime” means the sum of all minutes the Service is unavailable or subject to a material degradation of the Service during the Measurement Period as determined in accordance with the Measurement Methodology.</p> <p>“Total Possible Uptime” means the sum of all minutes during the Measurement Period (e.g. 60 minutes x 24 hours x number of days in the Measurement Period).</p>	
Monitoring	Proactive	
Measurement Methodology:	Total Downtime will determined using the total duration of Abnormal Condition Report (ACR) system outages in the Measurement Period.	
Measurement Period:	Monthly	
Measurement Calculation:	Service Availability Percentage = $100 - (100 \times \text{Total Downtime} / \text{Total Possible Uptime})$.	
Special Reporting Requirements:	<p>At the request of a GPS Entity, TELUS will provide:</p> <ul style="list-style-type: none"> • details of any failure to meet a Service Level Requirement in respect of a specific Service Level Failure, and • detailed reporting. 	
Critical Threshold:	If TELUS fails to meet this Service Level 3 or more consecutive times or for 4 or more times in any twelve 12 month period, such failure will be deemed to be a Chronic Failure for the purposes of section 10.09 of this Agreement and all corresponding rights and remedies will apply.	

**ATTACHMENT J-V –
SERVICE LEVEL DESCRIPTIONS FOR IVR SERVICE LEVEL GROUP**

1. Introduction

This Attachment: (a) identifies Service Levels that TELUS is required to achieve in performing the Services in the IVR Service Level Group and the corresponding Service Level Descriptions, and (b) certain special terms and conditions that apply to the IVR Service Level Group in connection with Service Levels.

2. [Intentionally Deleted]

3. Special Terms

- 3.1 Reactive. If an SLO in this Attachment is identified as “Reactive” in the Monitoring section of the Service Level Description, TELUS will not be required to monitor, measure or report on, and provide any express remedies for, such SLO as set out in its Service Level Description, until such time as it is determined that such SLO should be monitored, measured and reported on (a “**Change to Proactive Status**”) in accordance with the following process:
- 3.1.1 upon the discovery of a service performance issue or potential issue to which such SLO applies, the GPS Entity may notify TELUS of such issue, which may include verbal notification;
 - 3.1.2 TELUS will promptly (a) investigate such issue, including reviewing available data in respect of the SLO, if any, and (b) report its findings to the GPS Entity, which report may be verbal; and
 - 3.1.3 if such review and report does not resolve the matter, either party may, immediately escalate such issue to Level 4 governance and if such matter is not resolved by Level 4 governance within 10 Business Days, the matter shall be further escalated to Level 3 governance, and if such matter is not resolved by Level 3 governance within 10 Business Days, or Level 3 or Level 4 governance determines the SLO requires a Change to Proactive Status, TELUS will monitor, measure and report on such SLO, and the express remedies, if any, set out in the Service Level Description will apply, until the corresponding Service Level Requirement has been achieved in three consecutive Measurement Periods (as defined in the corresponding Service Level Description), at which time the SLO will be deemed to be Reactive so long as it is not subject to a subsequent Change to Proactive Status.
- 3.2 Proactive. For certainty, for each Service Level in this Attachment identified as “Proactive” in the Monitoring section of the Service Level Description, TELUS will actively monitor, measure and report on, and provide any express remedies for, if any, such Service Level.

4. Service Levels for the IVR Service Level Group

Service Levels Descriptions for the IVR Service Level Group are as set out in separate tables set out below. Each table sets forth the definitions, formula and methodology to be used to calculate the performance of the Services to which applicable Service Level applies, and to determine whether or not a Service Level Credit is payable and whether or not a Critical Threshold has occurred.

Reference Number:	J-V-SLO-01	
Service Level Name:	Incident Speed of Answer	
Service Level Requirement:	Standard Speed of Answer Rate $\geq 85\%$; and Maximum Speed of Answer Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H3-C	Hosted IVR Services
Definitions:	<p>“Answer Time” means the time from when a call to a TELUS help desk from a GPS Entity is queued for the ACD queue until a live agent at such help desk answers the call.</p> <p>“Maximum Compliant Speed of Answer” means the Answer Time for a call is ≤ 60 seconds.</p> <p>“Standard Compliant Speed of Answer” means the Answer Time for a call is ≤ 40 seconds.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' help desk monitoring system.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Speed of Answer Rate = (total number of Standard Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS' help desk by the GPS Entity in the Measurement Period) x 100.</p> <p>Maximum Speed of Answer Rate = (total number of Maximum Compliant Speed of Answers in the Measurement Period) / (total number of calls to TELUS' help desk by the GPS Entity in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-V-SLO-02											
Service Level Name:	Incident Status Updates											
Service Level Requirement:	Incident Status Update Rate \geq 85%											
Type of Service Level:	SLO											
Service Unit(s):	Reference:	Service/Service Title										
	H3-C	Hosted IVR Services										
Definitions:	<p>“Compliant Status Update” means a Status Update for an Incident within the required time set out in the following table according to Priority Levels:</p> <table border="1"> <thead> <tr> <th>Priority Level</th> <th>Required Time</th> </tr> </thead> <tbody> <tr> <td>Priority Level 1</td> <td>within 1 hour and every 1 hour interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 2</td> <td>within 90 minutes and every 90 minute interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 3</td> <td>within 4 hours and every 4 hour interval thereafter until Resolved</td> </tr> <tr> <td>Priority Level 4</td> <td>within 4 hours and every 4 hour interval thereafter until Resolved</td> </tr> </tbody> </table> <p>“Status Update” means the time of receipt of notification by a GPS Entity affected by an Incident of such Incident from TELUS in accordance with section 11 of Schedule N.</p>		Priority Level	Required Time	Priority Level 1	within 1 hour and every 1 hour interval thereafter until Resolved	Priority Level 2	within 90 minutes and every 90 minute interval thereafter until Resolved	Priority Level 3	within 4 hours and every 4 hour interval thereafter until Resolved	Priority Level 4	within 4 hours and every 4 hour interval thereafter until Resolved
Priority Level	Required Time											
Priority Level 1	within 1 hour and every 1 hour interval thereafter until Resolved											
Priority Level 2	within 90 minutes and every 90 minute interval thereafter until Resolved											
Priority Level 3	within 4 hours and every 4 hour interval thereafter until Resolved											
Priority Level 4	within 4 hours and every 4 hour interval thereafter until Resolved											
Monitoring	Reactive											
Measurement Methodology:	TELUS' Trouble Ticket system.											
Measurement Period:	Monthly											
Measurement Calculation:	Incident Status Update Rate = (total number of Compliant Status Updates in the Measurement Period) / (total number of Incidents in the Measurement Period) x 100.											
Special Reporting Requirements:	N/A											
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.											

Reference Number:	J-V-SLO-03	
Service Level Name:	Post Incident Review (PIR)	
Service Level Requirement:	PIR On-time Delivery Rate \geq 90%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H3-C	Hosted IVR Services
Definitions:	<p>“Compliant PIR Delivery” means a PIR Delivery \leq 5 Business Days or as otherwise mutually agreed in respect of an applicable PIR.</p> <p>“PIR Delivery” means the delivery of a PIR to GPS Entity in accordance with section 11 of Schedule N.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS' Trouble Ticket system.	
Measurement Period:	Monthly	
Measurement Calculation:	PIR On-time Delivery Rate = (total number of Compliant PIR Deliveries in the Measurement Period) / (total number of PIRs requested in the Measurement Period) x 100.	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-V-SLO-04	
Service Level Name:	Reporting Timeliness	
Service Level Requirement:	On-time Report Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H3-C	Hosted IVR Services
Definitions:	“ Compliant Report Delivery ” means a report required to be delivered to a GPS Entity under this Agreement is delivered by the date such report is required to be delivered in accordance with the requirements of this Agreement.	
Monitoring	Reactive	
Measurement Methodology:	TELUS' reporting systems.	
Measurement Period:	Monthly	
Measurement Calculation:	On-time Report Rate = (total number of Compliant Report Deliveries in the Measurement Period) / (total number of reports required to be delivered in the Measurement Period) x 100.	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-V-SLO-05	
Service Level Name:	Billing Timeliness	
Service Level Requirement:	On-time Billing Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H3-C	Hosted IVR Services
Definitions:	“ Compliant Invoice Delivery ” means an Electronic Invoice is received by a GPS Entity by the date such Electronic Invoice is required to be delivered in accordance with the requirements of this Agreement.	
Monitoring	Reactive	
Measurement Methodology:	TELUS' billing systems.	
Measurement Period:	Monthly	
Measurement Calculation:	On-time Billing Rate = (total number of Compliant Invoice Deliveries in the Measurement Period) / (total number of Electronic Invoices required to be delivered in the Measurement Period)) x 100.	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-II-SLO-06	
Service Level Name:	Network Change Notification	
Service Level Requirement:	On-time Network Change Notification Rate \geq 97%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H3-C	Hosted IVR Services
Definitions:	<p>“Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Scheduled Network Change, other than a Low Impact TELUS Core Network Change, given by TELUS in accordance with section 4 of Schedule RR at least 10 Business Days prior to the implementation date for such change.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS’ change management systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>On-time Network Change Notification Rate = (total number of Compliant Network Change Notifications in the Measurement Period) / (total number of Scheduled Network Change, other than a Low Impact TELUS Core Network Change, that TELUS is required to provide notice of in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-V-SLO-07	
Service Level Name:	Emergency Network Change Notification	
Service Level Requirement:	Standard Network Change Notification Rate \geq 97%; and Maximum Network Change Notification Rate = 100%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H3-C	Hosted IVR Services
Definitions:	<p>“Standard Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Emergency Network Change given by TELUS in accordance with section 8 of Schedule RR at least 1 Business Day prior to the implementation date for such change.</p> <p>“Maximum Compliant Network Change Notification” means receipt by a GPS Entity of notice of a Emergency Network Change given by TELUS in accordance with section 8 of Schedule RR on the same Business Day as the implementation of such change.</p>	
Monitoring	Reactive	
Measurement Methodology:	TELUS’ change management systems.	
Measurement Period:	Monthly	
Measurement Calculation:	<p>Standard Network Change Notification Rate = (total number of Standard Compliant Network Change Notifications in the Measurement Period) / (total number of Emergency Network Changes that TELUS is required to provide notice of in the Measurement Period) x 100.</p> <p>Maximum Network Change Notification Rate = (total number of Maximum Compliant Network Change Notifications in the Measurement Period) / (total number of Emergency Network Changes that TELUS is required to provide notice of in the Measurement Period) x 100.</p>	
Special Reporting Requirements:	N/A	
Critical Threshold:	N/A. This Service Level will not qualify for Chronic Failure.	

Reference Number:	J-V-SLO-08	
Service Level Name:	Service Availability	
Service Level Requirement:	Service Availability Percentage \geq 99.9%	
Type of Service Level:	SLO	
Service Unit(s):	Reference:	Service/Service Title
	H3-C	Hosted IVR Services
Definitions:	<p>“GPS Entity IVR Solution” means the Hosted IVR Platform as enabled by the GPS Entity specific Applications.</p> <p>“Total Downtime” means the sum of all minutes the GPS Entity IVR Solution is unavailable or subject to a material degradation of the Service during the Measurement Period.</p> <p>“Total Possible Uptime” means the sum of all minutes during the Measurement Period (e.g. 60 minutes x 24 hours x number of days in the Measurement Period), excluding time accrued for Excluded Events.</p>	
Monitoring	Reactive	
Measurement Methodology:	Subcontractor’s hosting monitoring tools.	
Measurement Period:	Monthly	
Measurement Calculation:	Service Availability Percentage = $(100 \times \text{Total Downtime} / \text{Total Possible Uptime})$	
Special Reporting Requirements:	N/A	
Critical Threshold:	If TELUS fails to meet this Service Level 3 or more consecutive times or for 4 or more times in any twelve 12 month period, such failure will be deemed to be a Chronic Failure for the purposes of section 10.09 of this Agreement and all corresponding rights and remedies will apply.	