SCHEDULE N –
PROBLEM AND INCIDENT MANAGEMENT PROCEDURES

1.   Introduction

This Schedule sets out the TELUS' obligations with respect to Problem and Incident alert, escalation, management and resolution procedures with respect to the Services. In the event of a TELUS Disaster or GPS Disaster, TELUS' obligations under this Schedule will be subject to TELUS' obligations under section 11 of the main body of the TSMA.

2.   Attachments

In accordance with this Agreement, TELUS will comply with the Service specific Incident provisions set out in the following Attachments to this Schedule N in respect of the corresponding Services, which will prevail over the provisions of this Schedule N (excluding Attachments) to the extent such Attachment expressly refers to the provisions in this Schedule over which it prevails:

   2.1   Attachment N2 – Conferencing Services Specific Problem and Incident Management Procedures; and

   2.2   Attachment N9 – Cellular Services Specific Problem and Incident Management Procedures.

3.   TELUS Single Point of Contact

TELUS will provide a single point of contact 24 hours a day, 7 days per week (including statutory holidays) throughout the Term to receive, initiate and escalate Trouble Tickets in accordance with this Schedule N (the "**TELUS Service Centre**"). Unless otherwise provided in the Operational Escalation Matrix, the TELUS Service Centre will be accessible to the GPS Group by a toll free telephone number, electronic mail address and fax number.

4.   Hours of Availability

Except to the extent otherwise specifically provided in this Schedule N, TELUS will provide the Services set out this Schedule N continuously 24 hours per day, 7 days per week (including statutory holidays), every day throughout the Term.

5.   Monitoring

For purposes of this Schedule, TELUS will continuously (i.e. 24 hours per day, 7 days per week (including statutory holidays), every day of the Term) monitor all Services that are managed services and portions of the Network related thereto in order to identify, report and correct Incidents in accordance with this Schedule.

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6. Notification and Classification

6.1 Upon the discovery of an Incident or potential Incident by a GPS Entity, the GPS Entity will provide notification to the TELUS Service Centre. The notification will include a detailed description of the Incident or potential Incident, the GPS Entity's determination as to its Priority Level, and any other information that the GPS Entity deems applicable. Without limiting the foregoing, a GPS Entity may provide such notification verbally.

6.2 Upon the discovery or identification of an Incident or potential Incident by TELUS (through an automated proactive alarm that creates a Trouble Ticket, notification from GPS End Users or otherwise), TELUS will, as soon as possible and in accordance with applicable Service Levels, provide notice to each GPS Entity affected by the Incident and each notice will be provided to the appropriate GPS Entity contact specified in the GPS Entity Contact List for such GPS Entity. Each such initial notice of an actual or potential Incident provided by TELUS will in all cases include a detailed description of the Incident and TELUS's proposed categorization of the Incident by Priority Level (based on the criteria set forth in Exhibit N-1) for confirmation by the applicable GPS Entity. For greater certainty, the determination of the Priority Level of an Incident, as it relates to a GPS Entity, will be that of the GPS Entity.

6.3 TELUS will accept all Incidents of which it is notified by a GPS Entity and will respond to each such Incident in accordance with the requirements of this Schedule N for the Priority Level assigned to such Incident.

6.4 A GPS Entity will have the right to categorize or, in accordance with section 7.3, re-categorize the Priority Level of an Incident, in its sole discretion, provided such re-categorization is consistent with the criteria set out in Exhibit N-1. The GPS Group's current criteria for the categorization of the Priority Levels of Incidents are set forth in Exhibit N-1.

6.5 TELUS will maintain and manage a Trouble Ticket System, which will include automated proactive alarms that electronically create Trouble Tickets for Incidents in respect of managed Services.

6.6 TELUS will open a Trouble Ticket to log each Incident, other than an Incident with respect to Service Orders, Service Change Orders or billing ("**Special Incidents**"), and to track its progress to Restoration or Resolution.

6.7 In every communication by TELUS to a GPS Entity or a GPS Entity's other service providers with respect to an Incident other than a Special Incident, TELUS will refer to either the GPS Entity's Incident ticket number assigned by the GPS Entity to the Incident (where applicable) or TELUS' Trouble Ticket identifier for such Incident.

7. Diagnosis and Resolution

7.1 Upon receiving a notice of an Incident from the GPS Entity, or after otherwise becoming aware of an Incident, TELUS will assemble the necessary resources

and proceed to investigate, diagnose and analyze the Incident in order to identify its Root Cause in accordance with this Schedule and in manner consistent with applicable Service Levels.

7.2   TELUS will achieve Resolution or Restoration of an Incident, through the performance of corrective maintenance or otherwise, in accordance with the applicable Time to Restore-based Service Levels.

7.3   A GPS Entity may at any time, in its sole discretion, upon notice to TELUS, re-categorize the Priority Level of an Incident provided such re-categorization is consistent with the criteria set out in Exhibit N-1. If a GPS Entity elects to re-classify the Priority Level of an Incident, then, for the purposes of calculating TELUS's achievement of a Restoration or Resolution, the following rules will apply:

7.3.1   the applicable Service Levels for the Incident will be that of the re-classified Priority Level;

7.3.2   the calculation of the period of time within which TELUS achieves Restoration or Resolution, as the case may be, will commence as of the time that the GPS Entity notifies TELUS of the re-classification of the Priority Level of the Incident; and

7.3.3   for the purpose of calculating the GPS Entity's entitlement to remedies for TELUS's failure to meet the applicable Service Levels that are based on Time to Restore, the remedies that will apply will be based on the Service Levels that apply to the re-classified Priority Level.

7.4   TELUS will only close (write-off) a Trouble Ticket in respect of an Incident with the approval of the GPS Entity and will indicate in the status of a Trouble Ticket once any such approval is obtained.

7.5   TELUS is responsible for planning and obtaining any required access to Sites in connection with the diagnosis, Restoration and Resolution of Incidents, provided, however, that each GPS Entity will make reasonable commercial efforts to provide, or assist TELUS with obtaining, any such access.

7.6   TELUS' efforts under this Schedule to notify, investigate, diagnose, analyze, report on and Restore or Resolve an Incident will be as follows:

7.6.1   with respect to an Incident categorized as Priority Level 1 or Priority Level 2, TELUS' efforts will be continuous (i.e. 24 hours per day, 7 days per week, every day throughout the Term) until the Incident is Resolved or Restored or its Priority Level is reduced to Priority Level 3 or 4 and TELUS will manage its Personnel, including breaks and shift changes, such that a least one TELUS technician is always working on the Incident until it is Resolved or Restored or its Priority Level is reduced to Priority Level 3 or 4; and

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7.6.2 with respect to an Incident categorized as Priority Level 3 or 4, TELUS' efforts will continue during Business Hours until the Incident is Resolved or Restored.

7.7 TELUS will complete the Services set out in this Schedule (in accordance with work effort specified in section 7.6 and applicable Service Levels) at no additional cost to the GPS Entities. If a GPS Entity requests that TELUS provide any additional Services or if TELUS recommends that additional Services are required in connection with an Incident (e.g. to perform restoration work with respect to a Priority Level 3 Incident outside of Business Hours), then additional Fees may apply to such additional Services provided that: (a) such Fees are approved by the GPS Entity in advance; (b) the Trouble Ticket for the Incident references such approval and the approval source (i.e. specific individual); and (c) the invoice for such Fees references the Incident number.

7.8 TELUS will perform all corrective maintenance under this Schedule that is in response to an Incident and involves any Network Changes in accordance with Schedule RR (Scheduled and Emergency Maintenance Management).

8.   GPS Entity Contacts

Each GPS Entity will provide TELUS with a document setting out contact information (including name, telephone number and e-mail address) for its personnel that TELUS must contact under section 6.1 and liaise with in connection with the performance of Services under this Schedule based on the type or subject matter of the Incident and level of escalation (if applicable) (each, a "**GPS Entity Contact List**"). A GPS Entity may update its GPS Entity Contact List from time to time by providing TELUS with written notice at least five Business Days in advance.

9.   Coordination with other Service Providers

TELUS will work other service providers of GPS Entities and other applicable third parties to Restore or Resolve an Incident where a coordinated response is required.

10.   Chronic or Repeated Incidents

10.1 TELUS will provide priority attention and efforts under this Schedule with respect to any Problems identified by a GPS Entity in writing as resulting in chronic or repeat Incidents. TELUS will designate a senior technical or management Personnel resource to co-ordinate testing and resolution of any such chronic or repeated Incidents, and to interface with applicable GPS Entity staff designated by the GPS Entity. Such TELUS' contact will have the ability to assign technical resources, commit field Personnel, change System components and involve manufacturers to resolve any such chronic or repeated Incidents.

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11. Reporting

11.1 TELUS will provide status updates with respect to each Incident that has not been Resolved in accordance with applicable Service Levels and such updates will include, without limitation an estimate of Time to Restore, details with respect to remediation steps taken by TELUS and the timing for the next update report.

11.2 With respect to each Incident , TELUS will, upon reasonable request of a GPS Entity, deliver to such GPS Entity, in accordance with applicable Service Levels a written post Incident report ("**Post Incident Report**" or "**PIR**") that will include the following information:

11.2.1 a detailed description of the Problem and Root Cause of the Incident, along with the investigation, diagnosis and analysis undertaken by TELUS in support of its conclusions;

11.2.2 the action(s) TELUS took to achieve Resolution of the Incident and ensure that it and its Root Cause will not occur again; and

11.2.3 any other information relating to the Problem reasonably requested by the GPS Entity.

12. Escalation

12.1 TELUS will escalate the Restoration and Resolution of Incidents based on elapsed time through notification and involvement of TELUS management as set out in the table below:

Priority Level	Notification (Immediate)	Escalation Level	Elapsed Time from Clock Start Time for an Incident
1	Supervisor	1. Supervisor	Immediately
		2. Manager	1 hour
		3. Senior Management	2 hours
2	Supervisor	1. Supervisor	Immediately
		2. Manager	1 hour
		3. Senior Management	2 hours
3		1. Supervisor	6 Business Hours
		2. Manager	N/A
		3. Senior Management	N/A

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Priority Level	Notification (Immediate)	Escalation Level	Elapsed Time from Clock Start Time for an Incident
4		1. Supervisor	2 Business Days
		2. Manager	N/A
		3. Senior Management	N/A

12.2   Notwithstanding Section 12.1, in connection with an Incident, a GPS Entity, in its sole discretion, may initiate appropriate escalations when required, including where TELUS fails to meet any Service Levels relating to TELUS' obligations under this Schedule. Any such escalation will be in accordance with the escalation levels for TELUS set out in the Operational Escalation Matrix.

PRIORITY LEVEL CATEGORIZATION CRITERIA

The GPS Entity will, in its discretion, assign a level of priority to each Incident (each a "**Priority Level**", and collectively the "**Priority Levels**") in accordance with the Priority Level descriptions set out below. The GPS Group's current criteria for the categorization of Incidents by Priority Level are as follows:

Priority Level	Description
1	Indicates a deficiency with respect to a Service that has a critical impact on any GPS Entity or any other GPS End User's business processes.
	Using a Workaround or manual process cannot reduce the impact.
	For instance, an Incident resulting in a complete outage of any critical Service or System (affecting GPS End Users).
	Critical business impact to one or more GPS Entities with one or more of the following:
	• severe and extended disruptions to critical business Service(s), System(s) or operations or potential for the same;
	• extensive and visible service impact to a material number of GPS End Users;
	• impact to any GPS Entities' reputation or financial loss to any GPS Entity or GPS End Users; or
	• significant security risk to any GPS Entity, including any actual or potential Security Breach.
2	Indicates a deficiency with respect to a Service that has a severe impact on any GPS Entity or any other GPS End User's business processes.
	A limited Workaround or manual process is available.
	For instance, an Incident resulting in a partial disruption of any critical external environment (external GPS End Users) or a complete outage to a critical internal environment (internal GPS End Users).
	Severe business impact contained within a specific business unit(s) with one or more of the following:
	• significant and serious levels of System or Service disruptions or potential for same;
	• extensive and visible Service impact to a material number of GPS End Users and such impact is large or growing;
	• reduced Service Level is expected to deteriorate; or
	• some security risk to any GPS Entity.
3	Indicates a deficiency with respect to a Service that is not seriously affecting any GPS Entity or any other GPS End User's business processes.
	For instance. an Incident resulting in a partial disruption of any non-critical external System or Service (external GPS End Users) or a complete outage to a non-critical internal System or Service (internal GPS End Users).
	Limited business impact on GPS Entities with one or more of the following:

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Priority Level	Description
	• degraded operations and Service Levels but still processing or providing all service functions; • able to maintain (functional) acceptable levels of customer service; • issues are expected to continue; • some loss of functionality could potentially become serious; or • minor security risk to any GPS Entity.
4	Indicates a deficiency with respect to a Service that has a minor impact on any GPS Entity or any other GPS End User's business processes. For instance, an Incident having no business impact on any GPS Entity with one or more of the following: • experiencing sporadic or isolated issues with a viable work around solution; or • able to maintain acceptable levels of Service and Systems and operations are expected to remain stable.

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EXHIBIT N-2
TRAVEL HOURS

Set out in the table below are travel hours with respect to certain Sites that will be included in Suspend Time for an Incident to the extent Restoration/Resolution work is required at such Sites to Restore or Resolve the Incident.

Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Abbotsford	Abbotsford		LMD	N/A	0	
Aldergrove	Abbotsford		LMD	N/A	0	
Clearbrook	Abbotsford		LMD	N/A	0	
Mission	Abbotsford		LMD	N/A	0	
Hemlock Valley	Abbotsford		LMD		1	
Burnaby	Burnaby		LMD	N/A	0	
Alert Bay	Campbell River	Campbell River	ISL	*		Ferry
Bella Bella	Campbell River	Campbell River	ISL	*		Aircraft
Bull Harbour	Campbell River	Campbell River	ISL	*		Aircraft
Chamiss Bay	Campbell River	Campbell River	ISL	*		Aircraft
Coal Harbour	Campbell River	Campbell River	ISL		4	
Fort Rupert	Campbell River	Campbell River	ISL		3.5	
Kingcome	Campbell River	Campbell River	ISL	*		Aircraft
Kingcome Inlet	Campbell River	Campbell River	ISL	*		Aircraft
Mahatta River	Campbell River	Campbell River	ISL	*		Aircraft (Restricted Access)
Mamalilaculla	Campbell River	Campbell River	ISL	*		Aircraft (Village Island)
Minstrel Island	Campbell River	Campbell River	ISL	*		Aircraft
Namu	Campbell River	Campbell River	ISL	*		Aircraft
Ocean Falls	Campbell River	Campbell River	ISL	*		Aircraft
Port Hardy	Campbell River	Campbell River	ISL		3.5	
Quatsino	Campbell River	Campbell River	ISL	*		Aircraft
Simoom Sound	Campbell River	Campbell River	ISL	*		Aircraft
Sointula	Campbell River	Campbell River	ISL	*		Ferry
Thompson Sound	Campbell River	Campbell River	ISL	*		Aircraft

Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Bear Cove	Campbell River	Campbell River	ISL		4	
Beaver Cove	Campbell River	Campbell River	ISL		2.5	
Holberg	Campbell River	Campbell River	ISL		6.5	
Kokish	Campbell River	Campbell River	ISL		2.5	
Port Alice	Campbell River	Campbell River	ISL		4	
Port McNeil	Campbell River	Campbell River	ISL		3	
Rumble Beach	Campbell River	Campbell River	ISL		4	
San Josef	Campbell River	Campbell River	ISL		6.5	
Telegraph Cove	Campbell River	Campbell River	ISL		2.5	
Winter Harbour	Campbell River	Campbell River	ISL		8	
Benson Lake	Campbell River	Campbell River	ISL		4.5	
Nimpkish	Campbell River	Campbell River	ISL		2.5	
Woss Lake	Campbell River	Campbell River	ISL		1.5	
Yuquot	Campbell River	Campbell River	ISL	*		Aircraft
Black Creek	Campbell River	Courtney	ISL		1	
Elk Bay	Campbell River	Campbell River	ISL		1	
Kelsey Bay	Campbell River	Campbell River	ISL		1	
Rock Bay	Campbell River	Campbell River	ISL		0.5	
Sayward	Campbell River	Campbell River	ISL		1	
Eve River	Campbell River	Campbell River	ISL		1.5	
Gold River	Campbell River	Campbell River	ISL		1	
Tahsis	Campbell River	Campbell River	ISL		2.5	
Zeballos	Campbell River	Campbell River	ISL		3	
Fruitvale	Castelgar	Castelgar	INT		0.5	
Montrose	Castelgar	Castelgar	INT		N/A	
Rossland	Castelgar	Castelgar	INT		0.5	
Trail	Castelgar	Castelgar	INT		0.5	
Waneta	Castelgar	Castelgar	INT		N/A	
Castlegar	Castlegar	Castlegar	INT	N/A	0	
Genelle	Castlegar	Castlegar	INT	N/A	0	
Thrums	Castlegar	Castlegar	INT	N/A	0	
Passmore	Castlegar	Castlegar	INT		1	
Winlaw	Castlegar	Castlegar	INT		1	
Christina Lake	Castlegar	Castlegar	INT		1.5	
Grand Forks	Castlegar	Grandforks	INT	N/A	0	
Greenwood	Castlegar	Grandforks	INT		0.5	
Rock Creek	Castlegar	Grandforks	INT		2	
Midway	Castlegar	Grandforks	INT		1	
Agassiz	Chilliwack		LMD	N/A	0	
Chilliwack	Chilliwack		LMD	N/A	0	
Rosedale	Chilliwack		LMD	N/A	0	
Sardis	Chilliwack		LMD	N/A	0	
Yarrow	Chilliwack		LMD	N/A	0	
Harrison Hot Springs	Chilliwack		LMD		1	
Hope	Chilliwack		LMD		1	

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Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Kwikwexwelp (Elbow Lake)	Chilliwack		LML		1	
Yale	Chilliwack		LMD		1	
Boston Bar	Chilliwack		LMD		2	
Balmoral	Courtenay	Courtenay	ISL	N/A	0	
Bevan	Courtenay	Courtenay	ISL	N/A	0	
Buckley Bay	Courtenay	Courtenay	ISL	N/A	0	
Comox	Courtenay	Courtenay	ISL	N/A	0	
Courtney	Courtenay	Courtenay	ISL	N/A	0	
Cumberland	Courtenay	Courtenay	ISL	N/A	0	
Deman Island	Courtenay	Courtenay	ISL	*		Ferry
Grantham	Courtenay	Courtenay	ISL		0	
Hornby Island	Courtenay	Courtenay	ISL	*		Ferry
Lazo	Courtenay	Courtenay	ISL	N/A	0	
Little River	Courtenay	Courtenay	ISL	N/A	0	
Merville	Courtenay	Courtenay	ISL	N/A	0	
Mud Bay	Courtenay	Courtenay	ISL	N/A	0	
Puntledge	Courtenay	Courtenay	ISL	N/A	0	
Royston	Courtenay	Courtenay	ISL	N/A	0	
Sandwick	Courtenay	Courtenay	ISL	N/A	0	
Union Bay	Courtenay	Courtenay	ISL		0.5	
Williams Beach	Courtenay	Courtenay	ISL	N/A	0	
Fanny Bay	Courtenay	Courtenay	ISL		1	
Cranbrook	Cranbrook	Cranbrook	INT	N/A	0	
Fort Steele	Cranbrook	Cranbrook	INT	N/A	0	
Kimberley	Cranbrook	Cranbrook	INT		0.5	
Moyie	Cranbrook	Cranbrook	INT		0.5	
Wasa	Cranbrook	Cranbrook	INT	N/A	0	
Kingsgate	Cranbrook	Cranbrook	INT		1	
Kitchener	Cranbrook	Cranbrook	INT		1	
Skookumchuck	Cranbrook	Cranbrook	INT		0.5	
Ta Ta Creek	Cranbrook	Cranbrook	INT		1	
Wardner	Cranbrook	Cranbrook	INT		1	
Yahk	Cranbrook	Cranbrook	INT		1	
Creston	Cranbrook	Cranbrook	INT		1.5	
Sirdar	Cranbrook	Cranbrook	INT		1.5	
Wynndel	Cranbrook	Cranbrook	INT		1	
Boswell	Cranbrook	Nelson	INT		2.5	
Grey Creek	Cranbrook	Cranbrook	INT		2	
Crawford Bay	Cranbrook	Nelson	INT			
Rionel	Cranbrook	Cranbrook	INT		4	
Dawson Creek	Dawson Creek	Dawson Creek	MKN	N/A	0	
East Pine	Dawson Creek	Dawson Creek	MKN		1	
Pouce Coupe	Dawson Creek	Dawson Creek	MKN	N/A	0	
Rolla	Dawson Creek	Dawson Creek	MKN		0.5	

Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Willowbrook	Dawson Creek	Dawson Creek	MKN	N/A	0	
Chetwynd	Dawson Creek	Dawson Creek	MKN		1.5	
Tumbler Ridge	Dawson Creek	Dawson Creek	MKN		1.5	
Hassler Heights	Dawson Creek	Dawson Creek	MKN		2	
Moberley Lake	Dawson Creek	Dawson Creek	MKN		2	
T. Ridge Ind. Park	Dawson Creek	Dawson Creek	MKN		2	
Willow Flats	Dawson Creek	Dawson Creek	MKN		2	
Chemainus	Duncan	Victoria	ISL		1.5	
Clo-oose	Duncan	Victoria	ISL	*		Aircraft
Cobble Hill	Duncan	Victoria	ISL		1	
Cowichan Bay	Duncan	Victoria	ISL		1	
Cowichan Station	Duncan	Victoria	ISL		1	
Crofton	Duncan	Victoria	ISL		1	
Duncan	Duncan	Victoria	ISL		1	
Ganges	Duncan	Victoria	ISL	*		Ferry
Hayward	Duncan	Victoria	ISL	N/A	0	
Hillcrest	Duncan	Victoria	ISL		1	
Koksilah	Duncan	Victoria	ISL		1	
Kuper Island	Duncan	Victoria	ISL	*		Ferry
Lake Cowichan	Duncan	Victoria	ISL		1.5	
Long Harbour	Duncan	Victoria	ISL	*		Ferry
Malahat	Duncan	Victoria	ISL		1	
Maple Bay	Duncan	Victoria	ISL		1	
Millbay	Duncan	Victoria	ISL		0.5	
North Cowichan	Duncan	Victoria	ISL		1	
Paldi	Duncan	Victoria	ISL		1	
Sahtlam	Duncan	Victoria	ISL		1	
Shawnigan Lake	Duncan	Victoria	ISL		1	
Thetis Island	Duncan	Victoria	ISL	*		Ferry
Vesuvias	Duncan	Victoria	ISL	*		Ferry
Westholme	Duncan	Victoria	ISL		1	
Whyac	Duncan	Victoria	ISL	*		Aircraft
Caycuse	Duncan	Victoria	ISL		2	
Gordon River	Duncan	Victoria	ISL		2	
Honeymoon Bay	Duncan	Victoria	ISL		2	
Mesachie Lake	Duncan	Victoria	ISL		2	
Nitinat	Duncan	Victoria	ISL		2	
Youbou	Duncan	Victoria	ISL		2	
Bull River	Fernie	Fernie	INT		1	
Elko	Fernie	Fernie	INT		0.5	
Fernie	Fernie	Fernie	INT	N/A	0	

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Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Grasmere	Fernie	Cranbrook	INT		1	
Jaffray	Fernie	Cranbrook	INT	N/A	0	
Galloway	Fernie	Cranbrook	INT		1	
Sparwood	Fernie	Fernie	INT		0.5	
Elkford	Fernie	Fernie	INT		1	
Fording River	Fernie	Fernie	INT		1	
Fort St. John	Fort St. John	Fort St. John	MKN	N/A	0	
Montney	Fort St. John	Fort St. John	MKN	N/A	0	
Taylor	Fort St. John	Fort St. John	MKN	N/A	0	
Flat Rock	Fort St. John	Fort St. John	MKN		1	
Goodlow	Fort St. John	Fort St. John	MKN		1	
Hudson Hope	Fort St. John	Fort St. John	MKN		1	
Prespatou	Fort St. John	Fort St. John	MKN		1	
Fort Nelson	Fort St. John	Fort St. John	MKN		4	
Inveremere	Inveremere	Inveremere	INT	N/A	0	
Radium	Inveremere	Inveremere	INT		0.5	
Windermere	Inveremere	Inveremere	INT		0.5	
Canal Flats	Inveremere	Cranbrook	INT		0.5	
Parson	Inveremere	Inveremere	INT		1	
Spillimacheen	Inveremere	Inveremere	INT		0.5	
Golden	Inveremere	Inveremere	INT		4	
Donald	Inveremere	Inveremere	INT		2	
Field	Inveremere	Inveremere	INT		2	
Edgewater	Invermere	Invermere	INT	N/A	0	
Fairmount	Invermere	Invermere	INT		0.5	
Brisco	Invermere	Invermere	INT		0.5	
Harrogate	Invermere	Invermere	INT		1	
Aspen Park	Kamloops	Kamloops	INT	N/A	0	
Chase	Kamloops	Kamloops	INT		0.5	
Dallas	Kamloops	Kamloops	INT	N/A	0	
Goode Industries	Kamloops	Kamloops	INT	N/A	0	
Kamloops	Kamloops	Kamloops	INT	N/A	0	
North Kamloops	Kamloops	Kamloops	INT	N/A	0	
Pritchard	Kamloops	Kamloops	INT		0.5	
Savona	Kamloops	Kamloops	INT		0.5	
Westsyde	Kamloops	Kamloops	INT	N/A	0	
Adams Lake	Kamloops	Kamloops	INT		1	
Barriere	Kamloops	Kamloops	INT		2	
Cache Creek	Kamloops	Kamloops	INT		1	
Douglas Lake	Kamloops	Kamloops	INT		1	
Highland Valley	Kamloops	Kamloops	INT		1	
Little Fort	Kamloops	Kamloops	INT		1	
Westwold	Kamloops	Kamloops	INT		1	
Ashcroft	Kamloops	Kamloops	INT		1	
Blackpool	Kamloops	Kamloops	INT		1.5	
Celista	Kamloops	Kamloops	INT		1.5	

Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Clearwater	Kamloops	Kamloops	INT		1.5	
Clinton	Kamloops	Kamloops	INT		1.5	
Kelly Lake	Kamloops	Kamloops	INT		1.5	
Salmon Arm	Kamloops	Salmon Arm	INT	N/A	0	
Spences Bridge	Kamloops	Kamloops	INT		1.5	
70 Mile House	Kamloops	Kamloops	INT		0.5	
Avola	Kamloops	Kamloops	INT		2	
Lillooet	Kamloops	Kamloops	INT		2	
Lytton	Kamloops	Kamloops	INT		2	
Sorrento	Kamloops	Kamloops	INT		1	
Tappen	Kamloops	Kamloops	INT		1	
Vavenby	Kamloops	Kamloops	INT		2	
Hell's Gate	Kamloops	Kamloops	INT		2.5	
Revelstoke	Kamloops	Salmon Arm	INT		1	
Blue River	Kamloops	Kamloops	INT		3.5	
Glacier Pass	Kamloops	Kamloops	INT		3	
Rogers Pass	Kamloops	Kamloops	INT		3	
Sicamous	Kamloops	Salmon Arm	INT		1	
Shalath	Kamloops	Kamloops	INT		3	
Gold Bridge	Kamloops	Kamloops	INT		4	
Mica Creek	Kamloops	Salmon Arm	INT		4	
Kelowna	Kelowna	Kelowna	INT	N/A	0	
Lakeview Heights	Kelowna	Kelowna	INT	N/A	0	
Okanagan Mission	Kelowna	Kelowna	INT	N/A	0	
Oyama	Kelowna	Kelowna	INT	N/A	0	
Peachland	Kelowna	Kelowna	INT		1	
Rutland	Kelowna	Kelowna	INT	N/A	0	
Westbank	Kelowna	Kelowna	INT	N/A	0	
Winfield	Kelowna	Kelowna	INT		0.5	
Beaverdell	Kelowna	Penticton	INT		0.5	
Big White	Kelowna	Kelowna	INT		1	
MacKenzie	MacKenzie	Prince George	MKN	N/A	0	
Tsay-Keh-Dene	MacKenzie	Prince George	MKN			Aircraft
McLeod Lake	MacKenzie	Prince George	MKN		0.5	
Masset	Masset	Prince George	MKN	N/A	0	
Merritt	Merritt	Kamloops	INT	N/A	0	
Logan Lake	Merritt	Kamloops	INT		0.5	
Cassidy	Nanaimo	Nanaimo	ISL	N/A	0	
Cedar	Nanaimo	Nanaimo	ISL	N/A	0	
Chase River	Nanaimo	Nanaimo	ISL	N/A	0	
Departure Bay	Nanaimo	Nanaimo	ISL	N/A	0	
East Wellington	Nanaimo	Nanaimo	ISL	N/A	0	
Extension	Nanaimo	Nanaimo	ISL	N/A	0	
Gabriola Island	Nanaimo	Nanaimo	ISL	*		Ferry
Ladysmith	Nanaimo	Nanaimo	ISL		0.5	

Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Lantzville	Nanaimo	Nanaimo	ISL	N/A	0	
Nanaimo	Nanaimo	Nanaimo	ISL	N/A	0	
Protection Island	Nanaimo	Nanaimo	ISL	*	0	Ferry
South Wellington	Nanaimo	Nanaimo	ISL	N/A	0	
Wellington	Nanaimo	Nanaimo	ISL	N/A	0	
Saltair	Nanaimo	Nanaimo	ISL		0.5	
Nelson	Nelson	Nelson	INT	N/A	0	
North Nelson	Nelson	Nelson	INT	N/A	0	
Slocan Park	Nelson	Nelson	INT		2	
South Slocan	Nelson	Nelson	INT	N/A	0	
Ymir	Nelson	Nelson	INT	N/A	0	
Ainsworth	Nelson	Nelson	INT		1	
Balfour	Nelson	Nelson	INT		0.5	
Kaslo	Nelson	Nelson	INT		1	
Salmo	Nelson	Castlegar	INT	N/A	0	
Slocan	Nelson	Nelson	INT		1	
Vallican	Nelson	Castlegar	INT		1	
Lardeau	Nelson	Nelson	INT		1.5	
New Denver	Nelson	Castlegar	INT		1	
Argenta	Nelson	Nelson	INT		2	
Duncan Lake	Nelson	Nelson	INT		2	
Meadow Creek	Nelson	Revelstoke	INT		2.5	
Nakusp	Nelson	Nelson	INT		2	
Johnson's Landing	Nelson	Nelson	INT		2.5	
Fauquier	Nelson	Vernon	INT		1	
Trout Lake	Nelson	Castlegar	INT		2.5	
Coquitlam	New Westminster		LMD	N/A	0	
Haney	New Westminster		LMD	N/A	0	
Maple Ridge	New Westminster		LMD	N/A	0	
New Westminster	New Westminster		LMD	N/A	0	
Pitt Meadows	New Westminster		LMD	N/A	0	
Port Coquitlam	New Westminster		LMD	N/A	0	
Port Moody	New Westminster		LMD	N/A	0	
Whonnock	New Westminster		LMD	N/A	0	
Bowen Island	North Vancouver		LMD	*		Ferry
Deep Cove	North Vancouver		LMD	N/A	0	
North Vancouver	North Vancouver		LMD	N/A	0	
West Vancouver	North Vancouver		LMD	N/A	0	
Whytecliff	North Vancouver		LMD	N/A	0	
Cameron Lake	Parksville	Nanaimo	ISL	N/A	0	
Coombs	Parksville	Nanaimo	ISL	N/A	0	
Dashwood	Parksville	Nanaimo	ISL	N/A	0	
Dolphin Beach	Parksville	Nanaimo	ISL	N/A	0	
Dunsmuir	Parksville	Victoria	ISL	N/A	0	

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Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Errington	Parksville	Nanaimo	ISL	N/A	0	
French Creek	Parksville	Nanaimo	ISL	N/A	0	
Lasqueti Island	Parksville	Nanaimo	ISL	*		Ferry
Nanoose Bay	Parksville	Nanaimo	ISL		0.5	
Parksville	Parksville	Nanaimo	ISL		0.5	
Qualicum	Parksville	Nanaimo	ISL	N/A	0	
Bowser	Parksville	Nanaimo	ISL		0.5	
Keremeos	Penticton	Penticton	INT	N/A	0	
Naramata	Penticton	Penticton	INT	N/A	0	
Okanagan Falls	Penticton	Penticton	INT	N/A	0	
Penticton	Penticton	Penticton	INT	N/A	0	
Summerland	Penticton	Penticton	INT	N/A	0	
Apex/Alpine	Penticton	Penticton	INT		1	
Hedley	Penticton	Penticton	INT		0.5	
Oliver	Penticton	Penticton	INT		0.5	
Osoyoos	Penticton	Penticton	INT		1	
Princeton	Penticton	Penticton	INT		1	
Simiko Mines	Penticton	Penticton	INT		1.5	
Manning Park	Penticton	Penticton	INT		2	
Ahousat	Port Alberni	Nanaimo	ISL	*		Aircraft
Arrowsmith	Port Alberni	Nanaimo	ISL	N/A	0	
Beaver Creek	Port Alberni	Nanaimo	ISL	N/A	0	
Boat Basin	Port Alberni	Nanaimo	ISL	*		Aircraft
Cherry Creek	Port Alberni	Nanaimo	ISL	N/A	0	
Chetarpe	Port Alberni	Nanaimo	ISL	*		Aircraft
Clayoquot	Port Alberni	Nanaimo	ISL	*		Aircraft
Ecoole	Port Alberni	Nanaimo	ISL	*		Aircraft
Estevan Point	Port Alberni	Nanaimo	ISL	*		Aircraft
Hesquiat	Port Alberni	Nanaimo	ISL	*		Aircraft
Hot Springs Cove	Port Alberni	Nanaimo	ISL	*		Aircraft
Kakawis	Port Alberni	Nanaimo	ISL	*		Aircraft
Kildonan	Port Alberni	Nanaimo	ISL	*		Aircraft
Marktosis	Port Alberni	Nanaimo	ISL	*		Aircraft
Opitisat	Port Alberni	Nanaimo	ISL	*		Aircraft
Port Alberni	Port Alberni	Nanaimo	ISL	N/A	0	

Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Sproat Lake	Port Alberni	Nanaimo	ISL	N/A	0	
Stewardson Inlet	Port Alberni	Nanaimo	ISL	*		Aircraft
Yarksis	Port Alberni	Nanaimo	ISL	*		Aircraft
Bamfield	Port Alberni	Nanaimo	ISL		1.5	
Port Albion	Port Alberni	Nanaimo	ISL		1.5	
Sarita	Port Alberni	Nanaimo	ISL		1.5	
Ucluelet	Port Alberni	Nanaimo	ISL		1.5	
Tofino	Port Alberni	Nanaimo	ISL		1.5	
Blubber Bay	Powell River	Powell River	ISL	*		Ferry (Texada Island)
Gillies Bay	Powell River	Powell River	ISL	*		Ferry (Texada Island)
Lang Bay	Powell River	Powell River	ISL	N/A	0	
Lund	Powell River	Powell River	ISL	N/A	0	
Myrtle Point	Powell River	Powell River	ISL	N/A	0	
Powell River	Powell River	Powell River	ISL	N/A	0	
Saltery Bay	Powell River	Powell River	ISL	N/A	0	
Savary Island	Powell River	Powell River	ISL	*		Water Taxi
Sliammon	Powell River	Powell River	ISL	N/A	0	
Stillwater	Powell River	Powell River	ISL	N/A	0	
Texada Island	Powell River	Powell River	ISL	*		Ferry (Texada Island)
Vananda	Powell River	Powell River	ISL	*		Ferry (Texada Island)
Westview	Powell River	Powell River	ISL	N/A	0	
Atlin	Prince George	Prince George	MKN	*		Aircraft
Chief Lake	Prince George	Prince George	MKN	N/A	1	
Chilako	Prince George	Prince George	MKN	N/A	0	
Cluculz Lake	Prince George	Prince George	MKN	N/A	0	
Giscome	Prince George	Prince George	MKN	N/A	0	
Hartway	Prince George	Prince George	MKN	N/A	0	
Pineview	Prince George	Prince George	MKN	N/A	0	
Prince George	Prince George	Prince George	MKN	N/A	0	
Red Rock	Prince George	Prince George	MKN	N/A	0.5	
Salmon Valley	Prince George	Prince George	MKN	N/A	0.5	
Summit Lake	Prince George	Prince George	MKN	N/A	1	
Vanway	Prince George	Prince George	MKN	N/A	0	
Bear Lake	Prince George	Prince George	MKN		1	
Hansard	Prince George	Prince George	MKN		1	
Hixon	Prince George	Prince George	MKN		1	
Upper Fraser	Prince George	Prince George	MKN		1	Customer Site
Vanderhoof	Prince George	Prince George	MKN		1.5	

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Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Bouchie Lake	Prince George	Prince George	MKN		1	
Dome Creek	Prince George	Prince George	MKN		1	
Ft. Fraser	Prince George	Prince George	MKN		1.5	
Ft. St. James	Prince George	Prince George	MKN		2	
Wells	Prince George	Prince George	MKN		2	
McBride	Prince George	Prince George	MKN		2.5	
Quesnel	Prince George	Prince George	MKN		1.5	
Tachie	Prince George	Prince George	MKN		2	
Dragon Lake	Prince George	Prince George	MKN		1.5	
Dunster	Prince George	Prince George	MKN		3	
Kersley	Prince George	Prince George	MKN		1.5	
Valemount	Prince George	Prince George	MKN		4	
Queen Charlotte City	Queen Charlotte City	Queen Charlotte City	MKN	N/A	0	
Sandspit	Queen Charlotte City	Queen Charlotte City	MKN	N/A	0	
Skidegate	Queen Charlotte City	Queen Charlotte City	MKN	N/A	0	
Ladner	Richmond		LMD	N/A	0	
Richmond	Richmond		LMD	N/A	0	
Tsawwassen	Richmond		LMD	N/A	0	
Camp Artaban	Sechelt	Sechelt	ISL	*		Water Taxi
Gambier Harbour	Sechelt	Sechelt	ISL	*		Water Taxi
Garden Bay	Sechelt	Sechelt	ISL	N/A	0	
Gibsons	Sechelt	Sechelt	ISL	N/A	0	
Granthams Landing	Sechelt	Sechelt	ISL	N/A	0	
Half Moon Bay	Sechelt	Sechelt	ISL	N/A	0	
Hopkins Landing	Sechelt	Sechelt	ISL	N/A	0	
Keats Island	Sechelt	Sechelt	ISL	*	0	Water Taxi
Kleindale	Sechelt	Sechelt	ISL	N/A	0	
Maderia Park	Sechelt	Sechelt	ISL	N/A	0	
New Brighton	Sechelt	Sechelt	ISL	*		Water Taxi
Pender Harbour	Sechelt	Sechelt	ISL	N/A	0	
Roberts Creek	Sechelt	Sechelt	ISL	N/A	0	
Sechelt	Sechelt	Sechelt	ISL	N/A	0	
Secret Cove	Sechelt	Sechelt	ISL	N/A	0	
Selma Park	Sechelt	Sechelt	ISL	N/A	0	
Williamsons Landing	Sechelt	Sechelt	ISL	N/A	0	
Wilson Creek	Sechelt	Sechelt	ISL	N/A	0	
Earls Cove	Sechelt	Sechelt	ISL		1	
Egmont	Sechelt	Sechelt	ISL		1	
Hillside	Sechelt	Sechelt	ISL		1	

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Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Longview	Sechelt	Sechelt	ISL		1	
Parkdale	Sechelt	Sechelt	ISL		1	
Port Mellon	Sechelt	Sechelt	ISL		1	
Seaside Park	Sechelt	Sechelt	ISL		1	
Kitkatla	Smithers	Terrace	MKN	*		Helicopter
Smithers	Smithers	Smithers	MKN	N/A	0	
Telkwa	Smithers	Smithers	MKN	N/A	0	
Hazelton	Smithers	Smithers	MKN		1	
Houston	Smithers	Smithers	MKN		1	
Endako	Smithers	Prince George	MKN		1.5	
Granisle	Smithers	Smithers	MKN		2	
Kitwanga	Smithers	Smithers	MKN		1.5	
Decker Lake	Smithers	Prince George	MKN		2	
Topley	Smithers	Smithers	MKN		1	
Fraser Lake	Smithers	Prince George	MKN		2	
Burns Lake	Smithers	Prince George	MKN		2	
Francois Lake	Smithers	Prince George	MKN		2.5	
Bronson Creek	Smithers	Smithers	MKN		7	
Dease Lake	Smithers	Smithers	MKN		11	
Byron Creek	Sparwood	Fernie	INT	N/A	0	
Brackendale	Squamish		LMD	N/A	0	
Britannia Beach	Squamish		LMD	N/A	0	
Squamish	Squamish		LMD	N/A	0	
Woodfibre	Squamish		LMD	N/A	0	
Whistler	Squamish		LMD		1	
Mount Currie	Squamish		LMD		1.5	
Pemberton	Squamish		LMD		1.5	
D'Arcy	Squamish		LMD		2	
Cloverdale	Surrey		LMD	N/A	0	
Fort Langley	Surrey		LMD	N/A	0	
Langley	Surrey		LMD	N/A	0	
Newton	Surrey		LMD	N/A	0	
Surrey	Surrey		LMD	N/A	0	
Whalley	Surrey		LMD	N/A	0	
White Rock	Surrey		LMD	N/A	0	
Hartley Bay	Terrace	Terrace	MKN	*		Helicopter
Kemano	Terrace	Terrace	MKN	*		Helicopter
Lakelse	Terrace	Terrace	MKN	N/A	0	
Port Clements	Terrace	Terrace	MKN	*		Aircraft
Port Simpson	Terrace	Terrace	MKN	*		Aircraft
Terrace	Terrace	Terrace	MKN	N/A	0	
Kitimat	Terrace	Terrace	MKN		0.5	

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Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geograph ical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Port Edward	Terrace	Terrace	MKN		1	
Aiyansh	Terrace	Terrace	MKN		2	
Canyon City	Terrace	Terrace	MKN		2	
Green Hills	Terrace	Terrace	MKN		1	
Prince Rupert	Terrace	Terrace	MKN		1.5	
Greenville	Terrace	Terrace	MKN		2.5	
Kincolith	Terrace	Terrace	MKN		2.5	
Kitsault	Terrace	Terrace	MKN		3.5	
Grassy Plains	Terrace	Prince George	MKN	*		Ferry
Stewart	Terrace	Smithers	MKN		4	
Vancouver	Vancouver		LMD	N/A	0	
Armstrong	Vernon	Vernon	INT	N/A	0.5	
Enderby	Vernon	Vernon	INT	N/A	0.5	
Falkland	Vernon	Vernon	INT		1	
Grindrod	Vernon	Vernon	INT		1	
Lumby	Vernon	Vernon	INT	N/A	0	
Vernon	Vernon	Vernon	INT	N/A	0	
Bazan Bay	Victoria	Victoria	ISL	N/A	0	
Belmont Park	Victoria	Victoria	ISL	N/A	0	
Brentwood Bay	Victoria	Victoria	ISL	N/A	0	
Central Saanich	Victoria	Victoria	ISL	N/A	0	
Colwood	Victoria	Victoria	ISL	N/A	0.5	
Cordova Bay	Victoria	Victoria	ISL	N/A	0	
Deep Cove	Victoria	Victoria	ISL	N/A	0	
East Sooke	Victoria	Victoria	ISL	N/A	0	
Esquimalt	Victoria	Victoria	ISL	N/A	0	
Fulford Harbour	Victoria	Victoria	ISL	*		Ferry
Galiano Island	Victoria	Victoria	ISL	*		Ferry
Glen Lake	Victoria	Victoria	ISL	N/A	0	
Happy Valley	Victoria	Victoria	ISL	N/A	0	
Lagoon	Victoria	Victoria	ISL	N/A	0	
Langford	Victoria	Victoria	ISL	N/A	0	
Mayne Island	Victoria	Victoria	ISL	*		Ferry
Metchosin	Victoria	Victoria	ISL	N/A	0	
Milnes Landing	Victoria	Victoria	ISL	N/A	0	
Montague Harbour	Victoria	Victoria	ISL	*		Ferry
North Galiano	Victoria	Victoria	ISL	*		Ferry
North Saanich	Victoria	Victoria	ISL	N/A	0	
Oak Bay	Victoria	Victoria	ISL	N/A	0	
Pender Island	Victoria	Victoria	ISL	*		Ferry

Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Port Washington	Victoria	Victoria	ISL	*		Ferry
Prospect Lake	Victoria	Victoria	ISL	N/A	0	
Rocky Point	Victoria	Victoria	ISL	N/A	0	
Royal Oak	Victoria	Victoria	ISL	N/A	0	
Saanich	Victoria	Victoria	ISL	N/A	0	
Saanichton	Victoria	Victoria	ISL	N/A	0	
Saltspring Island	Victoria	Victoria	ISL	*		Ferry
Saseenos	Victoria	Victoria	ISL	N/A	0	
Saturna Island	Victoria	Victoria	ISL	*		Ferry
Sidney	Victoria	Victoria	ISL	N/A	0	
Sooke	Victoria	Victoria	ISL		1	
South Pender	Victoria	Victoria	ISL	*		Ferry
Sturdies Bay	Victoria	Victoria	ISL	*		Ferry
Swartz Bay	Victoria	Victoria	ISL		0.5	
Victoria	Victoria	Victoria	ISL	N/A	0	
Jordan River	Victoria	Victoria	ISL		1	
Jordon River	Victoria	Victoria	ISL		1	
Port Renfrew	Victoria	Victoria	ISL		1.5	
150 Mile House	Williams Lake	Williams Lake	MKN		0.5	
McLeese Lake	Williams Lake	Williams Lake	MKN	N/A	0	
Soda Creek	Williams Lake	Williams Lake	MKN		0.5	
Wildwood	Williams Lake	Williams Lake	MKN	N/A	0	
Williams Lake	Williams Lake	Williams Lake	MKN	N/A	0	
100 Mile House	Williams Lake	100 Mile House	MKN		1	
108 Mile House	Williams Lake	100 Mile House	MKN		1	
Alkali Lake	Williams Lake	Williams Lake	MKN		1	
Beaver Valley	Williams Lake	Williams Lake	MKN		1	
Horsefly	Williams Lake	Williams Lake	MKN		1	
Lac La Hache	Williams Lake	Williams Lake	MKN			
Riske Creek	Williams Lake	Williams Lake	MKN		1	
Alexis Creek	Williams Lake	Williams Lake	MKN		1.5	
Canim Lake	Williams Lake	Williams Lake	MKN		2	
Chilanko Falls	Williams Lake	Williams Lake	MKN		1.5	
Forest Grove	Williams Lake	Williams Lake	MKN		1	
Hendrix Lake	Williams Lake	Williams Lake	MKN		1.5	
Likely	Williams Lake	Williams Lake	MKN		1.5	
Bridge Lake	Williams Lake	Williams Lake	MKN		2	
Puntzi Mt.	Williams Lake	Kamloops	MKN			
Tatla Lake	Williams Lake	Williams Lake	MKN		3	
Nimpo Lake	Williams Lake	Williams Lake	MKN		4	
Hagensborg	Williams Lake	Williams Lake	MKN		6.5	
Bella Coola	Williams Lake	Williams Lake	MKN		7	

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Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Abbotsford	LML Valley (LMV)	Abbotsford	LMD	N/A	0	
Aldergrove	LML Valley (LMV)	Abbotsford	LMD		0.5	
Clearbrook	LML Valley (LMV)	Abbotsford	LMD	N/A	0	
Mission	LML Valley (LMV)	Abbotsford	LMD		1	
Hemlock Valley	Hope (HOPE)	Abbotsford	LMD		1.5	
Burnaby	LML East (LME)	LML West	LMD	N/A	0	
Agassiz	Hope (HOPE)	Abbotsford	LMD		1	
Chilliwack	Chilliwack (CWLK)	Abbotsford	LMD		1	
Rosedale	Hope (HOPE)	Abbotsford	LMD		1	
Sardis	Chilliwack (CWLK)	Abbotsford	LMD		1	
Yarrow	Yarrow (YRRW)	Abbotsford	LMD		0.5	
Harrison Hot Springs	Hope (HOPE)	Abbotsford	LMD		2	
Hope	Hope (HOPE)	Abbotsford	LMD		1.5	
Kwikwexwelp (Elbow Lake)	LML Valley (LMV)	Abbotsford	LML		1.5	
Yale	Yale (YALE)	Abbotsford	LMD		2	
Boston Bar	Boston Bar (BSBR)	Abbotsford	LMD		4	
Coquitlam	Westwood (WSWD)	LML West	LMD	N/A	0	
Haney	Haney (HANY)	LML East	LMD	N/A	0	
Maple Ridge	Haney (HANY)	LML East	LMD	N/A	0	
New Westminster	LML East	LML West	LMD	N/A	0	
Pitt Meadows	Haney (HANY)	LML East	LMD	N/A	0	
Port Coquitlam	Westwood (WSWD)	LML East	LMD	N/A	0	
Port Moody	Westwood (WSWD)	LML East	LMD	N/A	0	
Whonnock	Haney (HANY)	LML East	LMD	N/A	0	
Bowen Island	Bowen Island (BWIS)	LML West	LMD	*		Ferry
Deep Cove	LML North (LMN)	LML West	LMD	N/A	0	
North Vancouver	LML North (LMN)	LML West	LMD	N/A	0	
West Vancouver	LML North (LMN)	LML West	LMD	N/A	0	
Whytecliff	LML North (LMN)	LML West	LMD	N/A	0	
Ladner	Ladner (LDNR)	LML East	LMD	N/A	0	
Richmond	Richmond (RCMD)	LML West	LMD	N/A	0	
Tsawwassen	Ladner (LDNR)	LML West	LMD	N/A	0	
Brackendale	Squamish (SQMS)	Squamish/Whistler	LMD		0.5	
Britannia Beach	Squamish (SQMS)	Squamish/Whistler	LMD		1	
Squamish	Squamish (SQMS)	Squamish/Whistler	LMD	N/A	0	
Woodfibre	Squamish (SQMS)	Squamish/Whistler	LMD	*		Ferry
Whistler	Whistler (WSLR)	Squamish/Whistler	LMD		2	

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Customer Location	Field Ops FSR (voice) Location	Field Ops Data Location	Geographical Area	Distance Kms	Travel Hrs	Special Travel Arrangements
Mount Currie	Pemberton (PMTN)	Squamish/Whistler	LMD		3	
Pemberton	Pemberton (PMTN)	Squamish/Whistler	LMD		3	
D'Arcy	Darcy (DRCY)	Squamish/Whistler	LMD		4	
Cloverdale	LML South (LMS)	LML East	LMD	N/A	0	
Fort Langley	LML Valley (LMV)	LML East	LMD	N/A	0	
Langley	LML Valley (LMV)	LML East	LMD	N/A	0	
Newton	LML South (LMS)	LML East	LMD	N/A	0	
Surrey	LML South (LMS)	LML East	LMD	N/A	0	
Whalley	LML South (LMS)	LML East	LMD	N/A	0	
White Rock	LML South (LMS)	LML East	LMD	N/A	0	
Vancouver	LML Central (LMC)	LML West	LMD	N/A	0	

* Designates areas where alternate travel to the community is required. Calculation is determined as standard TTR interval + waiting time for transportation + time to travel.

Note: Standard TTR interval is set at 4 hours.No shading designates areas where incident resolution is within 4 hours. Pink cells designate areas where incident resolution is greater than 4 but less than 6 hours. Blue cells designate areas where incident resolution is greater than 4 but less than 8 hours. Yellow cells designate areas where incident resolution (including travel) is greater than 8 hours total.

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Attachment N2
Conferencing Services Specific Incident and Problem Management Procedures

1. **Introduction**

In connection with any Incidents and other service issues with respect to Conferencing Services, TELUS will comply with the requirements, including, without limitation, procedures and documentation, set out in this Attachment and, to the extent not conflicting or inconsistent with this Attachment, Schedule N (excluding Attachments)..

2. **Incident Management Description:**

   2.1 For clarity, an Incident with respect to Conferencing Services includes an event or occurrence that is not part of the standard operations (or features) of the Conferencing Services and which is representative of a service interruption or a reduction in service quality.

   2.2 There are two mechanisms for reporting Incidents and other service issues to TELUS with respect to the Conferencing Services, namely:

      2.2.1 In-conference support (*0), for reporting Incidents or other service issues or requesting assistance related to a specific current conference session (e.g. minor localized troubles, requests for assistance or requests for conference adjustments) ("**In-conference Support**"). Calls to In-conference Support should not generally be used to report critical or other material Incidents (e.g. service disrupting Incidents).

      2.2.2 Toll-free queue, for reporting Incidents or other service issues that are general in nature (not conference session specific), historical (issues arising from past sessions) or session terminating (sessions that cannot be held or are terminated because of service impacts) ("**Toll-free Queue**").

   2.3 TELUS has two tiers of support with respect to Incidents and other issues with respect to Conferencing Services, namely:

      2.3.1 Tier 1, which is an initial level of support to address questions and services issues, including In-conference Support and the Toll-free queue, that are not Incidents; and

      2.3.2 Tier 2, which is an escalated level of support for addressing Incidents and issues and questions not resolved at Tier 1.

   2.4 TELUS will ensure that its Tier 2 support process captures the following information:

      2.4.1 date and time of call,

      2.4.2 reporting parties name,

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2.4.3   nature of Incident,

2.4.4   on-going status of Trouble Ticket,

2.4.5   resolution of Trouble Ticket upon closure, and

2.4.6   contact customer to communicate closure of Trouble Ticket.

3.   In-conference Support

3.1   As part of providing In-conference Support:

3.1.1   TELUS will ensure that, during conference calls:

3.1.1.1   each conference participant will be able to seek assistance from an In-conference Support operator in relation to a question, problem, Incident or other issue by pressing "*0" on his/her touch tone keypad (it being acknowledged that there are different levels of assistance an individual can request, based on the individual's assignment as either a Moderator or as a Participant); and

3.1.1.2   the In-conference Support operator will remain on the phone with the conference participant until either the issue is resolved, a mutually agreeable approach is established or the issue is determined to be an Incident and Tier 2 support is engaged.

3.1.2   Upon In-conference Support being contacted by a conference participant, the In-conference Support operator will log a quick ticket which will include a date and time stamp and limited information about the nature of the contact.

3.1.3   Examples of the nature of contact that conference participants may have with In-conference Support, include but are not limited to:

3.1.3.1   participant dial-out;

3.1.3.2   additional capacity;

3.1.3.3   questions about how to use the service; and

3.1.3.4   assistance in muting or terminating lines.

3.1.4   In-conference Support operators will attempt to solve issues real-time, and where no solution is found, a Tier 1 agent will generate a Trouble Ticket raising the issue to Tier 2 status. In the event that an issue is on-going, Tier 2 agents are engaged live as part of the Incident management initiation.

4.   Toll-free Queue

4.1   For assistance to conference participants and Subscribers outside of conferences using the Toll-free Queue, TELUS will:

4.1.1   ensure that each conference participant or Subscriber has access to a toll free number through which each conference participant or Subscriber may contact and seek assistance from TELUS in relation to Incidents in accordance with Schedule N; and

4.1.2   ensure that TELUS support is available on a 24 hours per day, 7 days per week basis to accept and respond to Incidents reported by Subscribers and conference participants.

5.   Other Requirements

5.1   Where requested by a GPS Entity, TELUS will provide a comprehensive GPS-aggregate list of Tier 1 engagements, inclusive of all In-conference Support and Toll-free Queue Tier 1 contact, as tracked through the "quick ticket" process. Inclusion of records within this list requires the identification of the user as a GPS Entity employee.

5.2   TELUS will provide reports related to Incident management in accordance with Attachment M2 - Conferencing Services reporting.

1.   Introduction

In connection with any Problem and Incident alert, escalation, management and Resolution procedures with respect to Cellular Services, TELUS will comply with the requirements, including, without limitation, procedures and documentation, set out in this Attachment and, unless otherwise provided herein, Schedule N (excluding Attachments). For greater certainty, the terms and conditions set out in Schedule N (excluding Attachments) will apply in respect of Cellular Services unless otherwise provided in this Attachment.

2.   TELUS Points of Contact

Notwithstanding anything to the contrary in Section 3 of Schedule N, TELUS will receive and initiate Trouble Tickets for the Cellular Services throughout the Term through:

2.1   the interface for TELUS' cellular premium corporate support offering ("**Premium Corporate Support**") which will be accessible to the GPS Group and GPS End Users 24 hours a day, 7 days per week (including statutory holidays) by a toll free telephone number, electronic mail address and fax number or by dialling *611 from the GPS End User's handset; and

2.2   Retailers during Business Hours (Retailers may require the GPS End User's phone number and authorization to log or escalate a Trouble Tickets).

3.   Monitoring

Notwithstanding anything to the contrary in Section 5 of Schedule N, TELUS will continuously (i.e. 24 hours per day, 7 days per week (including statutory holidays), every day of the Term) monitor its wireless transmission facilities and Network used for the delivery of the Cellular Services (collectively the "**Wireless Facilities**") in order to identify, report and correct Incidents in accordance with Schedule N (excluding Attachments).

4.   Notification and Classification

Notwithstanding anything to the contrary in Section 6 of Schedule N,

4.1   Upon the discovery of an Incident by a GPS Entity or GPS End Users, the GPS Entity will provide notification to the interface for Premium Corporate Support. The notification will include a detailed description of the Incident, the GPS Entity's determination as to its Priority Level, and any

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other information that the GPS Entity deems applicable. If such notification is given by a GPS End User, TELUS will confirm the proposed categorization of the Incident by Priority Level (based on the criteria set forth in Exhibit N1) for confirmation by the applicable GPS Entity. Without limiting the foregoing, a GPS Entity may provide such notification verbally.

4.2   Upon the discovery or identification of an Incident or potential Incident by a Retailer that is not TELUS and not otherwise addressed in accordance with Section 4.1 of this Attachment, such Retailer will give notice to TELUS of the same and TELUS will comply with its obligations set out in Section 6.2 of Schedule N.

4.3   If a Trouble Ticket is not resolved within expected restoration time frames, automatic reminders will be sent out to TELUS key support teams to ensure that the Trouble Ticket is being addressed.

4.4   Premium Corporate Support representatives will provide status updates to GPS Entity help desks and GPS Entities at their request.

4.5   TELUS will provide maintenance and outage notifications to GPS Entities in accordance with following procedures:

4.5.1   all maintenance notifications will specify:

4.5.1.1   the Cellular Services affected;

4.5.1.2   locations affected;

4.5.1.3   the anticipated window for the maintenance activity;

4.5.1.4   GPS End Users who are likely to be affected;

4.5.1.5   the anticipated start and end times; and

4.5.1.6   when the Wireless Facilities may not be available;

4.5.2   TELUS will send outage notifications on every critical or major service degradation or outage to the designated contacts within the GPS Entities who have requested such notifications, including Incidents that affect:

4.5.2.1   a large geographic area;

4.5.2.2   a complete service or a significant number of cell sites; and

4.5.2.3   includes failures that have the potential for large scale impacts;

4.5.3   once an outage Incident is confirmed, TELUS will send a notification by email within 30 minutes to the designated contacts

within the GPS Entities who have requested such notifications, which notifications will include the following information:

4.5.3.1   location;

4.5.3.2   start time;

4.5.3.3   estimated end time; and

4.5.3.4   symptoms; and

4.5.4   once the outage Incident has been addressed, and Resolution is confirmed, TELUS will email Resolution notifications within 30 minutes.

5.   Premium Corporate Support

5.1   TELUS will provide Premium Corporate Support to the GPS Entities at no additional cost to the GPS Entities.

5.2   Trouble Tickets for the Cellular Services will have a higher priority for faster Resolution than tickets issued in connection with TELUS' cellular standard corporate support offering.

5.3   Premium Corporate Support staff will deliver the Premium Corporate Services to the GPS Entities and:

5.3.1   will be trained to a tier 2 level of support;

5.3.2   will triage Trouble Tickets to other areas of TELUS when required, based on the Priority Level of the Incident and the resources required for Resolution;

5.3.3   access, as required, a designated tier 2 support pool of specialists and a dedicated tier 3 support pool of engineers;

5.3.4   will stream tickets for other issues as appropriate;

5.3.5   will be equipped to support the Services listed below:

5.3.5.1   network troubleshooting, including:

5.3.5.1.1   voice;

5.3.5.1.2   coverage;

5.3.5.1.3   roaming;

5.3.5.1.4   telephony features (voicemail, call forwarding, caller ID, etc.);

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5.3.5.1.5   text messaging; and

5.3.5.1.6   iDEN network;

5.3.5.2   data troubleshooting, including:

5.3.5.2.1   picture, video and sound messaging;

5.3.5.2.2   SPARK browser (CDMA);

5.3.5.2.3   push to talk (IDEN); and

5.3.5.2.4   downloads (to come with training implementation);

5.3.5.3   TELUS application troubleshooting, including:

5.3.5.3.1   fleet tracking; and

5.3.5.3.2   TELUS Navigator, TELUS Visual voicemail, etc.;

5.3.5.4   complex data troubleshooting, including:

5.3.5.4.1   wireless modems connection (i.e., AirLink Ravens, Sierra MP, BlueTree, Telular, etc.);

5.3.5.4.2   virtual private metwork (VPN);

5.3.5.4.3   Research In Motion (BlackBerry Internet Service and BlackBerry Enterprise Server);

5.3.5.4.4   Windows Mobile handset (connection and operation system);

5.3.5.4.5   private and public IP connection;

5.3.5.4.6   Secure IP Anywhere; and

5.3.5.4.7   Secure Connect Bundle;

5.3.5.5   provisioning troubleshooting, including:

5.3.5.5.1   provisioning task errors;

5.3.5.5.2   provisioning validation errors;

5.3.5.5.3   pending requests; and

5.3.5.5.4   wireless number portability (WNP) issues.

5.4 TELUS will also provide the GPS Entities with support on a wide range of BlackBerry Enterprise Server issues, including:

5.4.1 email synchronisation: sending and receiving emails with Outlook, Lotus/Domino and GroupWise;

5.4.2 calendar synchronization: wireless synchronisation of the calendar with Outlook, Lotus/Domino, and GroupWise;

5.4.3 contacts/ address book synchronisation;

5.4.4 task synchronisation;

5.4.5 troubleshooting of WAP browser, Internet Browser and BlackBerry Browser;

5.4.6 desktop manager installation;

5.4.7 backup and restore devices;

5.4.8 device issues / hardware issues;

5.4.9 device configuration;

5.4.10 GPS End User education;

5.4.11 placing and receiving phone calls;

5.4.12 sending and receiving SMS and PIN messages; and

5.4.13 upgrading device software.

5.5 TELUS will provision a unique identifying feature to cellular numbers provided to GPS Entities so that when a call from such a number is made to the interface for Premium Corporate Support, it will be automatically identified (or the caller will be asked to input their phone number to be identified) and once so indentified the call will be streamed into a special team and queue to receive Premium Corporate Support.

5.6 Premium Corporate Support will provide simple integrated IVR options which will direct callers to the appropriate part of TELUS and, in the instance where a call has been misdirected, TELUS representatives will follow warm transfer protocols.

5.7 In addition to the other procedures to access to Premium Corporate Services contemplated in this Attachement, calls to TELUS for Premium Support Service may be placed by the GPS End User or by a Retailer on behalf of the GPS End User, but all follow-up for the Premium Support Service representatives will be directly to the GPS End User, even where the initial call was made on the GPS End User's behalf by a Retailer.

5.8   TELUS will provide help desk to help desk and end user support using Premium Corporate Support.

    5.8.1   GPS End Users will be provided with contact numbers for their existing help desk and TELUS will provide their help desk agents with access to the Premium Corporate Support.

    5.8.2   If calls are received by TELUS from GPS End Users from GPS Entities with their own help desks, they will be directed to their own GPS Entity's help desk if the Incident cannot be resolved immediately, unless the GPS Entity requests that such calls not be so redirected.

5.9   For GPS Entities that do not maintain help desks, GPS End Users will be able to contact TELUS directly to receive Premium Corporate Support.

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