

SCHEDULE L – KEY ROLES

1. Introduction

This Schedule defines and describes the Key Roles of TELUS.

2. Key Roles

2.1 TELUS will designate Personnel in the following Key Roles:

- 2.1.1 Relationship Executive: TELUS will assign one senior manager responsible for successful implementation of this Agreement and the overall satisfaction of the GPS Entities (the “**Relationship Executive**”). The Relationship Executive will act as the primary point of interface with the GPS Entities for this Agreement.
 - 2.1.2 Operations Lead: TELUS will assign one member of its Personnel responsible for acting as the primary management liaison with the GPS Entities as a whole with respect to the overall Services at the operational level, as described in Schedule K as Director, Client Service Management, being Rick Leggett as of the Effective Date (the “**Operations Lead**”). The Operations Lead will have prime responsibility for: (a) the executive relationship with each of the GPS Entities; and (b) the overall satisfaction of the GPS Entities with respect to the development and delivery of the Services.
 - 2.1.3 TELUS Client Service Manager: TELUS will assign the TELUS Client Service Managers as defined in Schedule K. Each TELUS Client Service Manager will be responsible for coordinating and leading meetings between GPS Entity representatives regarding operational and contractual issues on both a GPS Entity specific basis and a multiple GPS Entities basis (e.g. issues that span across GPS Entities) along with the other roles and responsibilities set forth in Schedule K.
- 2.2 On or prior to the Effective Date, TELUS will provide to the Administrator a document listing the names and contact information for each incumbent in a Key Role as of the Effective Date and will promptly provide the Administrator with an updated version of such document each time a change to the information set out in such document is made.
- 2.3 For greater certainty, TELUS will only be permitted to make changes to incumbents in Key Roles in accordance with section 14.3 of the main body of this Agreement.