

SCHEDULE BB – TRAINING

1. Introduction

In accordance with this Agreement, TELUS will as of the Effective Date make available to the GPS Entities the following training and related training documentation detailed below and, to the extent applicable, the Service specific training and documentation set out in the following Attachments to this Schedule BB:

- 1.1 Attachment BB1 – Long Distance Services Specific Training;
- 1.2 Attachment BB2 – Conferencing Services Specific Training;
- 1.3 Attachment BB3 – Voice Services Specific Training;
- 1.4 Attachment BB5 – Data Services Specific Training; and
- 1.5 Attachment BB9 – Cellular Services Specific Training.

For greater certainty, at any time during the Term, TELUS is only obligated to provide to a GPS Entity the Service specific training and documentation set out in the Attachments to this Schedule BB to the extent such training and documentation relates to Services being provided by TELUS to such GPS Entity at such time.

2. General Training Requirements

Where training is provided to GPS Entities or GPS End Users, TELUS will provide such training in the manner and formats outlined in the Attachments to this Schedule, and to the extent specifically identified in such Attachment, for the corresponding Fees identified in such Attachment.

3. Documentation

In addition to any documentation identified in an Attachment to this Schedule, TELUS will provide the following documentation in respect of the Services at no additional cost to the GPS Entities:

- 3.1 to the extent available to TELUS, manufacturer's documentation for all equipment provided or purchased by TELUS as part of Services, including all manufacturer's documentation setting out information with respect to features and operation of devices and corresponding user guides and applicable reference material; and
- 3.2 to the extent available to TELUS and in a timely fashion, technical and service bulletins with respect to the Available Services to the specific personnel of such GPS Entity as designated by such GPS Entity.

Attachment BB1

Long Distance Services Specific Training

1. Introduction

TELUS will, as of the Effective Date, make available to the GPS Entities the Long Distance Services specific training and related training documentation detailed in this Attachment in connection with the provision of any Long Distance Services under this Agreement.

2. Service Features and Presentations

TELUS will, if requested by a GPS Entity, provide information seminars and presentations to such GPS Entity focused on improving productivity through the use of current features and the application of the Long Distance Services. Any such Services may be subject to Fees, as agreed to with the GPS Entities and outlined in the Price Book (e.g. professional service Fees).

Attachment BB2

Audio Conferencing Services Specific Training

1. Introduction

TELUS will, at no additional costs to the GPS Entities and as of the Effective Date, make available to the GPS Entities the Audio Conferencing Services specific training and related training documentation detailed in this Attachment in connection with the provision of any Audio Conferencing Services under this Agreement.

2. Training for Reservationless Conferencing Services

2.1 TELUS will provide training in accordance with this Attachment BB2 to GPS End Users being provided with Reservationless Conferencing Services and such training will include:

2.1.1 training with respect to the following:

2.1.1.1 procedures, including hyperlinks to user guides, supporting documentation and live agent contact information, required to access the Reservationless Conferencing Services;

2.1.1.2 use of a Passcode and the security associated with it;

2.1.1.3 use of the features of the Reservationless Conferencing Services online;

2.1.1.4 in-Conference features such as dashboards, DTMF tones and help;

2.1.1.5 the set-up of permanent Conference profiles and how to change defaults; and

2.1.1.6 access to help functions; and

2.1.2 upon subscription, provision of an email confirmation to the Subscriber that includes not only account and access information, but also hyperlinks to user guides, supporting documentation and contact information for live agent support.

2.2 As part of annual reviews and regularly scheduled meetings between TELUS and the single point of contact for each GPS Entity under this Agreement, TELUS will provide each single point of contact with updates on new features and functionality of the Reservationless Conferencing Services.

2.3 With respect to each GPS Entity being provided with Reservationless Conferencing Services, TELUS will supply to each GPS End User

receiving such Services sufficient documentation to meet the requirements under this Attachment, including brochures, user guides and documentation for in-Conference features such as dashboards, DTMF tones and help. TELUS will provide such materials in a format that allows the GPS Entities to affix their own brands. Maintenance and management of any such GPS Entity-branded materials will be the responsibility of the GPS Entities. If the GPS Entities are not satisfied with the materials provided by TELUS, they will follow the escalation procedures set out in Schedule K (Governance) to the Agreement.

- 2.4 With respect to each GPS Entity being provided with Reservationless Conferencing Services, TELUS will supply to each GPS End User receiving such Services, complete documentation for training in electronic format either through the Branded Extranet Site or, if a GPS End User requests, and where reasonably feasible, by e-mail to such GPS End User.

3. Operator Assisted and Event Conferencing Services

- 3.1 TELUS will provide training in accordance with this Attachment BB2 to GPS End Users receiving Operator Assisted Conferencing Services, Event Conferencing Services or both and such training will include:
 - 3.1.1 training with respect to the following:
 - 3.1.1.1 procedures required to access the Operator Assisted Conferencing Services and Event Conferencing Services; and
 - 3.1.1.2 procedures for accessing and using in-Conference features such as dashboards, DTMF tones and help; and
 - 3.1.2 pre-meeting, one-on-one consultation and training for each new GPS End User on the use of any self-serve scheduling tools, call set-up options and features and explanation of and training for all event components.
- 3.2 As part of annual reviews and regularly scheduled meetings between TELUS and the single point of contact for each GPS Entity under this Agreement, TELUS will provide each single point of contact with updates on new features and functionality of the Operator Assisted Conferencing Services and Event Conferencing Services.
- 3.3 With respect to each GPS Entity being provided with Operator Assisted Conferencing Services and/or Event Conferencing Services, TELUS will supply to each GPS End User receiving such Services sufficient documentation for training and help to meet the requirements under this Attachment, including documentation for in-Conference features such as dashboards, DTMF tones and help. TELUS will provide such materials in a format that allows the GPS Entities to affix their own brands.

Maintenance and management of any such GPS-branded materials will be the responsibility of the GPS Entities. If the GPS Entities are not satisfied with the materials provided by TELUS, they will follow the escalation procedures set out in Schedule K (Governance) to the Agreement.

- 3.4 With respect to each GPS Entity being provided with Operator Assisted Conferencing Services and/or Event Conferencing Services, TELUS will supply to each GPS End User receiving such Services complete documentation for training in electronic format either through the Branded Extranet Site or, if a GPS End User requests, and where reasonably feasible, by e-mail to such GPS End User.
- 3.5 With respect to each GPS Entity being provided with Operator Assisted Conferencing Services and/or Event Conferencing Services, TELUS will supply to each GPS End User receiving such Services documentation for ordering consultation or coordination for such Services.

Exhibit BB2 – A

Web Conferencing Services Specific Training

1. Web Conferencing Service

- 1.1 TELUS will assist in arranging third party provided training in accordance with Attachment BB2 to GPS End Users being provided with Web Conferencing Services and such training will (subject to availability of such features from the third party training provider) include:
 - 1.1.1 training with respect to the following:
 - 1.1.1.1 procedures for using any self-serve scheduling tools related to such Services; and
 - 1.1.1.2 demonstrations of all aspects of the Web Conferencing Services for Subscribers and the GPS Entities;
 - 1.1.2 instructor-led courses (both public and private), self-paced courses and quick tutorials;
 - 1.1.3 training with recurring training schedules for a flexible and scalable training program; and
 - 1.1.4 specialized classes to provide training in respect of advanced service capabilities.
- 1.2 Third party training costs for any such training will be the responsibility of the GPS Entity receiving the training and will be paid directly to the third party providing the training.
- 1.3 As part of annual reviews and regularly scheduled meetings between TELUS and the single point of contact for each GPS Entity under this Agreement, TELUS will provide each single point of contact with updates on new features and functionality of the Web Conferencing Services.
- 1.4 With respect to each GPS Entity being provided with Web Conferencing Services, TELUS will supply, to each GPS End User receiving such Services, sufficient documentation for training, at no additional cost, and help to meet the requirements under Attachment BB2, including documentation for self-serve scheduling tools, online features and in-Conference features such as dashboards and help. TELUS will provide such materials, at no additional cost to the GPS Entities, and in a format that allows the GPS Entities to affix their own brands, subject to any applicable third party licensing restrictions and terms. Maintenance and management of any such GPS Entity-branded materials will be the responsibility of the GPS Entities. If the GPS Entities are not satisfied with the materials provided by TELUS, they will follow the escalation procedures set out in Schedule K (Governance) to the Agreement.

- 1.5 With respect to each GPS Entity being provided with Web Conferencing Services, TELUS will supply to each GPS End User receiving such Services, at no additional cost, complete documentation for training in electronic format, either through the Branded Extranet Site or, if a GPS End User requests and where reasonably feasible, by e-mail to such GPS End User.

Attachment BB3

Voice Services Specific Training

1. Introduction

TELUS will as of the Effective Date make available to the GPS Entities the Voice Services specific training and related training documentation detailed in this Attachment in connection with the provision of any Voice Services, excluding Hosted IVR Services, under this Agreement.

2. General Training Requirements

- 2.1 TELUS requires a minimum of 10 Business Days' notice for training requests. When training requests are submitted less than 10 Business Days prior to a requested due date, TELUS will endeavour to accommodate the request, and if unable to do so will propose a timely alternative delivery date.
- 2.2 TELUS will provide Voice Services training in a variety of formats including, but not restricted to, the following in-person individual, in-person group, teleconferencing or web conferencing, and on-line (web based, self paced courses) as may be requested by the GPS Entities.

3. Included Training

- 3.1 If requested by a GPS Entity, TELUS will make the following training available with respect to the Voice Services, excluding Hosted IVR Services, at no additional cost to the GPS Entities:
 - 3.1.1 training in using and accessing such Voice Services, including for
 - 3.1.1.1 for all new telephone set installations, provide manufacturer set user guides and ensure that installers provide GPS End Users with basic instruction in set features and usage;
 - 3.1.1.2 with respect to repair activities, replace missing user guides where necessary or upon request of a GPS Entity and assist GPS End Users so that any required set programming is completed and user training provided; and
 - 3.1.1.3 with respect to upgrade activities, provide set and set feature training as required or as requested by a GPS

Entity to accommodate set or feature changes made in accordance with this Agreement.

- 3.1.2 training in respect of each Reporting Tool, and corresponding user guides and applicable reference material;
- 3.1.3 training for a GPS Entity's administrative, technical and other staff on their Agreement-related activities such as ordering, billing, invoicing, reports, troubleshooting and Incident Ticket tracking and reporting;
- 3.1.4 technical training related to Voice Service specific features, systems, Ad Hoc Reporting Tools, technical issues or other specific issues or matters of a technical nature to technical staff or GPS End Users designated by such GPS Entity, including in respect of remote administration tools that allow the GPS Entity to view and configure hosted telephony station parameters;
- 3.1.5 in advance (or with the consent of the applicable GPS Entity, within a reasonable period of time following) any Voice Services-related changes, including the addition of any new Services, implemented in accordance with this Agreement, training to facilitate such change for each GPS Entity;
- 3.1.6 basic training to GPS End Users when required as a result of technology changes relating to the Voice Services;
- 3.1.7 with respect to the Voice Services, one set of current features and product reference documents including corresponding user guides and applicable reference material to the GPS Entity and promptly provide updated versions of such documents to the extent required to ensure such documents remain up-to-date; and
- 3.1.8 upon request of a GPS Entity, current training-related documentation for the Voice Services, including, in addition to the documentation described in Section 3.1.1 of this Attachment, technical, product, service manuals corresponding user guides, applicable reference material and bulletins for all equipment provided or purchased by TELUS as part of the Voice Services, and TELUS will ensure that such documentation will be available to GPS End Users in a variety of formats such as print, web-based and electronic files.

4. Fee Based Training

Notwithstanding Section 3, TELUS will make the following training available with respect to the Voice Services, excluding Hosted IVR Services, for the training Fees set out in the Price Book:

- 4.1 any training described in Sections 3.1.2, 3.1.3, 3.1.4, 3.1.7 and 3.1.8 of this Attachment where TELUS has previously provided such training to the applicable personnel or business unit within the GPS Entity and the requirement for additional training is not the result of Service-related changes or technology-related changes to the Services (e.g. refresher training or the training of new personnel where existing personnel have previously been trained on the same topic);
- 4.2 information seminars and presentations to such GPS Entity focused on improving the effective use of Voice Services; and
- 4.3 such other training and related documentation as the GPS Entity and TELUS may agree to that is not otherwise addressed in or as a Project.

Attachment BB5

Data Services Specific Training

1. Introduction

TELUS will as of the Effective Date, or when the applicable Services become available, make available to the GPS Entities Data Services specific training and related training documentation detailed in this Attachment in connection with the provision of the Data Services under this Agreement.

2. General Training Requirements

- 2.1 TELUS will provide Data Services training described in this Attachment in a variety of formats as mutually agreed in respect of the applicable training including, where available, the following: in-person individual, in-person group, and teleconferencing or web conferencing.
- 2.2 TELUS will provide Data Services training described in this Attachment to those audiences as mutually agreed, and, as it relates to the included training listed in section 3, TELUS will provide such training:
 - 2.2.1 only to those personnel of the GPS Entities that require such training in order to fulfill their employment responsibilities as determined by the GPS Entity in its sole discretion;
 - 2.2.2 based on a “train-the-trainer” approach within any individual GPS Entity and in instances where identical training is to be provided to multiple audiences within the GPS Entity; and
 - 2.2.3 to wider audiences than those stipulated in sections 2.2.1 and 2.2.2 for the training Fees set out in the Price Book.

3. Included Training and Documentation

- 3.1 If requested by a GPS Entity, TELUS will make the following training available with respect to the Data Services at no additional cost to the GPS Entities:
 - 3.1.1 Data Services generally: Services configuration and GPS Entity self-management training and related training documentation for the Data Service (the GPS Entities acknowledge that as of the Effective Date, there are no special training requirements that are specific to the Internet Services);
 - 3.1.2 Service support features: The use of the following features and tools related to the functionality of the Services and, if requested

by a GPS Entity and where available, training-related documentation, including user guides and technical manuals with respect to such features and tools, as they relate to the Services:

- 3.1.2.1 SNMP Polling;
- 3.1.2.2 SYSLOG Forwarding;
- 3.1.2.3 Flow Data;
- 3.1.2.4 CPE Configuration Tool;
- 3.1.2.5 Command Line Interface Portal;
- 3.1.2.6 NetCool Web Top; and
- 3.1.2.7 Network Monitoring.

- 3.2 Tools: to the extent not otherwise addressed in section 3.1, training in respect of the use of Reporting Tools, Performance Monitoring Tools, and Ad Hoc Reporting Tools, as they relate to the Services, including training as it relates to the interpretation of report output from such tools, as well as any corresponding user guides and applicable reference materials as they relate to the Services;
- 3.3 Administrative functions: training for a GPS Entity's administrative, technical and other staff on their Agreement-related activities such as ordering, billing, invoicing, reports, troubleshooting and Incident Ticket tracking and reporting;
- 3.4 New Services or changes to Services: where a GPS Entity's ability to use the Service in question would be adversely affected in the absence of such training, training in advance (or with the consent of the applicable GPS Entity, within a reasonable period of time following) relating to any changes to Data Services, including the addition of any new Data Services, implemented in accordance with this Agreement (which for certainty will not include training on matters for which training in respect of a new or changed Service would not typically be provided or required by personnel having sufficient knowledge of the prior Service, if any); and
- 3.5 Certain documentation: current training-related documentation for the Data Services, including technical, product, service manuals corresponding user guides and applicable reference material, as they relate the Services.

4. Fee Based Training

Notwithstanding sSection 3, TELUS will make the following training available with respect to the Data Services for the training Fees set out:

- 4.1 in the Price Book for:
 - 4.1.1 any training described in section 3 of this Attachment where TELUS has previously provided such training to the applicable personnel or business unit within the GPS Entity and the requirement for additional training is not the result of Service-related changes or technology-related changes to the Services (e.g. refresher training or the training of new personnel where existing personnel have previously been trained on the same topic); and
 - 4.1.2 information seminars and presentations to a GPS Entity focused on improving the effective use of Data Services;
- 4.2 in a Service Order or Service Change order for following (where the professional service Fees set out in the Price Book are not applicable unless the parties agree otherwise or where additional Fees may apply to the delivery of the following):
 - 4.2.1 any specific training not otherwise contemplated by this Attachment , including materials and/ or form of delivery, that is exclusive to a request by a GPS Entity and not commonly available to other TELUS customers (for clarity, Fees will apply for planning and creating such training, in addition to providing such training);
 - 4.2.2 any training requiring the engagement of third parties for GPS Entity custom training requirements (for example, Cognos training for specific reporting for SMIS); and
 - 4.2.3 such other training and related documentation as the GPS Entity and TELUS may agree to that is not otherwise addressed in or as a Project.

Attachment BB9

Cellular Services Specific Training

1. Introduction

TELUS will as of the Effective Date make available to the GPS Entities the Cellular Services specific training and related training documentation detailed in this Attachment in connection with the provision of any Cellular Services under this Agreement.

2. General Training Requirements

TELUS will comply with the following general training requirements for GPS End Users:

- 2.1 training provided by TELUS will be available in a variety of formats such as but not limited to in-person individual, in-person group, web conferencing, and on-line as may be requested by the GPS Entities in accordance with Section 5;
- 2.2 TELUS-provided training support for on-line training will be available to GPS End Users during Business Hours (including, in the case of training provided by Retailers, during the hours such Retailer is open to the public); and
- 2.3 If requested by a GPS Entity, develop on-site subject matter experts within such GPS Entity through a “train the trainer” program.

3. Included Training

If requested by a GPS Entity, TELUS will make the following training or training materials available with respect to the Cellular Services at no additional cost to the GPS Entities:

- 3.1 training in using and accessing the Cellular Services, hardware troubleshooting, handset training, tips and tricks and general set up training;
- 3.2 wireless application training (including training for pre-loaded applications or applications provisioned by TELUS for which Fees are otherwise payable to TELUS, but excluding training for third party applications that are not pre-loaded or are otherwise not part of the Cellular Services), email and messaging training, mobile computing training as it relates to wireless network connectivity, specific product and service training as specified by the GPS Entity and basic one-on-one training, as set out in Section 5;
- 3.3 training in respect of each Reporting Tool, and corresponding user guides and applicable reference material, as set out in Section 5;

- 3.4 training for a GPS Entity's administrative, technical and other staff on their Agreement-related activities such as ordering, billing, invoicing, reports, troubleshooting and Incident Ticket tracking and reporting, as set out in Section 5;
- 3.5 an online an operational handbook that outlines all of the Agreement-related processes and functions such ordering, billing, invoicing, Incident ticket tracking and reporting, as set out in Section 5;
- 3.6 technical training related to Cellular Service specific features, systems, Ad Hoc Reporting Tools, technical issues or other specific issues or matters of a technical nature to technical staff or GPS End Users designated by such GPS Entity;
- 3.7 in advance (or with the consent of the applicable GPS Entity, within a reasonable period of time following) any Cellular Services-related changes, including the addition of any new Services, implemented in accordance with this Agreement and identified on the Cellular TELUS GPS Entity Portal, training to facilitate such change for each GPS Entity; and
- 3.8 basic training to GPS End Users when required as a result of technology changes relating to the Cellular Services.

4. Fee Based Training

Notwithstanding Section 3, TELUS will make the following training available with respect to the Cellular Services for the training Fees set out in the Price Book:

- 4.1 training of on-site subject matter experts within such GPS Entity through a "train the trainer" program; and
- 4.2 any training described in Sections 3.2, 3.3 and 3.4 of this Schedule where TELUS has previously provided such training to the applicable personnel or business unit within the GPS Entity and the requirement for additional training is not the result of Service-related changes or technology-related changes to the Services (e.g. refresher training or the training of new personnel where existing personnel have previously been trained on the same topic).

5. General Availability of Training

The availability of training with respect to Cellular Services will vary depending on the topic, format, and the source of the training. The following table sets out the general availability of training with respect to Cellular Services:

Source	Format	Topics
Client Service Manager	In-person and web conferencing	<ul style="list-style-type: none"> ordering billing invoicing reporting incident ticket tracking reporting reporting tools
Full Service Retailer	In-person and web conferencing	<ul style="list-style-type: none"> hardware troubleshooting handset training wireless application training email and messaging training tips and tricks and general set up training mobile computing training as it relates to wireless network connectivity specific product and service training as specified by the GPS Entity
Counter Service Retailer	In-person training	<ul style="list-style-type: none"> Basic one-on-one training
Cellular TELUS GPS Entity Portal	On-line	<ul style="list-style-type: none"> GPS Entity operational handbook (detailing contract-related functions including billing, invoicing, reporting, troubleshooting and incident tickets), which forms part of the Manual.

6. Third Party Licensing Requirements

In the case of training documentation and materials provided by third party vendors, such documentation and materials shall be provided subject to the applicable licensing terms imposed by the third party vendor and at the rates set by the third party vendor.