

## **SCHEDULE M – REPORTING**

### **1. Introduction**

This Schedule describes the reporting requirements and types of reports, plans and other information to be prepared or caused to be prepared by TELUS pursuant to this Agreement (as such reports may be modified from time to time in accordance with section 18 of the main body of this Agreement). In accordance with this Agreement, TELUS will comply with the reporting requirements of the GPS Entities detailed below and, to the extent applicable, the Service specific reporting requirements set out in the following Attachments to this Schedule M:

- Attachment M1 - Long Distance Services Reporting;
- Attachment M2 – Conferencing Services Reporting;
- Attachment M3 – Voice Services Reporting;
- Attachment M5 – Data Services Reporting; and
- Attachment M9 – Cellular Services Reporting.

For greater certainty, at any time during the Term, TELUS is only obligated to comply with the Service specific reporting requirements set out in the Attachments to this Schedule M to the extent such requirements relate to Services being provided by TELUS to a GPS Entity at such time.

### **2. Guiding Principles**

The parties agree as follows:

- 2.1 the reporting, planning and informational requirements set out in this Agreement are expected to evolve over the Term and are subject to adjustment or amendment by the parties through section 18 of this Agreement, the Governance Process and otherwise through the Change Process;
- 2.2 the Parties will cooperate and work together to facilitate any such changes to the reporting, planning and informational requirements set out in this Agreement;
- 2.3 it is expected that most changes to the reporting requirements that are required from time to time during the Term will be Ordinary Course Changes;
- 2.4 TELUS will provide to the Administrator and the GPS Entities, as applicable, the reports, plans and other documents required pursuant to this Agreement, including without limitation pursuant to this Schedule, in the format and at the frequencies provided in this Agreement;
- 2.5 the reports and plans to be prepared by TELUS for the GPS Entities pursuant to this Agreement are to enable each GPS Entity to manage its operations, monitor effectively the performance by TELUS of its obligations under this Agreement, including the maintenance of the Service Levels, and provide adequate

information to the GPS Entities in respect of the performance of the Services provided to the them;

- 2.6 it is the intent of the parties that the reports and plans to be provided pursuant to this Agreement are to be communicated accurately, openly and as frequently as required;
- 2.7 as part of the Services, TELUS will, subject to section 22 of the main body of this Agreement, provide each GPS Entity with such information available to TELUS as may be reasonably requested by a GPS Entity in order to verify the accuracy of the reports and plans provided by TELUS to such GPS Entity pursuant to this Schedule;
- 2.8 TELUS will promptly correct any errors or inaccuracies in or with respect to such reports and plans caused by TELUS;
- 2.9 for clarity, the delivery method requirements described in the tables in sections 3 and 4 are subject to section 18.5 of the main body of this Agreement, and
- 2.10 the parties may from time to time agree to add or develop additional reports and reporting functionality in respect of the Services, recognizing that economic and operational constraints may require such improvements to be addressed on a Project basis, rather than as Ordinary Course Changes or as other changes implemented pursuant to the Change Process.

### 3. General Reports Applicable to all Services

The following table describes general reports to be provided by TELUS during the Term, unless otherwise agreed to by the parties. References to sections in the table below are references to sections of the main body of this Agreement unless otherwise provided. The parties acknowledge that the primary purpose of the table below is to summarize TELUS' reporting obligations set out elsewhere in this Agreement and it will not be construed to limit any of TELUS' reporting obligations under this Agreement (whether referenced in the table below or not). For clarity, except for the Quarterly Spend Report, the table below does not set out any reports beyond those already required to be provided by TELUS under other provisions of this Agreement. Service Tower specific reports are described in the Attachments to this Schedule M or to other Schedules of this Agreement.

Report	Agreement Reference	Description	Recipient	Delivery Method	Due Date / Frequency	Content
Service Levels report	Section 5.3 of Schedule J	A report setting out details of TELUS' performance as measured against the Service Levels during a period.	GPS Entity	Physical or electronic delivery	Upon the GPS Entity's reasonable request	As described in section 5.3 of Schedule J and in a form and format approved by the GPS Group.

Report	Agreement Reference	Description	Recipient	Delivery Method	Due Date / Frequency	Content
Annual Review Report	Section 18.6	A report summarizing the key operational, service, governance and related issues from a GPS Fiscal Year.	The GPS Group	Physical or electronic delivery	End of each GPS Fiscal Year	Summary of the key operational, service, governance and related issues from a GPS Fiscal Year.
Audit corrective action report	Section 19.3.6	A report outlining timely corrective action with respect to Audit Deficiencies identified in an audit or investigation report provided by a GPS Entity to TELUS.	The GPS Group	Physical or electronic delivery	As soon as reasonably possible (but in any event not more than thirty (30) days) after a GPS Entity delivers to TELUS an audit or investigation report that outlines Audit Deficiencies.	Content will include a sufficient level of detail to allow the GPS Group to assess the appropriateness of the proposed corrective action and plan, including a description of the Audit Deficiency, the specific action to be taken and a specific implementation schedule including specific dates and Personnel responsible for taking the corrective action.
Balanced Scorecard	Section 10.14	A graphical one page overall summary of how well the parties are performing their obligations under this Agreement.	Each GPS Entity and the Administrator	Physical or electronic delivery	Monthly	As further described in section 10.14 and Schedule J.
BCP/DRP annual review and testing confirmation	Section 11.5.2	Written confirmation from TELUS senior management confirming compliance with the obligations described in paragraphs (a) to (d) of section 11.5.2.	The Administrator	Physical or electronic delivery	Within thirty (30) days of the end of each Contract Year	As described in section 11.5.2.

Report	Agreement Reference	Description	Recipient	Delivery Method	Due Date / Frequency	Content
CE Transition status report	Section 2.4(e) of Schedule OO	Status report with respect to the CE Transition.	The GPS CE Transition Managers and the OMC	Physical or electronic delivery	Monthly commencing 60 days after the CE Transition is initiated	As described in section 2.4(e) of Schedule OO
Force Majeure Event update report	Section 29.1.1	Reasonable report on status of Force Majeure Event claimed by TELUS.	The GPS Group	Physical or electronic delivery	During the continuance of a Force Majeure Event claimed by TELUS	Update on status of Force Majeure Event claimed by TELUS.
GPS Survey	Section 10.12.1(a)	A report setting out the results of an annual client satisfaction survey of some or all of the executive and management level personnel of the GPS Entity conducted jointly by TELUS and a GPS Entity.	GPS Entity	Physical or electronic delivery	Annually	As described in section 10.12.1.
Improved technology report	Section 8.1.4	Report that describes the actions taken by TELUS during a GPS Fiscal Year relating to implementation of improved technology as contemplated in section 8.1.	The GPS Group	Physical or electronic delivery	As part of the preparation and presentation of each Annual Operating Plan	Description of actions taken by TELUS during a GPS Fiscal Year relating to implementation of improved technology.
Incident status report	Section 11.1 of Schedule N	A report summarizing the status of an Incident that has not been Resolved.	GPS Entity	Physical or electronic delivery	With respect to an Incident, for as long as the Incident is not Resolved	As described in section 11.1 of Schedule N.
Monthly Performance Report	Section 5.2 of Schedule J	A report setting out details of TELUS' performance in a month as measured against Service Levels, as described in greater detail in section 5.2 of Schedule J.	Each GPS Entity	Physical or electronic delivery	On or before the fifteenth day of each calendar month.	As described in Schedule J and in a form and format approved by the GPS Entity.

Report	Agreement Reference	Description	Recipient	Delivery Method	Due Date / Frequency	Content
Post Incident Report	Section 11.2 of Schedule N	A post Incident report describing among other things, the Problem and root cause of the Incident.	GPS Entity	Physical or electronic delivery	Upon request of a GPS Entity	As described in section 11.2 of Schedule N.
Labour Disruption update report	Section 29.6.1(b)	Reasonable report on status of a Labour Disruption.	The GPS Group	Physical or electronic delivery	On a timely basis during the continuance of the Labour Disruption	Update on status of Labour Disruption.
Semi-annual Performance Report	Section 5.6 of Schedule J	A report setting out, among other things, a summary by each GPS Entity of the Services Levels achieved during the preceding six month period.	Administrator	Physical or electronic delivery	On or before the last of day of each first and seventh month of each GPS Fiscal Year.	As described in section 5.6 of Schedule J and in a form and format approved by the Administrator.
SSAE 16 Type 2 SOC 1 report	Section 19.4	SSAE 16 Type 2 SOC 1 report for TELUS' core network.	The GPS Group	Physical or electronic delivery	Annually and concurrently with TELUS undertaking its corporate wide process and control audit	As described in section 19.4.
Security breach notification	Section 14 of Schedule R	Report detailing any actual or suspected security breaches or violations relating to the Services, or in respect of the Network.	The applicable GPS Entity	Physical or electronic delivery	Upon TELUS becoming aware of any actual or suspected security breaches or violations relating to the Services, or in respect of the Network	As described in section 14 of Schedule R.
Security breach investigation report	Section 16(a)(vii) of Schedule R	Report detailing an investigation by TELUS with respect to a compromise or breach relating to the Services, the Network or other equipment used to provide the Services.	GPS Entities affected	Physical or electronic delivery	As soon as it is reasonably possible to do so after the completion of the investigation, but no later than thirty (30) days after the completion of the investigation (subject to the	As described in section 16(a)(vii) of Schedule R.

Report	Agreement Reference	Description	Recipient	Delivery Method	Due Date / Frequency	Content
					requirement to provide interim reports under section 16(a)(vii) of Schedule R)	
Security compliance report	Section 19(b) of Schedule R	A report signed by a senior TELUS executive assessing TELUS compliance with the Security Obligations and Privacy Obligations.	GPS Entity	Physical or electronic delivery	Upon request of a GPS Entity in accordance with section 19(b) of Schedule R	As described in section 19(b) of Schedule R.
Service Level reports	Section 10.5.2 and Schedule J	Reports summarizing its Achieved Services Levels and providing the particulars of any failure of TELUS to meet a Service Level, organized by Service type (to the extent possible)	GPS Entities	Physical or electronic delivery	Monthly or upon request from time to time (subject to the Change Process)	As described in section 10.5.2 and Schedule J.
Quarterly Spend Report	This table.	This report sets out the monthly and one time pre-Tax Fees payable by the GPS Entities to TELUS under this Agreement and the Eligible Spend for each GPS Entity and consolidated for the GPS Group.	The Administrator	Physical or electronic delivery	Quarterly, no later than 60 days after the end of each calendar quarter	This report will identify for each GPS Entity and on a consolidated GPS Group basis: <ul style="list-style-type: none"> <li>for each Service type (i.e. all Services in such type, including related Service options) as set out in Schedule H (including by Service Tower), the quantity of services provided, where available per current billing practices;</li> <li>the total monthly and one time</li> </ul>

Report	Agreement Reference	Description	Recipient	Delivery Method	Due Date / Frequency	Content
						<p>Fees invoiced and Eligible Spend for each Service type where possible per current reporting practices;</p> <ul style="list-style-type: none"> <li>• aggregate total of all monthly Fees, one-time Fees, credits, adjustments and other Fees by Service Tower;</li> <li>• beginning and ending total spend and Eligible Spend for the Calendar Year;</li> <li>• the aggregate Eligible Spend from and after the Effective Date for purposes of section 6 of Schedule MM; and</li> <li>• the aggregate Eligible Spend on SIF Eligible Core Services (as defined in the Strategic Relationship Agreement).</li> </ul> <p>This report will use service descriptions that are consistent with the Service Descriptions, where possible per current billing practices. If the</p>

Report	Agreement Reference	Description	Recipient	Delivery Method	Due Date / Frequency	Content
						Administrator or a GPS Entity requires additional detail to reconcile the Quarterly Spend Report total fees to the detailed monthly invoiced total fees, TELUS will work with the Administrator or GPS Entity to identify and explain the differences.
Targeted Survey	Section 10.12.1(b)	A report setting out the results of a target survey as agreed by TELUS and a GPS Entity under section 10.12.1.	GPS Entity	As agreed by TELUS and a GPS Entity.	As agreed by TELUS and a GPS Entity	As agreed by TELUS and a GPS Entity.
TELUS Disaster report	Section 11.7.1(e)	A written report with respect to a disruption in the event of a TELUS Disaster.	The GPS Group	Physical or electronic delivery	Within thirty (30) days of the recovery of the Services as a result of the activation of the Business Continuity Plans or Disaster Recovery Plans	Description of the root cause of the disruption, if the root cause of the disruption can reasonably be determined, the steps taken by TELUS in respect thereof, and any recommendations that TELUS may have with respect to mitigation and improving the Business Continuity Plans or Disaster Recovery Plans (including the responsibilities and timelines referred to therein).
TELUS Organizational Structure Chart	Section 14.4.1	A current organization chart of TELUS' management and the management of any Subcontractor involved in the provision of the Services.	The GPS Group	Physical or electronic delivery	Upon the reasonable request of the GPS Group	An organization chart setting out TELUS' management and the management of Subcontractors involved in the provision of the Services.

Report	Agreement Reference	Description	Recipient	Delivery Method	Due Date / Frequency	Content
Test report	Section 4.2 of Schedule I	A report setting out the number of planned tests for testing a Tested Deliverable of a Project and the number of actual tests, along with an explanation for any variance between the planned and actual number.	Applicable GPS Entities (as defined in Schedule I)	Physical or electronic delivery	Prior to the Applicable GPS Entities commencing Acceptance Testing in accordance with section 4.2 of Schedule I	As described in section 4.2 of Schedule I.
Top Five Deals report	Section 16.4	Report setting out the results of TELUS assessment of pricing for the Top Five Deals as part of a Cellular Price Review	The GPS Group	Physical or electronic delivery	As part of a Cellular Price Review initiated by the GPS Group	Description of the results of its assessment of pricing under section 16.4.1(a).
Twelve Month Spend report	Section 4 of Schedule MM	Report setting out the Twelve Month Spend as of June 30 or December 31 of a Calendar Year, as applicable.	The Administrator	Physical or electronic delivery	Semi-annually in accordance with section 4 of Schedule MM	As described in section 4 of Schedule MM.
Vulnerability and patch security reports	Section 25(a) of Schedule R	Vulnerability scan and patch status reports as described in section 25 of Schedule R.	GPS Entity	Physical or electronic delivery	Every six months upon request from a Designated Security Prime or Security Authorized Representative	As described in section 25 of Schedule R.

#### 4. General Plans Applicable to all Services

The following table describes general plans to be prepared or provided by TELUS during the Term, unless otherwise agreed to by the parties. The parties acknowledge that the primary purpose of the table below is to summarize TELUS' obligations with respect to preparation and delivery of plans set out elsewhere in this Agreement and it will not be construed to limit any of TELUS' plan preparation and delivery obligations under this Agreement (whether referenced in the table below or not). For clarity, the table below does not set out any plans beyond those already required to be provided by TELUS under other provisions of this Agreement. Service

Tower specific plans are described in the Attachments to this Schedule M or to other Schedules of this Agreement.

Plan	Agreement Reference	Description	Recipient	Delivery Method	Due Date / Frequency	Content
Chronic Failure Remediation Plan	Section 10.9.1	Required in the event that TELUS: (a) fails to meet or exceed fifty percent (50%) of the total number of Service Levels in a Service Level Group in respect of the performance of Services for a GPS Entity for four (4) or more times in any six (6) month period; or (b) fails to meet a particular Service Level in respect of the performance of Services for a GPS Entity for three (3) or more consecutive times or for four (4) or more times in any twelve (12) month period.	The GPS Group	Physical or electronic delivery	As required	Includes all necessary steps to ensure that a Chronic Failure does not occur.
Annual Operating Plan	Section 18.7	A key planning document utilized in the provision of the Services as described in section 18.7.1	The GPS Group	Physical or electronic delivery	The first Annual Operating Plan is due by March 31, 2012 and thereafter the Annual Operating Plan for a GPS Fiscal Year is due no later than the commencement such GPS Fiscal Year	As described in section 18.7.1
Satisfaction survey remedial plan	Section 10.12	Remedial plan to prevent the reoccurrence of a decrease in the level of customer satisfaction (as compared to any surveys conducted previously) and to increase customer satisfaction of GPS End User or GPS Entities, as applicable	Applicable GPS Entity to which the decrease in customer satisfaction relates	Physical or electronic delivery	Within 6 months of receipt of the applicable survey results indicating a decrease in the level of customer satisfaction	Content to be determined in consultation with the applicable GPS Entity in accordance with section 10.12.2

Plan	Agreement Reference	Description	Recipient	Delivery Method	Due Date / Frequency	Content
Service Plan	Section 10.4	An annual service plan for a GPS Entity as described in section 10.4.1.	Each GPS Entity	Physical or electronic delivery	The first Service Plans are due by March 31, 2012 and thereafter the Service Plans for a GPS Fiscal Year are due no later than the commencement of such GPS Fiscal Year	As jointly determined by TELUS and the GPS Entity and will include such content as set forth in Schedule J.
Scheduled maintenance plans	Section 10.11 and Schedule RR	Plans describing TELUS' scheduled maintenance in respect of British Columbia.	Each GPS Entity	Physical or electronic delivery	From time to time as necessary to comply with Schedule RR	Description and timing of TELUS' scheduled maintenance activities, including Scheduled Network Changes that are planned and scheduled in accordance with Schedule RR.
Termination Assistance Plan	Section 32.1.3	A termination assistance plan to facilitate the replacement of the Services by an Alternative Service Provider, as described in section 32.1.3.	Terminating Entity	Physical or electronic delivery	Within thirty (30) days of receipt of notice of Termination	As described in section 32.1.3.
Transition Plans	Section 4.2	Transition plans for the Transition as described in section 4.2	The GPS Group and each GPS Entity	Physical or electronic delivery	Within 60 days after the Effective Date	As described in section 4.2.3
Transition remediation plan	Section 4.4.5	A remediation plan to resolve a failure by TELUS to complete a Transition Project within 6 months of its Implementation Date.	OMC	Physical or electronic delivery	Upon a failure by TELUS to complete a Transition Project within 6 months of its Implementation Date	As described in section 4.4.5

## **5. Ad Hoc Reporting Tools**

- 5.1 TELUS will ensure the Ad Hoc Reporting Tools described in the Attachments to this Schedule and elsewhere in this Agreement will be available for use by the Administrator and each GPS Entity in accordance with this Agreement.
- 5.2 TELUS will ensure it has sufficient license rights to permit the Administrator and the GPS Entity to use the Ad Hoc Reporting Tools in accordance with this Agreement and such tools will be licensed to the Administrator and the GPS Group in accordance with section 21.2.1 of the main body of this Agreement.
- 5.3 All Ad Hoc Reporting Tools will be continuously accessible by the Administrator and each GPS Entity.

## **6. Performance Monitoring Tools**

- 6.1 TELUS will ensure the Performance Monitoring Tools described in this Agreement, including the CIO Portal as described in section 10.5.1 of the main body of this Agreement, are available for use by the Administrator and each GPS Entity in accordance with this Agreement.
- 6.2 TELUS will ensure it has sufficient license rights to permit the Administrator and the GPS Entity to use the Performance Reporting Tools in accordance with this Agreement and such tools will be licensed to the Administrator and the GPS Group in accordance with section 21.2.1 of the main body of this Agreement.

**Attachment M1**

**Long Distance Services Reporting**

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## 1. Introduction

This Attachment M1 sets out specific reporting requirements for the Long Distance Services.

## 2. Default Method of Delivery

Unless otherwise provided in section 4 of this Attachment with respect to certain reports, TELUS will ensure that all the pre-defined reports set out in section 4 will be:

- (a) downloadable in an Excel or comma delimited format over a secure Internet connection; and
- (b) presented both in aggregate (i.e. for all GPS Entities) and on an individual GPS Entity basis.

TELUS will ensure that all the pre-defined reports set out in sections 5 and 6 below will be included with the Hard Copy Paper Invoice or the Electronic Invoice.

## 3. Default Due Date

Unless otherwise provided in section 4, 5 or 6 of this Attachment with respect to certain reports, TELUS will provide the reports set out in sections 4, 5 and 6 no later than the 20<sup>th</sup> Business Day after the end of the billing period to which such reports relate.

## 4. Pre-Defined Long Distance Usage Reports

TELUS will deliver the following pre-defined reports in the manner and at the times indicated for each such report below:

### 4.1 GPS Entity Aggregated Long Distance Usage Report.

- 4.1.1 *Report Description:* This report will summarize quarterly usage by GPS Entity as well as aggregated GPS Entity usage.
- 4.1.2 *Report Recipient:* The Administrator.
- 4.1.3 *Delivery Method:* In accordance with section 2.
- 4.1.4 *Frequency:* Quarterly on a calendar year basis.
- 4.1.5 *Due Date:* In accordance with section 3.
- 4.1.6 *Report Content:* This summary report will set out quarterly usage by GPS Entity as well as aggregated GPS Entity usage and will identify:
  - 4.1.6.1 Service type (i.e. Outbound Long Distance Services, Calling Card Services or Toll-Free Services);
  - 4.1.6.2 GPS Entity name;
  - 4.1.6.3 total usage minutes by Service type; and

4.1.6.4 billed amount.

4.2 Long Distance Service Charges Report.

4.2.1 *Report Description:* This report will set out the allocation of charges with respect to Outbound Long Distance Service and Calling Card Services based on GPS Entity-specified data fields.

4.2.2 *Report Recipient:* Each GPS Entity.

4.2.3 *Delivery Method:* Included with the Hard Copy Paper Invoice or the Electronic Invoice.

4.2.4 *Frequency:* Monthly.

4.2.5 *Due Date:* In accordance with section 3.

4.2.6 *Report Content:* This report is customized to each GPS Entity's parameters and includes GPS Entity-specified data references (e.g. cost centres). The report format and content will be as mutually agreed by TELUS and the GPS Entity receiving the report and will contain, as a minimum, the following data for each call:

4.2.6.1 Originating telephone number or extension (or billing number, if ANI was not forwarded);

4.2.6.2 Number called (including area code);

4.2.6.3 Destination name (city/town, and province/state/country);

4.2.6.4 Time and date of call;

4.2.6.5 Duration of call (specified to the nearest billing unit);

4.2.6.6 Type of call (e.g. customer dialed, operator-assisted, etc.);

4.2.6.7 Gross cost of each call; and

4.2.6.8 Cost of all calls.

**5. Pre-Defined Toll-Free Reports**

TELUS will deliver the following pre-defined reports in the manner and at the times indicated for each such report below:

5.1 Toll-Free Monthly Usage Report.

5.1.1 *Report Description:* This report will show toll-free usage information.

5.1.2 *Report Recipient:* Each GPS Entity.

5.1.3 *Delivery Method:* In accordance with section 2.

5.1.4 *Frequency:* Monthly.

5.1.5 *Due Date:* In accordance with section 3.

5.1.6 *Report Content:* This report will set out the following information categorized by day (i.e. calls received Monday to Friday from 8 am to 4:59 pm), evening (i.e. calls received Monday to Friday from 5 pm to 10:59 pm), night (i.e. calls received Monday to Friday from 11 pm to 7:59 am), weekend (i.e. calls received Saturday and Sunday) and total of:

5.1.6.1 number of incomplete calls;

5.1.6.2 number of completed calls;

5.1.6.3 minutes of completed calls; and

5.1.6.4 billed amounts.

## 5.2 Toll-Free Origination Report.

5.2.1 *Report Description:* This report will show toll-free origination information.

5.2.2 *Report Recipient:* Each GPS Entity.

5.2.3 *Delivery Method:* In accordance with section 2.

5.2.4 *Frequency:* Monthly.

5.2.5 *Due Date:* In accordance with section 3.

5.2.6 *Report Content:* This report will set out the following information categorized by day (i.e. calls received Monday to Friday from 8 am to 4:59 pm), evening (i.e. calls received Monday to Friday from 5 pm to 10:59 pm), night (i.e. calls received Monday to Friday from 11 pm to 7:59 am), weekend (i.e. calls received Saturday and Sunday) and total of:

5.2.6.1 where calls are coming from broken down by area code, originating location, including ANI where available;

5.2.6.2 number of incomplete calls by location;

5.2.6.3 number of completed calls by location; and

5.2.6.4 minutes of completed calls by location.

## 5.3 Toll-Free Daily Statistics Report.

5.3.1 *Report Description:* This report will show calling statistics for each day of the applicable billing period.

- 5.3.2 *Report Recipient:* Each GPS Entity.
- 5.3.3 *Delivery Method:* In accordance with section 2.
- 5.3.4 *Frequency:* Monthly.
- 5.3.5 *Due Date:* In accordance with section 3.
- 5.3.6 *Report Content:* This report will include the following information:
  - 5.3.6.1 date and day of the week;
  - 5.3.6.2 incomplete calls;
  - 5.3.6.3 completed calls;
  - 5.3.6.4 total minutes;
  - 5.3.6.5 average minutes per call; and
  - 5.3.6.6 Busy Hour based on number of calls.

#### 5.4 Toll-Free Call Duration Distribution Report.

- 5.4.1 *Report Description:* This report will show call duration statistics.
- 5.4.2 *Report Recipient:* Each GPS Entity.
- 5.4.3 *Delivery Method:* In accordance with section 2.
- 5.4.4 *Frequency:* Monthly.
- 5.4.5 *Due Date:* In accordance with section 3.
- 5.4.6 *Report Content:* This report will set out the number of calls and total minutes for each of the following categories of calls:
  - 5.4.6.1 calls 0 – 30 seconds in length;
  - 5.4.6.2 calls 31 – 60 seconds in length;
  - 5.4.6.3 calls greater than 1 minute, but less than 2 minutes in length;
  - 5.4.6.4 calls greater than 2 minutes, but less than 3 minutes in length;
  - 5.4.6.5 calls greater than 3 minutes, but less than 5 minutes in length;
  - 5.4.6.6 calls greater than 5 minutes, but less than 10 minutes in length;
  - 5.4.6.7 calls greater than 10 minutes, but less than 30 minutes in length;

- 5.4.6.8 calls greater than 30 minutes, but less than 60 minutes in length;
- 5.4.6.9 calls greater than 60 minutes, but less than 120 minutes in length; and
- 5.4.6.10 calls over 120 minutes in length.

5.5 Toll-Free Call Management Report.

5.5.1 *Report Description:* This report will set out call management statistics.

5.5.2 *Report Recipient:* Each GPS Entity.

5.5.3 *Delivery Method:* In accordance with section 2.

5.5.4 *Frequency:* Monthly.

5.5.5 *Due Date:* In accordance with section 3.

5.5.6 *Report Content:* This report will include the following information:

- 5.5.6.1 Busy Day by number of minutes of use;
- 5.5.6.2 Busy Day by number of calls;
- 5.5.6.3 Busy Area Code by number of minutes of calling originating from that area code;
- 5.5.6.4 Busy Area Code by number of calls originating from that area code;
- 5.5.6.5 average calls per day;
- 5.5.6.6 average number of minutes of use per day;
- 5.5.6.7 average calls per weekday;
- 5.5.6.8 average minutes of use per weekday;
- 5.5.6.9 average calls per weekend; and
- 5.5.6.10 average minutes of use per weekend.

5.6 Toll-Free Courtesy Response Report.

5.6.1 *Report Description:* This report will show courtesy response statistics.

5.6.2 *Report Recipient:* Each GPS Entity.

5.6.3 *Delivery Method:* In accordance with section 2.

- 5.6.4 *Frequency*: Monthly.
- 5.6.5 *Due Date*: In accordance with section 3.
- 5.6.6 *Report Content*: This report will include the following information:
  - 5.6.6.1 number of calls;
  - 5.6.6.2 calls broken down by area code;
  - 5.6.6.3 originating location;
  - 5.6.6.4 number of calls by day;
  - 5.6.6.5 number of calls by evening;
  - 5.6.6.6 number of calls by night;
  - 5.6.6.7 number of calls by weekend; and
  - 5.6.6.8 feature charge by originating location.

5.7 Call Prompter Report.

- 5.7.1 *Report Description*: This report will show call prompter statistics.
- 5.7.2 *Report Recipient*: Each GPS Entity.
- 5.7.3 *Delivery Method*: In accordance with section 2.
- 5.7.4 *Frequency*: Monthly.
- 5.7.5 *Due Date*: In accordance with section 3.
- 5.7.6 *Report Content*: This report will include the following information:
  - 5.7.6.1 number of call prompter calls;
  - 5.7.6.2 calls broken down by area code; and
  - 5.7.6.3 number of times a call prompter is selected.

**6. Pre-Defined Service Level Reports**

TELUS will deliver the pre-defined service level-related reports with respect to the Long Distance Services described in Schedule J (Service Levels) in the manner and at the times indicated for each such report as set out in such Schedule.

## 7. Ad Hoc Reporting Tools

TELUS will ensure the following Ad Hoc Reporting Tools are available for use by the Administrator and each GPS Entity:

### 7.1 GPS Entity Long Distance / Toll-Free Call Detail Reporting Tool.

7.1.1 TELUS will provide access to the TELUS Billing Analysis Tool (TBAT) which constitutes proprietary software that may be run on GPS Entity desktops. The TBAT tool can be used to report on the following:

7.1.1.1 call detail record information with respect to the Long Distance Services, including the following information:

7.1.1.1.1 Service type (i.e. Outbound Long Distance Services or Toll-Free Services);

7.1.1.1.2 GPS Entity name and account information;

7.1.1.1.3 event data and time stamps;

7.1.1.1.4 traffic and usage information including originating number, call termination, conversion number, emergency route, duration, call type and routing information where applicable; and

7.1.1.1.5 billed amount;

7.1.1.2 long duration calls as determined by the GPS Entity; and

7.1.1.3 high cost calls that do not fit within normal calling patterns as determined by the GPS Entity.

### 7.2 TELUS Web Access Toll-Free Reports.

7.2.1 The TELUS Web Access Toll-Free Reporting Tool is a tool that provides GPS Entities with 24/7 access via a secure Web interface to the TELUS system where GPS Entities can make immediate changes to the routing of their calls. These changes include the ability to add, delete or modify any toll-free routing and announcement features, including changes to the terminating numbers that are within the terminating number set.

7.2.2 The TELUS Web Access Toll-Free Reporting Tool is an optional feature available for a Fee as described in section 2 of Attachment C1.

### 7.3 Toll-Free Network Reporting Continuous Reporting Tool.

7.3.1 TELUS will make available a tool for use by GPS Entities capable of producing:

7.3.1.1 the following three categories of toll-free network reports:

7.3.1.1.1 real time reports;

7.3.1.1.2 queried reports; and

7.3.1.1.3 trending reports; and

7.3.1.2 statistic reports (i.e. six pre-defined types).

7.3.2 The toll-free network reporting is an optional feature available for a Fee as described in section 2 of Attachment C1.

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**Conferencing Services Reporting**

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## 1. Introduction

This Attachment M2 sets out reporting requirements for the Conferencing Services, separately detailed as Audio Conferencing and Web Conferencing Services.

## 2. Default Due Date

Unless otherwise provided in section 3, 4, 5 or 6 with respect to certain reports, TELUS will provide each report set out in sections 3, 4, 5 and 6 on or before the day of the month mutually agreed to by the GPS Entity and TELUS for its delivery, such date to be no later than the 20<sup>th</sup> Business Day after the end of the reporting period to which such report relates.

## 3. Pre-Defined Conferencing Usage Reports

TELUS will deliver the following pre-defined reports in the manner and at the times indicated for each such report below:

### 3.1 Audio Conferencing Post Call Completion Report.

3.1.1 *Report Description:* This report is an electronic usage report providing a conference summary of an individual audio Conference.

3.1.2 *Report Recipient:* Moderator.

3.1.3 *Delivery Method:* Via email to the on record email address of the Moderator.

3.1.4 *Frequency:* Per Conference.

3.1.5 *Due Date:* Within 24 hours of the conclusion of each Conference.

3.1.6 *Report Content:* This report will set out the following information:

3.1.6.1 Moderator name;

3.1.6.2 session start time;

3.1.6.3 session start date;

3.1.6.4 number of connections made;

3.1.6.5 caller line ID for Participants (where available);

3.1.6.6 Participant start time;

3.1.6.7 Participant end time;

3.1.6.8 Participant duration time; and

3.1.6.9 total connection time.

## 3.2 Audio Conferencing Usage

3.2.1 *Report Description:* This report is available on request and is an aggregate usage report produced on a per GPS Entity basis. The report shows detail summarizing Audio Conferencing Services consumed.

3.2.2 *Report Recipient:* GPS Entity Reporting Single Point of Contact.

3.2.3 *Delivery Method:* Via email to the on record email address of the GPS Entity Reporting Single Point of Contact.

3.2.4 *Frequency:* Monthly, if requested by a GPS Entity.

3.2.5 *Due Date:* In accordance with section 2.

3.2.6 *Report Content:* This report will set out the following information broken down into three subsections, each subsection containing the identified fields:

### 3.2.6.1 Consolidated Total by Conference Type:

3.2.6.1.1 GPS code (will reconcile GPS name);

3.2.6.1.2 GPS name (provided by GPS Entity);

3.2.6.1.3 type of Conference;

3.2.6.1.4 usage (minutes); and

3.2.6.1.5 percentage by Conference type.

### 3.2.6.2 Detailed Breakdown by Ministry or Department:

3.2.6.2.1 ministry/department code (will reconcile ministry/department name);

3.2.6.2.2 ministry/department name (provided by GPS Entity);

3.2.6.2.3 type of Conference;

3.2.6.2.4 usage (minutes); and

3.2.6.2.5 percentage by ministry/department.

### 3.2.6.3 Year to Date Summary:

3.2.6.3.1 GPS code (will reconcile GPS name);

3.2.6.3.2 GPS name (provided by GPS Entity);

3.2.6.3.3 type of Conference;

3.2.6.3.4 month; and

3.2.6.3.5 year to date.

3.2.7 The Province will provide an initial table to TELUS setting out the form and format required by the Province for this report.

### 3.3 Audio Conferencing Subscriber Report.

3.3.1 *Report Description:* This is a summary service account holder report available on request listing all service account holders and related information.

3.3.2 *Report Recipient:* GPS Entity Reporting Single Point of Contact.

3.3.3 *Delivery Method:* Via email to the on record email address of the GPS Entity Reporting Single Point of Contact.

3.3.4 *Frequency:* Monthly, if requested by a GPS Entity.

3.3.5 *Due Date:* In accordance with section 2.

3.3.6 *Report Content:* This report will set out the following information on a per service account basis:

3.3.6.1 Service Account Number;

3.3.6.2 service account holder contact information (including first name, last name, phone and email address);

3.3.6.3 the GPS Entity sorted by ministry or branch (where available);

3.3.6.4 alternative contact information of the service account holder, such as administrative assistant's contact information;

3.3.6.5 date of the last Conference and status;

3.3.6.6 GPS Entity field, which will clearly identify the GPS Entity name as well as any ministry and/or branch name, if relevant; and

3.3.6.7 account deletion date.

3.3.7 The GPS Entities acknowledge that this report relies on information provided by Avaya Inc., but where such reliance causes delivery issues, affected GPS Entities may immediately escalate such issues through the Governance Process.

### 3.4 LiveMeeting Web Conferencing Usage By Web Conferencing Site.

3.4.1 *Report Description:* This is a service usage report developed by Microsoft and delivered on a per URL site basis.

- 3.4.2 *Report Recipient:* GPS Entity Reporting Single Point of Contact.
  - 3.4.3 *Delivery Method:* Self-serve by a GPS Entity Reporting Single Point of Contact at a single URL site for the Province and a single URL site for the other GPS Entities.
  - 3.4.4 *Frequency:* Per date range specified.
  - 3.4.5 *Due Date:* As produced by Microsoft.
  - 3.4.6 *Report Content:* Usage reports include the following options:
    - 3.4.6.1 Summary – a summary of meetings, attendance, hours and recordings which allows the Administrator to determine peak usage;
    - 3.4.6.2 Meeting Trends – information about usage and trends;
    - 3.4.6.3 Recording Trends – information about trends for viewed records;
    - 3.4.6.4 Member List – summary of member activity, including number of meetings and recordings;
    - 3.4.6.5 Usage – usage information on the utilization of key features;
    - 3.4.6.6 Meeting List – meetings and attendance; and
    - 3.4.6.7 Recording List – recording available for a given period.
  - 3.4.7 The GPS Entities acknowledge that this report's content is developed and controlled by Microsoft and is subject to change outside of TELUS' control. Where such changes cause reporting issues for a GPS Entity, such GPS Entity may immediately escalate such issues through the Governance Process, recognizing that TELUS may not have contractual recourse to Microsoft for such issues.
- 3.5 LiveMeeting Web Conferencing Account Holder List.
- 3.5.1 *Report Description:* This account holder report is developed by Microsoft and delivered on a per URL site basis.
  - 3.5.2 *Report Recipient:* GPS Entity Reporting Single Point of Contact.
  - 3.5.3 *Delivery Method:* Self-serve by a GPS Entity Reporting Single Point of Contact at a single URL site for the Province and a single URL site for the other GPS Entities.
  - 3.5.4 *Frequency:* Per date range specified.
  - 3.5.5 *Due Date:* As produced by Microsoft.

3.5.6 *Report Content:*

- 3.5.6.1 name;
- 3.5.6.2 email;
- 3.5.6.3 role;
- 3.5.6.4 date created;
- 3.5.6.5 meetings deleted;
- 3.5.6.6 meetings current;
- 3.5.6.7 meetings total;
- 3.5.6.8 recordings deleted;
- 3.5.6.9 recordings current; and
- 3.5.6.10 recordings total.

3.5.7 The GPS Entities acknowledge that this report's content is developed and controlled by Microsoft and is subject to change outside of TELUS' control. Where such changes cause reporting issues for a GPS Entity, such GPS Entity may immediately escalate such issues through the Governance Process, recognizing that TELUS may not have contractual recourse to Microsoft for such issues.

3.6 Service Catalogue for Conferencing Services.

- 3.6.1 *Report Description:* This is a service catalogue detailing existing and new service offerings and features that constitute Conferencing Services. This includes product, service, and feature descriptions, including standard charges, which may differ based on anticipated volumes and/or other commitments (i.e. service adoption commitments across the GPS Entity).
- 3.6.2 *Report Recipient:* GPS Entity Reporting Single Point of Contact.
- 3.6.3 *Delivery Method:* Via email to the on record email address of the GPS Entity Reporting Single Point of Contact.
- 3.6.4 *Frequency:* Annually at service management review meetings or as warranted by new offerings/ features.
- 3.6.5 *Due Date:* In accordance with section 2.
- 3.6.6 *Report Content:* This catalogue will set out the following standard information with respect to the Conferencing Services, where applicable:

- 3.6.6.1 Service descriptions;
- 3.6.6.2 Service parameters;
- 3.6.6.3 options;
- 3.6.6.4 frequently asked questions; and
- 3.6.6.5 relevant processes.

#### 4. Pre-Defined Service Performance Reports

- 4.1 In addition to its reporting obligations set out in Schedule J, TELUS will deliver the following reports, which will measure certain service performance aspects of the Conferencing Services in the manner and at the times indicated for each such report as set out below.
- 4.2 New Account Set-up Report. 'New Service Account Set-up' is the time associated with the end-to-end provisioning process, by which TELUS receives authorized requests for Conferencing Service accounts, sets up the accounts and notifies the authorized GPS Entities and such Subscribers of those GPS Entities.
  - 4.2.1 *Report Description:* Response time service performance attainment report, including a rolling 12 month summary.
  - 4.2.2 *Report Recipient:* The Province, initially, and other GPS Entities that adopt an ordering process that meets the requirements of section 4.2.6.1.
  - 4.2.3 *Delivery Method:* Via email to the on record email address of the Administrator.
  - 4.2.4 *Frequency:* Monthly
  - 4.2.5 *Due Date:* In accordance with section 2.
  - 4.2.6 *Report Content:*
    - 4.2.6.1 total number of orders received by email from an ordering tool that uses a centralized email;
    - 4.2.6.2 total time taken to provision the orders (entering TELUS' system to closure of the orders in TELUS' system); and
    - 4.2.6.3 average time for orders.
- 4.3 Audio Conferencing Service Availability.

- 4.3.1 *Report Description:* Response time service performance attainment report, including a rolling 12 month summary.
- 4.3.2 *Report Recipient:* GPS Entity Reporting Single Point of Contact.
- 4.3.3 *Delivery Method:* Via email to the on record email address of the GPS Entity Reporting Single Point of Contact.
- 4.3.4 *Frequency:* Monthly, if requested by a GPS Entity.
- 4.3.5 *Due Date:* In accordance with section 2.
- 4.3.6 *Report Content:*
  - 4.3.6.1 number of ACRs (Abnormal Condition Report) per month, which ACRs are derived from alarms and trouble reports, validated by technicians; and
  - 4.3.6.2 percentage availability per month.
- 4.4 Operator Answer Time (1-800 queue) Report.
  - 4.4.1 *Report Description:* This is a report on certain operator service performance metrics.
  - 4.4.2 *Report Recipient:* GPS Entity Reporting Single Point of Contact.
  - 4.4.3 *Delivery Method:* Via email to the on record email address of the GPS Entity Reporting Single Point of Contact.
  - 4.4.4 *Frequency:* Monthly, if requested by a GPS Entity.
  - 4.4.5 *Due Date:* In accordance with section 2.
  - 4.4.6 *Report Content:*
    - 4.4.6.1 number of calls into the queue;
    - 4.4.6.2 number of calls answered that do not meet the agreed upon service performance target; and
    - 4.4.6.3 average operator answer time for the queue.
- 4.5 Audio In-Conference \*0/ Toll-Free Queue Report.
  - 4.5.1 *Report Description:* This report shows the records of all calls into the Province queue (\*0 or toll-free queue).
  - 4.5.2 *Report Recipient:* Initially, GPS Entity Reporting Single Point of Contact, of the Province and potentially other GPS Entities if requested, subject to TELUS determining feasibility.

4.5.3 *Delivery Method:* Via email to the on record email address of the GPS Entity Reporting Single Point of Contact.

4.5.4 *Frequency:* Monthly.

4.5.5 *Due Date:* As agreed to by both parties.

4.5.6 *Report Content* includes, where available:

4.5.6.1 quick ticket number;

4.5.6.2 create date;

4.5.6.3 status;

4.5.6.4 Incident number;

4.5.6.5 agent ID;

4.5.6.6 category;

4.5.6.7 type;

4.5.6.8 short description;

4.5.6.9 client first name;

4.5.6.10 client last name;

4.5.6.11 cause details;

4.5.6.12 resolution code; and

4.5.6.13 resolution details.

## **5. Incident Management Reports**

5.1 In addition to its reporting obligations set out in Schedule N, TELUS will deliver the following Incident related reports in respect of the Conferencing Services in the manner and at the times indicated for each such report as set out below:

5.2 Incident Report.

5.2.1 *Report Description:* This report shows Incident details, as described below, of each Incident on a monthly basis. It will also include a 12 month rolling summary of the Incidents. This report is available for each GPS Entity. This report is not meant to replace any normal operational Incident reporting that is required when Incidents are active.

5.2.2 *Report Recipient:* GPS Entity Reporting Single Point of Contact.

5.2.3 *Delivery Method:* Via email to the on record email address of the GPS Entity Reporting Single Point of Contact.

5.2.4 *Frequency:* Monthly.

5.2.5 *Due Date:* In accordance with section 2.

5.2.6 *Report Content:*

5.2.6.1 Incident number;

5.2.6.2 Incident description;

5.2.6.3 Incident priority level;

5.2.6.4 ministry or branch name;

5.2.6.5 Subscriber name;

5.2.6.6 date and time of the Incident or Problem;

5.2.6.7 Service Level commitments met or not;

5.2.6.8 resolution details;

5.2.6.9 number of closed trouble tickets by resolution category;

5.2.6.10 elapsed time to resolve Incidents;

5.2.6.11 number of open Incident tickets;

5.2.6.12 number of escalations made; and

5.2.6.13 rolled up summary page including but not limited to:

5.2.6.13.1 number of incidents on a monthly and yearly basis;

5.2.6.13.2 incidents broken out by ministry or branch;

5.2.6.13.3 closed incidents;

5.2.6.13.4 open incidents; and

5.2.6.13.5 number of escalated incidents.

## **6. Other Service Performance Reports**

6.1 In addition to its reporting obligations set out in Schedule J, TELUS will report on monthly performance against certain agreed to service performance metrics. The report will include, at a minimum, the following:

- 6.1.1 a review of the performance of the Conferencing Services against Service Level metrics, including, but not limited to:
  - 6.1.1.1 analysis and statistics of previous month's performance through measures of availability, restoration time and all other defined Service Level metrics;
  - 6.1.1.2 explanations for non-compliance / deviations from Service Level metrics;
  - 6.1.1.3 current / proposed corrective action plans (for Service Level metric noncompliance); and
  - 6.1.1.4 status of any previous corrective action programs implemented, including any service improvement plans; and

6.2 such other statistics as the GPS Entity may reasonably request from time to time.

## **7. TELUS Active Reporting Tool.**

- 7.1 TELUS will make available the “**TELUS Active Reporting**” tool for use by GPS Entities where required. This tool makes available a number of pre-defined reports, including Conference costs and usage information.
- 7.2 The TELUS Active Reporting tool will be made available to those individuals that are identified by the GPS Entity Administrator as having sufficient authorization to access the TELUS Active Reporting tool.

## **8. Billing Reports and Files**

- 8.1 See Attachment P2 and Exhibit P2-A for certain billing and consumption reporting and file requirements.

## **9. Other Reports**

- 9.1 The parties may, from time to time, agree to add additional reports and reporting functionality in respect of the Conferencing Services, recognizing that economic and operational constraints may require such improvements to be addressed on a Project basis, rather than in the ordinary course.
- 9.2 To facilitate effective reporting of the Conferencing Services, TELUS will:
  - 9.2.1 participate in the ongoing review of opportunities through the normal management processes to provide the GPS Entities with additional data and reporting functionality;
  - 9.2.2 offer and make available additional reports and reporting functionality provided by its third party vendors, as and when it becomes available, subject to proprietary and confidentiality related restrictions on such availability and cost considerations; and

9.2.3 make available new Ad Hoc Reporting Tools, which it implements and makes available to its other customers and applicable to the GPS Entities on terms no less favourable to the GPS Entities.

**Attachment M3**

**Voice Services Reporting**

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## **A. HOSTED TELEPHONY SERVICES**

### **1. Introduction**

Sections 1 through 7 of this Attachment M3 set out specific reporting requirements for the Hosted Telephony Services, excluding the historical reports for CallCentreAnywhere Services described in Exhibit H3-A5 (Included CallCentreAnywhere Features).

### **2. Default Method of Delivery**

Unless otherwise provided in section 4 or 5 with respect to certain reports, TELUS will ensure that all the pre-defined reports set out in sections 4 and 5 will be:

- (a) available online on the Voice Services Secure Web Site with extract and filter capabilities;
- (b) downloadable in an Excel or comma delimited format over a secure Internet connection; and
- (c) presented both in aggregate (i.e. for all GPS Entities) and on an individual GPS Entity basis.

### **3. Default Due Date**

Unless otherwise provided in section 4 or 5 with respect to certain reports, TELUS will post each report set out in sections 4 and 5 on the Voice Services Secure Web Site no later than the 20<sup>th</sup> Business Day after the end of the billing period with respect to which such report relates.

### **4. Pre-Defined Quarterly Reports for the Hosted Telephony Services**

TELUS will deliver the following pre-defined reports in the manner and at the times indicated for each such report below:

#### **4.1 Hosted Telephony Services Quarterly Inventory Report.**

- 4.1.1 *Report Description:* This report will summarize by GPS Entity, as well as aggregated for all GPS Entities, all inventory for the Hosted Telephony Services, including telephone numbers and customer selected items that do not have an associated Price Book charge as of the last Business Day of each quarter.
- 4.1.2 *Report Recipient:* The Administrator and each GPS Entity.
- 4.1.3 *Delivery Method:* In accordance with section 2.
- 4.1.4 *Frequency:* Quarterly on a calendar year basis.
- 4.1.5 *Due Date:* In accordance with section 3.
- 4.1.6 *Report Content:* This is a summary report which will set out quarterly usage by GPS Entity, as well as aggregated GPS Entity usage and will identify:

- 4.1.6.1 GPS Entity name;
- 4.1.6.2 Service item name (as set out in the Price Book);
- 4.1.6.3 Total number of items by Service Location; and
- 4.1.6.4 Total number of units in-service.

#### 4.2 GPS Entity Station Information.

- 4.2.1 *Report Description:* This report will provide information on Hosted Telephony Services at GPS Entity specified locations or for GPS Entity specified number ranges.
- 4.2.2 *Report Recipient:* Each GPS Entity upon request.
- 4.2.3 *Delivery Method:* In accordance with section 2.
- 4.2.4 *Frequency:* Quarterly .
- 4.2.5 *Due Date:* In accordance with section 3.
- 4.2.6 *Report Content:* For each GPS Entity specified location or telephone number range, this report will set out the following information:
  - 4.2.6.1 Name of GPS Entity making request;
  - 4.2.6.2 Telephone number(s) specified;
  - 4.2.6.3 Service Location address of telephone number(s);
  - 4.2.6.4 Type of centrex line; and
  - 4.2.6.5 The name of each customer selectable feature implemented on the line.

### 5. **Pre-Defined Automatic Call Distribution (“ACD”) Reports**

TELUS will make available to subscribing GPS Entities, through the use of the Ad Hoc Reporting Tools described in section 7, the following pre-defined reports in the manner and at the times indicated for each such report below:

#### 5.1 ACD DN Summary Report.

- 5.1.1 *Report Description:* This report produces a summary of ACD DN productivity during a selected reporting period. Monthly reports provide useful summaries of call center workloads.
- 5.1.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.
- 5.1.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

- 5.1.4 *Frequency*: Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.1.5 *Due Date*: Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.1.6 *Report Content*: This report will set out the following information:
  - 5.1.6.1 Total number of incoming calls;
  - 5.1.6.2 Number of calls that went in queue;
  - 5.1.6.3 Number of calls that went directly to agents;
  - 5.1.6.4 Number of calls abandoned by caller before speaking to agents; and
  - 5.1.6.5 Percent of delayed and abandoned calls.

## 5.2 ACD Group Workload Summary Report

- 5.2.1 *Report Description*: This report produces a summary of ACD group productivity during a selected reporting period. Monthly reports provide useful summaries of call center workloads.
- 5.2.2 *Report Recipient*: Each GPS Entity subscribing to the reporting service.
- 5.2.3 *Delivery Method*: Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.2.4 *Frequency*: Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.2.5 *Due Date*: Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.2.6 *Report Content*: This report will set out the following information:
  - 5.2.6.1 Total number of incoming and outgoing calls;
  - 5.2.6.2 Number of calls that went in queue;
  - 5.2.6.3 Number of calls that went directly to agents;
  - 5.2.6.4 Number of calls abandoned by caller before speaking to agents;
  - 5.2.6.5 Percent of delayed and abandoned calls;
  - 5.2.6.6 ACD Group – the group number and name of the ACD groups;

- 5.2.6.7 Number Answered – the total number of incoming ACD calls for the reporting period minus calls abandoned before caller talked to agents;
- 5.2.6.8 Out Per Answered – the ratio of outgoing secondary directory number calls made by agents, compared to ACD calls answered by agents;
- 5.2.6.9 Number Abandoned – the total number of ACD calls abandoned before caller spoke to agents, including calls abandoned before and after recorded announcements (RAN), namely the sum of the total number of calls abandoned before RAN and the total number of calls abandoned after RAN;
- 5.2.6.10 Percent Abandoned - the percentage of ACD calls abandoned before speaking to agents.  $(\text{Number Abandoned} \div \text{Total number of incoming ACD calls answered}) * 100$ );
- 5.2.6.11 Network Abandons – the number of calls that were abandoned after transfer. The number abandoned refers to the number of calls waiting in this transfer queue that were abandoned, i.e., the caller terminated the call;
- 5.2.6.12 Incoming Call termination – the quantities of deflections for 2 types of deflection, one when the queue is full and the other when maximum wait time has been exceeded so no new calls are queued. Incoming Call Termination also gives controlled interflow information (when call are routed to a different group or to a message);
- 5.2.6.13 Night Routing – shows the number of calls coming in after a queue has closed and night service is enabled; and
- 5.2.6.14 Queue Full – shows how many times the maximum queue size was reached per interval.

### 5.3 ACD Incoming Calls Report.

- 5.3.1 *Report Description:* This report will list for each ACD group certain information regarding incoming calls.
- 5.3.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.
- 5.3.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.3.4 *Frequency:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.3.5 *Due Date:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.3.6 *Report Content:* This report will include the following information, in half hour increments:

5.3.6.1 The total number of calls offered;

5.3.6.2 The total number of calls answered; and

5.3.6.3 The total number of calls abandoned.

#### 5.4 ACD Agent Performance Report.

5.4.1 *Report Description:* This report will detail each individual ACD agent's performance based on the number, duration and type of calls per day. The report will also compare each agent's performance against the average for the ACD group. The report will include the average amount of time (in seconds) callers waited before speaking to agents and the average amount of time (in seconds) agents spent to complete calls, as part of the incoming traffic analysis reports.

5.4.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.

5.4.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.4.4 *Frequency:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.4.5 *Due Date:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.4.6 *Report Content:* This report will include the following information:

5.4.6.1 The total number of incoming primary directory number calls received by the agent;

5.4.6.2 PDN Outgoing: The total number of outgoing primary directory number calls made by the agent;

5.4.6.3 The total number of incoming secondary directory number calls received by the agent;

5.4.6.4 The total number of outgoing secondary directory number calls made by the agent;

5.4.6.5 The agent's combined incoming and outgoing calls;

5.4.6.6 The average amount of time the agent spent on incoming primary directory number calls;

5.4.6.7 The average amount of time the agent spent on outgoing primary directory number calls;

- 5.4.6.8 The average amount of time the agent spent on incoming secondary directory number calls;
- 5.4.6.9 The average amount of time the agent spent on outgoing secondary directory number calls;
- 5.4.6.10 The average amount of time the agent spent on clerical post-call processing; does not include variable wrap-up time;
- 5.4.6.11 The percentage of time the agent spent logged-in ready to receive ACD calls;
- 5.4.6.12 The percentage of time the agent spent on incoming ACD calls;
- 5.4.6.13 The percentage of time the agent spent on outgoing primary directory number calls;
- 5.4.6.14 The percentage of time the agent spent on clerical and variable wrap-up post-call processing;
- 5.4.6.15 The percentage of time the agent spent on incoming secondary directory number calls; and
- 5.4.6.16 The percentage of time the agent spent on outgoing secondary directory number calls.

5.5 ACD Agent Report.

- 5.5.1 *Report Description:* This report will detail each ACD agent's performance.
- 5.5.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.
- 5.5.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.5.4 *Frequency:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.5.5 *Due Date:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.5.6 *Report Content:* This report will contain the following information with respect to an individual agent's performance:
  - 5.5.6.1 Number of calls per day;
  - 5.5.6.2 Duration of calls per day;
  - 5.5.6.3 Type of calls per day; and

- 5.5.6.4 Comparison of agent's performance against the average ACD group performance on the same day.
- 5.5.6.5 Agent report summaries for agent and group appear for each ACD Group the agent worked in during the reporting period. The Agent Report data summary is identical to the column data on reports covering a single day.
- 5.5.7 *Update of Agent Report.* This report updates agent logon data every archive cycle as logon duration calculations require a start (agent logon) and finish (agent logoff). Duration for agents who are logged on the system is updated as of the most recent archive cycle.

#### 5.6 ACD Group Primary Directory Number Activity Graphic Report.

- 5.6.1 *Report Description:* This report will be a pie chart that will indicate the amount of time an ACD group spent on certain activities as listed in section 5.6.6.
- 5.6.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.
- 5.6.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.6.4 *Frequency:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.6.5 *Due Date:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.6.6 *Report Content:* This report will include the following information:
  - 5.6.6.1 Incoming ACD calls;
  - 5.6.6.2 Available to receive ACD calls;
  - 5.6.6.3 Performing ACD clerical work; and
  - 5.6.6.4 Variable wrap-up mode.

#### 5.7 ACD Short Call Report.

- 5.7.1 *Report Description:* This report will list each agent's ACD calls within a short call duration specified by the GPS Entity receiving the report.
- 5.7.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.
- 5.7.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.7.4 *Frequency:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.7.5 *Due Date:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.7.6 *Report Content:* This report will include the following information:

5.7.6.1 Average number of short calls for the group; and

5.7.6.2 Average login and short call duration.

5.8 ACD Incoming Traffic Analysis Report.

5.8.1 *Report Description:* This report will summarize certain information about incoming traffic.

5.8.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.

5.8.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.8.4 *Frequency:* Updated daily.

5.8.5 *Due Date:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.8.6 *Report Content:* This report will include the following information:

5.8.6.1 Number of incoming calls;

5.8.6.2 Number of calls waiting;

5.8.6.3 Number of calls abandoned; and

5.8.6.4 Length of duration of calls.

5.9 ACD Demand and Resource Report.

5.9.1 *Report Description:* This report will produce an agent resource evaluation listing certain information.

5.9.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.

5.9.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.9.4 *Frequency:* Updated daily.

5.9.5 *Due Date:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.9.6 *Report Content:* This report will include the following information:

5.9.6.1 Average number of ACD calls answered for the reporting period.

5.10 ACD Time Delay Overflow Analysis Report.

5.10.1 *Report Description:* This report will identify the time delayed overflowed calls between two groups

5.10.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.

5.10.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.10.4 *Frequency:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.10.5 *Due Date:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.10.6 *Report Content:* As described in section 5.10.1.

5.11 ACD Transfer Analysis Report.

5.11.1 *Report Description:* This report will identify calls that are transferred between ACD groups.

5.11.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.

5.11.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.11.4 *Frequency:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.11.5 *Due Date:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.11.6 *Report Content:* As described in section 5.11.1.

5.12 ACD Queue Information Report.

5.12.1 *Report Description:* This report will provide information on ACD UCD queues.

5.12.2 *Report Recipient:* Each GPS Entity subscribing to the reporting service.

5.12.3 *Delivery Method:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

5.12.4 *Frequency:* Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.

- 5.12.5 *Due Date*: Generated by a GPS Entity on demand using applicable Ad Hoc Reporting Tool.
- 5.12.6 *Report Content*: This report will include the following information (some fields may not be available for UCD):
  - 5.12.6.1 Primary ACD directory number;
  - 5.12.6.2 Priority;
  - 5.12.6.3 Supplementary ACD directory number (if any);
  - 5.12.6.4 Priority of supplementary directory number;
  - 5.12.6.5 Ring threshold;
  - 5.12.6.6 Threshold route;
  - 5.12.6.7 Night service route;
  - 5.12.6.8 Max call queue size;
  - 5.12.6.9 Max call queue wait time;
  - 5.12.6.10 Audio route;
  - 5.12.6.11 Ring before announcement;
  - 5.12.6.12 Recorded announcement threshold;
  - 5.12.6.13 Management report option;
  - 5.12.6.14 Number of agents in group;
  - 5.12.6.15 Queue status thresholds (T1: xx T2: xx T3: xx); and
  - 5.12.6.16 Agent directory number in Group.

## **6. Pre-Defined Service Level Reports**

TELUS will deliver the pre-defined service level-related reports with respect to the Hosted Telephony Services described in Schedule J (Service Levels) in the manner and at the times indicated for each such report as set out in such Schedule.

## **7. Ad Hoc Reporting Tools**

### **7.1 General**

- 7.1.1 TELUS' support for the Ad Hoc Reporting Tools described in this section 7 will include user training, real time assistance and problem resolution. TELUS will ensure that the reports produced by such Ad Hoc Reporting

Tools are accurate and contain, at a minimum, all report types and datasets specified in section 5 of this Attachment.

- 7.1.2 TELUS will ensure that Personnel supporting such Ad Hoc Reporting Tools have expertise with respect to such Ad Hoc Reporting Tools and are aware of the GPS Entities' right of use of such tools.
- 7.1.3 To assist users in the generation of reports using such Ad Hoc Reporting Tools, TELUS will supplement the Ad Hoc Reporting Tools with instructional material, either online or as printed instructions.
- 7.1.4 TELUS will make available such Ad Hoc Reporting Tools, at a minimum, during Business Hours. TELUS will use commercially reasonable efforts to ensure that during Business Hours such Ad Hoc Reporting Tools are available 99% of the time, measured as a ratio of time during which the tool is available to the total Business Hours in the calendar month. TELUS will conduct maintenance of such Ad Hoc Reporting Tools outside of Business Hours. For clarity, the target in this section 7.1.4 is not an SLO or an SLA as those terms are defined in this Agreement.
- 7.1.5 User requests for assistance with report creation shall be responded to by TELUS as promptly as required not to cause dissatisfaction, estimated to be either immediate attention or a call-back within 60 minutes during Business Hours. For clarity, the target in this section 7.1.5 is not an SLO or an SLA as those terms are defined in this Agreement.

## 7.2 Ad Hoc Reporting Tools

TELUS will ensure the following Ad Hoc Reporting Tools are available for use by the Administrator and each GPS Entity:

### 7.2.1.1

## 7.2.2 *Station Message Detail Recording (SMDR) Reporting Tool.*

7.2.2.1 TELUS will provide access to ASCII format or equivalent files or to a TELUS provided tool that can be used to track and produce reports in respect of the following data with respect to the available Centrex Services:

7.2.2.1.1 GPS Entity name and account information;

7.2.2.1.2 Call record event data and time stamps; and

7.2.2.1.3 Traffic and usage information, including originating number, call termination number, date, time and duration, where applicable.

7.2.2.1.4 TELUS will distribute monthly electronic call detail records to the Province's SFTP server, which will restrict a Designated Entity Unit to accessing,

reading, downloading and printing only the call detail records intended for it.

7.2.3 *City-Wide Centrex Continuous Reporting Tool.*

7.2.3.1 TELUS will provide access to a Victoria and Vancouver City-Wide centrex reporting tool that will provide the ability to perform queries and view line information or groups including MADNS and call-pick-up groups.

7.2.4 *ACD Continuous Reporting Tool.*

7.2.4.1 TELUS will make available to subscribing GPS Entities, through a hosted reporting service and through a TELUS supported ACD management information system, with the functionalities listed below.

7.2.4.2 The tool will allow each GPS Entity receiving Hosted Telephony Services to query and view on a real-time basis, the activities and configuration of its ACD application. Queries and reports available will include but not be limited to the following:

7.2.4.2.1 The total number of calls abandoned before callers heard recorded voice announcements;

7.2.4.2.2 Number of calls sent to a group that could not be offered to an agent, sent to a queue, or overflowed to another group such that caller would receive busy treatment;

7.2.4.2.3 Number of calls that received night service treatment. Night service refers to the treatment a call receives after Business Hours;

7.2.4.2.4 The average amount of time (in seconds) callers waited before speaking to agents;

7.2.4.2.5 The average amount of time (in seconds) before callers abandoned their calls prior to them hearing recorded voice announcements;

7.2.4.2.6 The average amount of time between when the call entered the queue and when the call was abandoned;

7.2.4.2.7 The maximum amount of time (in seconds) a caller waited before speaking to an agent;

7.2.4.2.8 The maximum amount of time (in seconds) a caller waited before abandoning a call; and

7.2.4.2.9 The maximum amount of time (in seconds) an agent spent with a caller.

## **B. EXCHANGE SERVICES**

### **8. Introduction**

Sections 8 through 12 of this Attachment M3 set out specific reporting requirements for the Exchange Services.

### **9. Default Method of Delivery**

Unless otherwise provided in section 11 with respect to certain reports, TELUS will ensure that all the pre-defined reports set out in sections 11 will be:

- (a) available online on the Voice Services Secure web Site with extract and filter capabilities;
- (b) downloadable in an excel or comma delimited format over a secure Internet connection; and
- (c) presented both in aggregate (i.e. for all GPS Entities) and on an individual GPS Entity basis.

### **10. Default Due Date**

Unless otherwise provided in section 11 with respect to certain reports, TELUS will post each report set out in sections 11 on the Voice Services Secure Web Site no later than twenty Business Days after the end of the reporting period with respect to which such report relates.

### **11. Pre-Defined Quarterly Reports for the Exchange Services**

TELUS will deliver the following pre-defined reports in the manner and at the times indicated for each such report below:

#### **11.1 Exchange Quarterly Inventory Report**

11.1.1 *Report Description:* This report will summarize by GPS Entity, as well as aggregated for all GPS Entities, all inventory for Exchange Services, including telephone numbers and GPS Entity selected items that do not have an associated Price Book charge as of the last Business Day of each quarter.

11.1.2 *Report Recipient:* The Administrator and Each GPS Entity.

11.1.3 *Delivery Method:* In accordance with section 9.

11.1.4 *Frequency:* Quarterly on a calendar year basis.

11.1.5 *Due Date:* In accordance with section 10.

11.1.6 *Report Content:* This summary report will set out quarterly usage by GPS Entity, as well as aggregated GPS Entity usage and will identify:

11.1.6.1 GPS Entity name;

11.1.6.2 Service name (as indicated in the Price Book);

11.1.6.3 Total number of items by service location;

11.1.6.4 Total number of units in-service.

## 11.2 North American Numbering Plan Report

11.2.1 *Report Description:* This report will provide the GPS Entity with information including GPS impact analysis related to changes to the North American Numbering Plan (“NANP”) including interchangeable central office codes, interchangeable numbering plan areas and dialing procedure changes as well as Canadian Number Administrator changes which have potential to directly impact the GPS Entity.

11.2.2 *Report Recipient:* Each GPS Entity.

11.2.3 *Delivery Method:* In accordance with section 9.

11.2.4 *Frequency:* As required based on NANP changes.

11.2.5 *Due Date:* In accordance with section 10.

11.2.6 *Report Content:* As specified in section 11.2.1

## 11.3 Telephone Number Management Report

11.3.1 *Report Description:* This report will list by, GPS Entity, assigned and reserved telephone numbers.

11.3.2 *Report Recipient:* Each GPS Entity.

11.3.3 *Delivery Method:* In accordance with section 9.

11.3.4 *Frequency:* Quarterly.

11.3.5 *Due Date:* In accordance with section 10.

11.3.6 *Report Content:* Report content will include:

11.3.6.1 GPS Entity name;

11.3.6.2 Quantity of active DID (Direct Inward Dial) numbers; and

11.3.6.3 Quantity of reserved DID numbers.

## 11.4 Exchange Traffic Report

11.4.1 *Report Description:* This report will provide the result of traffic studies conducted at the request of the GPS Entity. TELUS will provide 50 traffic studies per year at no cost. The GPS Entities may select from two types of traffic studies: (a) Central Office traffic studies; (b) Private Branch Exchange (PBX) traffic studies.

11.4.2 *Report Recipient:* Requesting GPS Entity.

11.4.3 *Delivery Method:* In accordance with section 9.

11.4.4 *Frequency:* As requested by a GPS Entity.

11.4.5 *Due Date:* 15 days following traffic study end date.

11.4.6 *Exchange Central Office Traffic Study Report – Specific Requirements:*

11.4.6.1 Central Office traffic studies will measure incoming and outgoing usage, as seen by the Central Office, on a single trunk or trunk group. The measurement period will be 24 hours per day throughout a single 7-day week beginning on a Sunday.

11.4.6.2 The following types of Central Office study will be available:

- a) Single-/multi-line study;
- b) DID / DOD trunk group study;
- c) ISDN PRI study (measures and reports the aggregated usage of the B channels in a single PRI group, which may include one or many 23B+D trunks in a single logical grouping.);
- d) Centrex - study on individual lines (does not include MADN groups or key appearances);
- e) ACD/UCD – study on automatic call distribution, universal call distribution arrangements; and
- f) 800/Advantage as part of an ISDN PRI group

11.4.6.3 For each type of Central Office report, the content will include:

- a) GPS Entity name; and
- b) aggregated hour-by-hour reports of :
  - i) the number of call attempts seen by the Central Office;

- ii) trunk occupancy or usage measured in total seconds or the equivalent;
- iii) the number of times calls were blocked/overflowed/dropped; and
- c) a TELUS provided recommendation on any changes required in order to achieve a P.01 grade of service during the five-day average busy hour.

#### 11.4.7 *PBX Traffic Study Report – Specific Requirements:*

11.4.7.1 PBX traffic studies will measure incoming and outgoing usage, as seen by the specified PBX, on all trunk groups established on that PBX. The measurement period is typically 12 hours per day, although 24-hour studies will also be available. PBX studies can extend over various lengths of time, current options are 5, 7, 10 or 14 days.

11.4.7.2 PBX traffic studies may be performed by a Subcontractor. Where this is the case, the GPS Entity will acknowledge and agree that such Subcontractor will be granted temporary and limited remote access to the PBX under study for the purpose of data collection and section 15 of the main body of this Agreement will apply.

11.4.7.3 PBX Traffic Study report content will include:

11.4.7.3.1 GPS Entity name;

11.4.7.3.2 for the Average Bouncing Busy Hour and the Maximum Busy Hour per trunk group:

- a) the number of incoming and outgoing calls made on each trunk group (as seen by the PBX); and
- b) trunk occupancy or usage measured in total seconds or the equivalent;

11.4.7.3.3 a TELUS provided recommendation on how many trunks should be added or removed in order to achieve a P.01 grade of service during the period; and

11.4.7.3.4 additional optional information when available and requested by a GPS Entity. Examples of optional information include a) internal traffic between switch elements or components; b) processor occupancy.

## **12. Pre-Defined Service Level Reports**

TELUS will deliver the pre-defined service level-related reports with respect to the Exchange Services described in Schedule J (Service Levels) in the manner and at the times indicated for each such report as set out in such Schedule.

## **C. HOSTED IVR SERVICES**

### **13. Introduction**

Sections 14 through 17 of this Attachment M3 set out specific reporting requirements for the Hosted IVR Services.

### **14. Default Method of Delivery**

Unless otherwise provided in section 16 with respect to certain reports, TELUS will ensure that all the pre-defined reports set out in sections 16 are emailed to a designated email address of the Province in one of the following agreed-upon formats: PDF, CSV or HTML. Such reports are available in English only, even if additional languages are used within the Application.

### **15. Default Due Date**

Unless otherwise provided in section 16 with respect to certain reports, TELUS will email each report set out in section 16 no later than twenty Business Days after the end of the reporting period with respect to which such report relates.

### **16. Pre-Defined Reports for the Hosted IVR Services**

TELUS will deliver the following pre-defined reports in the manner and at the times indicated for each such report below:

#### **16.1 Number of Sessions per Day Report**

16.1.1 *Report Description:* This report identifies recent trends in the usage frequency of a particular Application.

16.1.2 *Report Recipient:* The Province.

16.1.3 *Delivery Method:* In accordance with section 14.

16.1.4 *Frequency:* Monthly on a calendar year basis.

16.1.5 *Due Date:* In accordance with section 15.

16.1.6 *Report Content:* This report will identify:

16.1.6.1 the ministry name;

16.1.6.2 the total number of Sessions per day;

16.1.6.3 the maximum and average number of concurrent Sessions per day;

16.1.6.4 the number of aborted and rejected Sessions, and total number of Sessions; and

16.1.6.5 the maximum and average of number of concurrent Sessions and the total and average duration.

## 16.2 Number of Sessions by Hour of Day Report

16.2.1 *Report Description:* This report assists the Province in determining what time of the day Application uptime is most crucial and identifies the busiest hours of the day for such Application.

16.2.2 *Report Recipient:* The Province.

16.2.3 *Delivery Method:* In accordance with section 14.

16.2.4 *Frequency:* Monthly on a calendar year basis.

16.2.5 *Due Date:* In accordance with section 15.

16.2.6 *Report Content:* This report will identify:

16.2.6.1 the Province name;

16.2.6.2 the total number of Sessions per hour;

16.2.6.3 the maximum and average number of concurrent Sessions per hour of each day;

16.2.6.4 the number of aborted and rejected Sessions and the total number of Sessions; and

16.2.6.5 the maximum and average number of concurrent Sessions and the total and average duration.

## 16.3 Number of Sessions per Month Report

16.3.1 *Report Description:* This report can be used to observe long-term usage trends of the Application. It can also serve as a starting point to identify unusual effects in call frequency.

16.3.2 *Report Recipient:* The Province.

16.3.3 *Delivery Method:* In accordance with section 14.

16.3.4 *Frequency:* Monthly on a calendar year basis.

16.3.5 *Due Date:* In accordance with section 15.

16.3.6 *Report Content:* This report will identify:

16.3.6.1 the Province name;

- 16.3.6.2 total number of Sessions per month;
- 16.3.6.3 the maximum and average number of concurrent Sessions per month;
- 16.3.6.4 the number of aborted and rejected Sessions and the total number of Sessions; and
- 16.3.6.5 the maximum and average number of concurrent Sessions and the total and average duration.

#### 16.4 Number of Session per Weekday Report

- 16.4.1 *Report Description:* This report can be used to identify the most active days of the week.
- 16.4.2 *Report Recipient:* The Province.
- 16.4.3 *Delivery Method:* In accordance with section 14.
- 16.4.4 *Frequency:* Monthly on a calendar year basis.
- 16.4.5 *Due Date:* In accordance with section 15.
- 16.4.6 *Report Content:* This report will identify:
  - 16.4.6.1 the Province name;
  - 16.4.6.2 total number of Sessions per weekday;
  - 16.4.6.3 the maximum and average number of concurrent sessions per weekday;
  - 16.4.6.4 the number of aborted and rejected sessions and the total number of sessions; and
  - 16.4.6.5 the maximum and average number of concurrent sessions and the total and average duration is shown.

### **17. Pre-Defined Service Level Reports**

TELUS will deliver the pre-defined service level-related reports with respect to the Hosted IVR Services described in Schedule J (Service Levels) in the manner and at the times indicated for each such report as set out in such Schedule.

**Attachment M5**

**Data Services Reporting**

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## **1. Introduction**

This Attachment sets out specific reporting requirements for the Data Services.

## **2. Default Method of Delivery**

Unless otherwise provided in section 4 with respect to certain reports or otherwise indicated under this Agreement, TELUS will ensure that all the pre-defined reports referenced in section 4 will be:

- (a) available online on SMIS with extract and filter capabilities;
- (b) downloadable in an Excel or comma delimited format over a secure Internet connection; and
- (c) presented both in aggregate (i.e. for all GPS Entities) and on an individual GPS Entity basis.

## **3. Default Due Date**

Unless otherwise provided in section 4 or otherwise indicated under this Agreement, with respect to certain reports contemplated hereby, TELUS will post each report set out in section 4, as applicable, on the SMIS or other agreed to repository no later than the 20<sup>th</sup> Business Day after the end of the reporting period with respect to which such report relates.

## **4. Pre-Defined Reports for the Data Services**

TELUS will deliver the pre-defined reports with respect to the Data Services described in the Price Book (see sections 3 and 7 of Attachment C5-B (Progressive Data Discount)), or such other Data Service specific report set out in this Agreement, in the manner and at the times indicated for each such report as set out under this Agreement.

## **5. Pre-Defined Service Level Reports**

TELUS will deliver the pre-defined service level-related reports with respect to the Data Services described in Schedule J (Service Levels) in the manner and at the times indicated for each such report as set out in such Schedule.

## **6. Ad Hoc Reporting Tools**

TELUS will deliver the Ad Hoc reporting tools with respect to the Data Services described in Schedule H (Service Descriptions), including as set out in Attachment H5 (Data Service) (see section 5.2 of Attachment (H5-E STS WAN L3 VPN Services)), or such other Data Service specific reporting tools set out in this Agreement, in the manner and at the times indicated for each such report tool as set out under this Agreement.

## Attachment M9

### Cellular Services Reporting

#### 1. Introduction

This Attachment M9 sets out specific reporting requirements for the Cellular Services.

#### 2. Default Method of Delivery

Unless otherwise provided in Sections 4 or 5 and with respect to certain reports, TELUS will ensure that all the pre-defined reports set out in Sections 4 and 5 will be:

- (a) available online on the Cellular TELUS GPS Entity Portal with extract and filter capabilities;
- (b) downloadable in an Excel or comma delimited format over a secure Internet connection; and
- (c) presented both in aggregate (i.e. for all GPS Entities) and on an individual GPS Entity basis.

#### 3. Default Due Date

Unless otherwise provided in Sections 4 or 5 with respect to certain reports, TELUS will post each report set out in Sections 4 and 5 on the Cellular TELUS GPS Entity Portal no later than the tenth Business Day after the end of the reporting period with respect to which such data relates.

#### 4. Pre-Defined General Cellular Services Reports

Subject to Section 6.1.3, TELUS will deliver the following pre-defined reports on a per-GPS Entity basis in the manner and at the times indicated for each such report below:

##### 4.1 Subscriber Profile Report.

4.1.1 *Report Description:* This report sets out Subscriber information relating to the Cellular Services and contains information to assist the GPS Entities in tracking and verifying active Subscribers of Cellular Services.

4.1.2 *Report Recipient:* The Administrator and the Designated Entity Units of each of the GPS Entities.

4.1.3 *Delivery Method:* Online or, if requested by the recipient, by delivery of a CD.

4.1.4 *Frequency:* Monthly.

4.1.5 *Due Date:* In accordance with Section 3.

4.1.6 *Report Content:* This report will set out the information in the associated header and data fields described in the table below:

<b>Header</b>	<b>Description</b>
Report Name	Top left of every page. Displays on every page.
Page Number	Center of page on same line as Report Name
Date	Right side of page on same line as Report Name
Hierarchy Identification	Identifies GPS Entity, department and applicable Designated Entity Unit
<b>Data Field</b>	
Cellular Telephone Number	Telephone number associated with the Subscriber of the Cellular Service(s)
Cellular User Equipment	Description of Cellular User Equipment associated with the cellular telephone number
Status	Status of cellular telephone number: Active ~ Suspended ~ Reserved
Retailer	Name and location of Retailer that provided activation
GPS Entity	Identify GPS Entity
[Company] Name 1	1 <sup>st</sup> level description of [company] billing name
[Company] Name 2	2nd level description of [company] billing name
Address 1	1 <sup>st</sup> level description of billing address
Address 2	2nd level description of billing address
City ( billing)	City location of billing address
GPS End User	GPS End User name assigned to Cellular Service (if available)
Activation Date	Date the cellular telephone number was last activated on the Network.
Contract Start Date	Date the individual service agreement was started or renewed
ESN	ESN associated with the Cellular User Equipment
Cellular Service Plan Description - Voice	Description of Cellular Service Plan for voice services
Cellular Service Plan - Voice Plan Number	Number assigned to Cellular Service Plan for voice services in billing system
Cellular Service Plan Description -Data	Description of Cellular Service Plan for data services
Cellular Service Plan - Data Plan Number	Number assigned to Cellular Service Plan for data services in billing system
Additional Cellular Network Plan Features	Description of Additional Cellular Network Plan Features associated with the cellular telephone number

#### 4.2 Activation/Deactivation Report.

4.2.1 *Report Description:* This report sets out details of Cellular End Users, Cellular Service Plans and Cellular User Equipment for activated and deactivated Subscribers of the Cellular Services during a month and will provide current information to assist the Administrator and GPS Entities in

tracking and verifying Subscribers of Cellular Services and changes in the Subscriber base.

- 4.2.2 *Report Recipient:* The Administrator and the Designated Entity Units of each of the GPS Entities.
- 4.2.3 *Delivery Method:* Online or, if requested by the recipient, by delivery of a CD.
- 4.2.4 *Frequency:* On request.
- 4.2.5 *Due Date:* In accordance with Section 3.
- 4.2.6 *Report Content:* This report will set out the information in the associated header and data fields described in the table below:

Header	Description
Report Name	Top left of every page. Displays on every page.
Page Number	Center of page on same line as Report Name
Date	Right side of page on same line as Report Name
Hierarchy Identification	Identifies GPS Entity, department and applicable Designated Entity Unit
Data Field	
Cellular Telephone Number	Telephone number associated with the Subscriber of the Cellular Service(s)
Cellular User Equipment	Description of Cellular User Equipment associated with the cellular telephone number
Status	Status of cellular telephone number: Activated, Deactivated
Retailer	Name and location of Retailer that provided activation
GPS Entity	Identify GPS Entity
Company Name 1	1 <sup>st</sup> level description of company billing name
Company Name 2	2nd level description of company billing name
Address 1	1 <sup>st</sup> level description of billing address
Address 2	2nd level description of billing address
City ( billing)	City location of billing address
User	User name assigned to Cellular Service (if available)
Activation Date	Date the cellular telephone number was last activated on the Network.
Deactivation Date	Date the cellular telephone number was last deactivated on the Network.
Contract Start Date	Date the individual service agreement was started or renewed
Contract Expiry Date	Expiration date of the individual service agreement
ESN / SIM	ESN or SIM card number associated with the Cellular User Equipment
Voice Price Plan Description	Description of Cellular Service Plan for voice

	services
Voice Price Plan Number	Number assigned to Cellular Service Plan for voice services in billing system
Data Price Plan Description	Description of Cellular Service Plan for data services
Data Price Plan Number	Number assigned to Cellular Service Plan for data services in billing system
Additional Cellular Network Plan Features	Description of Additional Cellular Network Plan Features associated with the cellular telephone number

#### 4.3 Subscriber Usage /Spend Report.

- 4.3.1 *Report Description:* This report sets out details of voice and data usage and associated costs of the Cellular Service Plans and Additional Cellular Network Plan Features and will provide detailed information in respect of the usage and cost for Cellular Services for each cellular telephone number.
- 4.3.2 *Report Recipient:* The Administrator and the Designated Entity Units of each of the GPS Entities.
- 4.3.3 *Delivery Method:* Online or, if requested by the recipient, by delivery of a CD.
- 4.3.4 *Frequency:* Quarterly.
- 4.3.5 *Due Date:* In accordance with Section 3.
- 4.3.6 *Report Content:* This report will set out the information in the associated header and data fields described in the table below:

Header	Description
Report Name	Top left of every page. Displays on every page.
Page Number	Center of page on same line as Report Name
Date	Right side of page on same line as Report Name
Hierarchy Identification	Identifies GPS Entity, department and applicable Designated Entity Unit
Data Field	
Cellular telephone number	Telephone number associated with the Subscriber of the Cellular Service(s)
Cellular User Equipment	Description of Cellular User Equipment associated with the cellular telephone number
Retailer	Name and location of Retailer that provided activation
Status	Status of cellular telephone number: Active ~ Suspended ~ Reserved
GPS Entity	Identify GPS Entity
Company Name 1	1 <sup>st</sup> level description of company billing name
Company Name 2	2nd level description of company billing name
Address 1	1 <sup>st</sup> level description of billing address

Address 2	2nd level description of billing address
City ( billing)	City location of billing address
User	User name
Bill Date	The billing date of the data reflected in the report
Voice – Weekday Mins	Number of voice minutes used during weekday
Voice – Evening Mins	Number of voice minutes used during weekday evenings
Voice – Weekend Mins	Number of voice minutes used during weekend
Total Voice Mins	Total of all voice minutes used
Mobile to Mobile Min	Minutes used in mobile to mobile calling within same cellular network ( not charged) included in Total Voice Min
Can LD	Long distance minutes used within Canada
US LD	Long distance minutes used between Canada and the USA
Int LD	International Long distance minutes used
US Roaming Min	US roaming minutes used
Int Roaming Min	International roaming minutes used
Data - KB used	Number of KB used during month (Canada)
Data Roam - KB used	Number of KB used during month (outside of Canada)
SMS Messages - outgoing	Number of Short Message Service messages sent during the month
System Access Fee	System Access Fee charge ( if applicable)
911	911 charge ( if applicable)
Voice - Monthly Service Fee	Monthly charge for Cellular Service Plan (voice)
Voice – Overage Charge	Charge for minutes used in excess of those included in the Monthly Service Fee
Voice – Can LD Charge	Charges for long distance minutes used within Canada
Voice – US LD Charge	Charges for long distance minutes used between Canada and the USA
Voice – Int LD Charge	Charges for international Long distance minutes used
Voice – US Roaming Min Charge	Charges for US roaming
Voice – Int Roaming Min Charge	Charges for International roaming
Voice- Directory Assistance	Charges for directory assistance
SMS	Charges of outgoing SMS in excess of amount included in Cellular

Message overage	Service Plan
Voice - Other Charges	Charges associated with other voice services such as those included in additional Cellular Service features
Voice -Total Charges	Total of all charges related to voice services
Data - Monthly Service Fee	Monthly charge for Cellular Service Plan (data)
Data – Overage Charge	Charge for data used in excess of those included in the Monthly Service Fee
Data - Other Charges	Charges associated with other voice services such as those included in additional Cellular Service features
Data -Total Charges	Total of all charges related to voice services
HST	HST
PST	PST
GST	GST

#### 4.4 Cost Comparison Report.

- 4.4.1 *Report Description:* This report provides a comparison between the current monthly costs associated with each cellular telephone number versus the hypothetical costs if the optimal Cellular Service Plan had been used during the same time period (for certainty, this comparison is based on historical usage and is not intended to be predicative of future usage). Costs will be compared between all Cellular Service Plans currently available under the Agreement.
- 4.4.2 *Report Recipient:* The Administrator and the Designated Entity Units of each of the GPS Entities.
- 4.4.3 *Delivery Method:* Online or, if requested by the recipient, by delivery of a CD.
- 4.4.4 *Frequency:* Quarterly.
- 4.4.5 *Due Date:* In accordance with Section 3.
- 4.4.6 *Report Content:* This report will set out the information in the associated header and data fields described in the table below:

Header	Description
Report Name	Top left of every page. Displays on every page.
Page Number	Center of page on same line as Report Name
Date	Right side of page on same line as Report Name
Hierarchy Identification	Identifies GPS Entity, department and

	applicable Designated Entity Unit
<b>Data Field</b>	
Cellular Telephone Number	Telephone number associated with the Subscriber of the Cellular Service(s)
Cellular User Equipment	Description of Cellular User Equipment associated with the cellular telephone number
Retailer	Name and location of Retailer that provided activation
Status	Status of cellular telephone number: Active ~ Suspended ~ Reserved
GPS Entity	Identify GPS Entity
Company Name 1	1 <sup>st</sup> level description of company billing name
Company Name 2	2nd level description of company billing name
Address 1	1 <sup>st</sup> level description of billing address
Address 2	2nd level description of billing address
City ( billing)	City location of billing address
User	User name
Bill Date	The billing date of the data reflected in the report
Current Voice Price Plan Description	Description of Cellular Service Plan -voice
Current Voice Price Plan Number	Number assigned to Cellular Service Plan -voice in billing system
Current Voice -Total Charges	Total of all charges related to voice services
Optimal Voice Price Plan Description	Description of Cellular Service Plan -voice
Optimal Voice Price Plan Number	Number assigned to Cellular Service Plan -voice in billing system
Optimal Voice -Total Charges	Total of all charges related to voice services on optimal Cellular service plan
Voice – Savings per Month	Savings per month if optimal Cellular Service Plan had been used during the month
Current Data Price Plan Description	Description of Cellular Service Plan -data
Current Data Price Plan Number	Number assigned to Cellular Service Plan -data in billing system
Current Data -Total Charges	Total of all charges related to data services
Optimal Data Price Plan Description	Description of Cellular Service Plan -data
Optimal Data Price Plan Number	Number assigned to Cellular Service Plan -data in billing system
Optimal Data -Total Charges	Total of all charges related to data services on optimal Cellular service plan including
Data – Savings per Month	Savings per month if optimal Cellular Service Plan had been used during the month

#### 4.5 Cellular User Equipment Report.

- 4.5.1 *Report Description:* This report lists all new Cellular User Equipment acquired by the GPS Entities from TELUS and Subcontractors during a month for new activations, refresh and the replacement of lost or stolen telephones.
- 4.5.2 *Report Recipient:* The Administrator and the Designated Entity Units of each of the GPS Entities.
- 4.5.3 *Delivery Method:* Online or, if requested by the recipient, by delivery of a CD.
- 4.5.4 *Frequency:* Monthly.
- 4.5.5 *Due Date:* In accordance with Section 3.
- 4.5.6 *Report Content:* This report will set out the information in the associated header and data fields described in the table below:

<b>Header</b>	<b>Description</b>
Report Name	Top left of every page. Displays on every page.
Page Number	Center of page on same line as Report Name
Date	Right side of page on same line as Report Name
Hierarchy Identification	Identifies GPS Entity, department and applicable Designated Entity Unit
<b>Data Field</b>	
Cellular Telephone Number	Telephone number associated with the Subscriber of the Cellular Service(s)
Retailer	Name and location of Retailer that provided activation
Status	Status of cellular telephone number: Active ~ Suspended ~ Reserved
GPS Entity	Identify GPS Entity
Company Name 1	1 <sup>st</sup> level description of company billing name
Company Name 2	2nd level description of company billing name
Address 1	1 <sup>st</sup> level description of billing address
Address 2	2nd level description of billing address
City ( billing)	City location of billing address
User	User name
Bill Date	The billing date of the data reflected in the report
New Cellular User Equipment	Description of Cellular User Equipment purchased during the month
Cellular User Equipment Cost	Cost of Cellular User Equipment
HST	HST
PST	PST
GST	GST
New/Upgrade	Specify - new activation or upgrade

#### 4.6 Spend Summary Report.

- 4.6.1 *Report Description:* This report will summarize the spend in respect of Cellular Services, including the spend each month (shown separately) and the year-to-date roll up of Cellular Services spend.
- 4.6.2 *Report Recipient:* *Report Recipient:* The Administrator and the Designated Entity Units of each of the GPS Entities.
- 4.6.3 *Delivery Method:* Online or, if requested by the recipient, by delivery of a CD.
- 4.6.4 *Frequency:* Quarterly, unless a GPS Entity elects not to receive this report (given its use of CellAsyst which will have the functionality to provide such a report on an ad-hoc basis).
- 4.6.5 *Due Date:* In accordance with Section 3.
- 4.6.6 *Report Content:* This report will set out the information in the associated header and data fields described in the table below:

<b>Header</b>	<b>Description</b>
Report Name	Top left of every page. Displays on every page.
Page Number	Center of page on same line as Report Name
Date	Right side of page on same line as Report Name
<b>Data Field</b>	
Bill Date	The billing date of the data reflected in this report
GPS Entity	GPS Entity name
Voice -Total Charges	Total of all charges related to voice services
Data -Total Charges	Total of all charges related to data services
Cellular User Equipment Cost	Cost of Cellular User Equipment
HST	HST
PST	Provincial Sales Tax
GST	Goods and Services Tax
Total Monthly Spend	Sum total charges, equipment cost , PST and GST
Year to Date Spend	Sum total charges, equipment cost , PST and GST for YTD
Subscribers	Total number of Subscribers of GPS Entity for the Cellular Services (sum of cellular telephone numbers)

#### 4.7 Admin Fee Report.

- 4.7.1 *Report Description:* This report is a summary of monthly charges for voice and data services comprising the Cellular Services and hardware purchases for applicable cellular telephone numbers.

- 4.7.2 *Report Recipient:* The Administrator and the Designated Entity Units of each of the GPS Entities.
- 4.7.3 *Delivery Method:* Online or, if requested by the recipient, by delivery of a CD.
- 4.7.4 *Frequency:* Quarterly.
- 4.7.5 *Due Date:* In accordance with Section 3.
- 4.7.6 *Report Content:* This report will set out the information in the associated header and data fields described in the table below:

<b>Header</b>	<b>Description</b>
Report Name	Top left of every page. Displays on every page.
Page Number	Center of page on same line as Report Name
Date	Right side of page on same line as Report Name
Hierarchy Identification	Identifies GPS Entity, department and applicable Designated Entity Unit
<b>Data Field</b>	
Cellular Telephone Number	Telephone number associated with the Subscriber of the Cellular Service(s)
Cellular User Equipment	Description of Cellular User Equipment associated with the cellular telephone number
GPS Entity	Identify GPS Entity
Company Name 1	1 <sup>st</sup> level description of company billing name
Bill Date	The billing date of the data reflected in the report
SMS Messages - outgoing	Number of Short Message Service messages sent during the month
Voice -Total Charges	Total of all charges related to voice services
Data -Total Charges	Total of all charges related to voice services
User Equipment Cost	Cost of User Equipment
Total Charges/Cost	Sum of voice, data total charges and Cellular User Equipment cost
Amount Remitted	Calculation of total Administration Fee
HST	HST
PST	PST
GST	GST

#### 4.8 Service Catalogue Report for New or Changing Cellular Services.

- 4.8.1 *Report Description:* This is a service catalogue report detailing the current Available Services forming part of the Cellular Services and associated information and highlighting any new Cellular Services that have come available within the last six months and any changes to the Cellular Services within the last six months.
- 4.8.2 *Report Recipient:* The Administrator and Designated Entity Units of each of the GPS Entities.

- 4.8.3 *Delivery Method:* Via e-mail to the on record e-mail addresses of the Administrator and Designated Entity Units.
- 4.8.4 *Frequency:* Bi-annually on a calendar year basis.
- 4.8.5 *Due Date:* The first day of the month every six months during the Term.
- 4.8.6 *Report Content:* This report will set out the following information with respect to the Cellular Services:
  - 4.8.6.1 Service descriptions;
  - 4.8.6.2 Service Level metrics;
  - 4.8.6.3 options;
  - 4.8.6.4 Fees;
  - 4.8.6.5 pricing;
  - 4.8.6.6 frequently asked questions; and
  - 4.8.6.7 escalation and all other defined processes.

## **5. Pre-Defined Service Level Reports**

TELUS will deliver the pre-defined service level-related reports with respect to the Cellular Services described in Schedule J (Service Levels) in the manner and at the times indicated for each such report as set out in such Schedule.

## **6. Ad Hoc Reporting Tools**

TELUS will ensure the following Ad Hoc Reporting Tool is available for use by the Administrator and each GPS Entity:

### **6.1 CellAsyst.**

- 6.1.1 The CellAsyst application will allow each GPS Entity to access reporting tools and provide reports that assist in the management and analysis of billing data with respect to the Cellular Services. The CellAsyst has the following features:
  - 6.1.1.1 All data within the monthly TELUS electronic bill is available for management reports, including billing accounts, Subscribers, plans, features, individual calls, costs, spend summary and minutes of use.
  - 6.1.1.2 CellAsyst allows users to sort data, filter and select values or ranges and to summarize information quickly.

- 6.1.1.3 Reports may be generated by a GPS Entity as required.
- 6.1.1.4 New reports will be accessible by a GPS Entity within 10 Business Days of the date the monthly invoice for such GPS Entity is available.
- 6.1.1.5 Custom views and reports can be created and exported to Excel and emailed to relevant parties.
- 6.1.2 The Parties agree that they will work collaboratively and in good faith to develop additional details that will be available through the CellAsyst application, including the development of a number of report fields at both the GPS Entity and Designated Entity Unit levels that are not currently available on TELUS provided invoices and can be used by each Party.
- 6.1.3 The obligation of TELUS to provide any pre-defined reports set out above that would be replaced by CellAsyst to a GPS Entity in the manner and at the times indicated for each such report therein will not apply to the extent such GPS Entity gives written notice to TELUS that it has implemented CellAsyst (including receiving such training as may be required) and CellAsyst is performing in accordance with its Specifications so that the GPS Entity can generate such reports through CellAsyst by itself.