

SCHEDULE P – BILLING

1. Introduction

This Schedule describes the billing requirements of the GPS Entities, including the level of detail, the format, the form and the means for the billing of the Services by TELUS.

2. Attachments

2.1 In accordance with this Agreement and subject to section 2.2, TELUS will comply with the billing requirements of the GPS Entities detailed in this Schedule and the Service specific billing requirements set out in the following Attachments to this Schedule P, which will prevail over the provisions of this Schedule P (excluding Attachments) to the extent such Attachment expressly refers to the provisions in this Schedule over which it prevails:

2.1.1 Attachment P1 – Long Distance Services Billing Requirements;

2.1.2 Attachment P2 – Conferencing Services Billing Requirements;

2.1.3 Attachment P3 – Voice Services Billing Requirements;

2.1.4 Attachment P5 – Data Services Billing Requirements; and

2.1.5 Attachment P9 – Cellular Service Billing Requirements.

2.2 The billing requirements of the GPS Entities detailed in this Schedule will not apply to:

2.2.1 Cellular Services except to the extent such billing requirements are set out in Attachment P9, and

2.2.2 Hosted IVR Services except to the extent such billing requirements are set out in Attachment P3-C,

which will prevail over this Schedule P (excluding Attachments) for such Services.

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

3. Invoices

3.1 TELUS will provide to each GPS Entity, at the GPS Entity's choice, either

3.1.1 Electronic Invoices; or

3.1.2 Hard Copy Paper Invoices.

- 3.2 TELUS will provide Summary Paper Bills to each GPS Entities receiving Electronic Invoices unless the GPS Entity requests not to receive Summary Paper Bills.
- 3.3 Electronic Invoices.
 - 3.3.1 TELUS will provide to the applicable GPS Entities Electronic Invoices for Services that include the corresponding Service specific billing information set out in the applicable Attachment to this Schedule.
 - 3.3.2 TELUS will retain:
 - 3.3.2.1 Electronic Invoices on the Billing Portal for a period of not less than 12 months from the date on which the Electronic Invoice was produced; and
 - 3.3.2.2 Electronic Invoices for an additional period of not less than 72 months (84 month in total) from the expiry of the retention period set out in section 3.3.2.1 and will provide a copy of an Electronic Invoice from its archive to a GPS Entity upon request.
 - 3.3.3 The total amount payable set out on each Electronic Invoice will reconcile with the total amount payable set out on the corresponding Hard Copy Paper Invoice and will reconcile with the total amount payable set out on the corresponding Summary Paper Bill.
- 3.4 Hard Copy Paper Invoices
 - 3.4.1 TELUS will provide to the applicable GPS Entities Hard Copy Paper Invoices for Services that include the corresponding Service specific billing information set out in the applicable Attachment to this Schedule.

4. Billing Means (Delivery)

- 4.1 Hard Copy Paper Invoices
 - 4.1.1 Hard Copy Paper Invoices will be delivered to the GPS Entity Billing Single Point of Contact after the close of the applicable billing cycle, unless an Attachment expressly provides otherwise, on or before the day of the month mutually agreed to by the GPS Entity and TELUS for such delivery.
- 4.2 Electronic Invoice
 - 4.2.1 TELUS will provide Electronic Invoices through the Billing Portal in a .CSV file format after the close of applicable billing cycle, unless an Attachment expressly provides otherwise, on or before the day of the month mutually agreed to by the GPS Entity and TELUS for such delivery.

4.2.2 TELUS will:

- 4.2.2.1 maintain the security and integrity of the Billing Portal;
- 4.2.2.2 ensure the Electronic Invoices are only delivered to the Billing Portal using a secure Internet connection; and
- 4.2.2.3 ensure that each GPS Entity and each DEU may only access, read, download and print the Electronic Invoices intended for such GPS Entity and DEU and no other persons will have access to their Electronic Invoices.

4.3 Summary Paper Bill

- 4.3.1 Summary Paper Bill will be delivered to the GPS Entity Billing Single Point of Contact after the close of the applicable billing cycle, unless an Attachment expressly provides otherwise, on or before the day of the month mutually agreed to by the GPS Entity and TELUS for such delivery.

5. Billing Other

- 5.1 Delivery Changes. TELUS will not make changes to the format of invoices or delivery means unless it provides 90-day notice of all such changes and such changes result in invoices that continue to comply with the requirements set out in, and do not result in the loss or truncation of the information required by, this Schedule.
- 5.2 Billing Representatives and Consultants. TELUS will support all GPS Entities with designated billing resources.
- 5.3 Billing Data Availability. Where a requirement to provide certain billing data is qualified in an Attachment by “where available”, TELUS will make commercially reasonable efforts to provide such data to the extent applicable to the relevant Service being billed. Where an Attachment includes a requirement to include a particular data field on an invoice, such obligation will also include the requirement to populate such field with the agreed to billing information as applicable and where available.
- 5.4 Reprints. Notwithstanding anything to the contrary in this Schedule, the GPS Entities acknowledge that TELUS will not reprint Hard Copy Paper Invoices once delivered to a GPS Entity.
- 5.5 Prior Arrangements.
 - 5.5.1 Unless a GPS Entity consents otherwise, nothing in this Schedule will permit TELUS to provide invoices in a form, format, substance or manner that is prejudicial to such GPS Entity’s billing arrangements with TELUS existing prior to the Effective Date, which arrangements such GPS Entity will be entitled to under this Agreement.

- 5.5.2 Unless the parties agree otherwise, nothing in this Schedule will require TELUS to make changes to GPS Entity's invoices in a form, format, substance or manner (existing as of the Effective Date) that are prejudicial to TELUS (from a material operational or economic perspective).
- 5.5.3 TELUS acknowledges the Province's desire for continual business improvements in billing processes.

Attachment P1

Long Distance Services Billing Requirements

1. Introduction

This Attachment sets out specific reporting requirements for the Long Distance Services, Calling Card Services and Toll-Free Services.

2. Default Method of Delivery

The requirements for the delivery of invoices from TELUS to the GPS Entities under this Attachment will be as set out in section 4 of Schedule P.

3. Long Distance Services

- 3.1 This section 3 sets out specific billing requirements for Long Distance Services.
- 3.2 Minimum call duration will not exceed 30 seconds. The minimum billing increment, after the minimum call duration, will be no greater than six seconds. Round up to the next 6 seconds (0.1 minute) increment and round to the penny.
- 3.3 Calls which have durations less than the 30 second minimum will be charged the minimum call duration.
- 3.4 Electronic Invoices will show any usage charges and billing detail for direct dial calls and where available, at a minimum, show the following data fields for each call:
 - 3.4.1 group id;
 - 3.4.2 record type code (e.g. toll);
 - 3.4.3 billing date (Pacific Time Zone);
 - 3.4.4 bill due date (Pacific Time Zone);
 - 3.4.5 toll id (invoice line number assigned by TELUS);
 - 3.4.6 toll plan description;
 - 3.4.7 call type description;
 - 3.4.8 date when the call started (local time zone);
 - 3.4.9 duration;
 - 3.4.10 pre tax amount;
 - 3.4.11 GST;
 - 3.4.12 HST;

- 3.4.13 PST;
 - 3.4.14 originating number;
 - 3.4.15 originating city;
 - 3.4.16 originating province (could be territory or state);
 - 3.4.17 originating country;
 - 3.4.18 start time (local time zone);
 - 3.4.19 recorded duration (in seconds);
 - 3.4.20 pilot customer account number;
 - 3.4.21 organization;
 - 3.4.22 terminating city; typically Canada & US;
 - 3.4.23 terminating province (could be territory or state);
 - 3.4.24 terminating country; and
 - 3.4.25 terminating number.
- 3.5 All time fields will be based on 24 hour clock (format HHMMSS).

4. Calling Card Services

- 4.1 This section 4 sets out specific billing requirements for Calling Card Services.
- 4.2 Minimum call duration will not exceed 30 seconds. The minimum billing increment, after the minimum call duration, will be no greater than six seconds. Rounding will occur to the next 6 seconds (0.1 minute) increment and to the penny.
- 4.3 Calls which have durations less than the 30 second minimum will be charged the minimum call duration.
- 4.4 Electronic Invoices will show any usage charges and billing detail for calling card calls and where available, at a minimum, show the following data for each call:
 - 4.4.1 the same data fields set out in section 3.4.1 through section 3.4.25;
 - 4.4.2 call type and class; and
 - 4.4.3 reference number (will contain the calling card number unless it is the same as the billing number, in which case this field will be blank).
- 4.5 All time fields will be based on 24 hour clock (format HHMMSS).

5. Toll-Free Services

- 5.1 This section 5 sets out specific billing requirements for Toll-Free Services.
- 5.2 Minimum call duration will not exceed 30 seconds. The minimum billing increment, after the minimum call duration, will be no greater than six seconds. Round up to the next 6 seconds (0.1 minute) increment and round to the penny.
- 5.3 Calls which have durations less than the 30 second minimum will be charged the minimum call duration.
- 5.4 Electronic Invoices will show any usage charges and billing detail for toll-free calls and where available, at a minimum, show the following data fields for each call:
 - 5.4.1 the same data as set out in section 3.4.1 through section 3.4.21;
 - 5.4.2 date (when the call started; local time zone of the terminating number);
 - 5.4.3 billing number (toll free phone number); and
 - 5.4.4 conversion number (phone number where the toll-free call terminates).
- 5.5 All time fields will be based on 24 hour clock (format HHMMSS).

6. Additional Charges

- 6.1 This section 6 sets out specific billing requirements for the fee based optional features as identified in Schedule C1 and international rates for Toll-free Services as identified in Exhibit C1-C.
- 6.2 Electronic Invoices will show recurring and non-recurring charges and at least the following data fields, where available:
 - 6.2.1 group id;
 - 6.2.2 record type code (e.g. ER);
 - 6.2.3 billing date;
 - 6.2.4 bill due date;
 - 6.2.5 occ id or er id (invoice line number assigned by TELUS);
 - 6.2.6 description of billing code;
 - 6.2.7 billing number;
 - 6.2.8 billing date;

- 6.2.9 to date or effective date (both data fields will appear for other charges and credits [OCC] file while only the latter field appears for monthly charges [ER file]).
- 6.2.10 pre tax amount ;
- 6.2.11 GST;
- 6.2.12 HST;
- 6.2.13 PST;
- 6.2.14 pilot customer account number; and
- 6.2.15 organization.

7. Professional Services

- 7.1 Electronic Invoices for professional Services will show recurring and non-recurring charges and at least the following data, where available:
 - 7.1.1 group id;
 - 7.1.2 record type code (e.g.OCC);
 - 7.1.3 billing date;
 - 7.1.4 occ id (invoice line number assigned by TELUS);
 - 7.1.5 billing number (asset tag);
 - 7.1.6 effective date;
 - 7.1.7 to date;
 - 7.1.8 quantity;
 - 7.1.9 description;
 - 7.1.10 order number;
 - 7.1.11 pre tax amount ;
 - 7.1.12 GST;
 - 7.1.13 HST;
 - 7.1.14 PST;
 - 7.1.15 pilot customer account number; and
 - 7.1.16 organization.

8. Consumption Reporting

- 8.1 TELUS will continue to provide the Province with two files, summary and consumption, in accordance with the practices existing prior to the Effective Date.

9. Billing Other

- 9.1 For the Province, TELUS will continue the current exception practice of manually providing the report "Summary Of Your Account" until such time as the current application (TBAT) is supported on Province desktops or until an alternative program is made available and is compatible with the Province's desktops. Such report will be available by noon ten days after the billing date.
- 9.2 GPS Entities may have access to either the "TELUS Bill Analysis Tool" (TBAT) or EBOD at the request of the GPS Entity.
- 9.3 TELUS must notify each GPS entity at least one month in advance of all rate changes for any rates that TELUS sets. Changes to International rates, and other rate adjustments outside TELUS' control, will be billed when they come into effect for TELUS.

Attachment P2

Conferencing Services Billing Requirements

1. Introduction

This Attachment P2 sets out specific billing requirements for the Conferencing Services.

2. Default Method of Delivery

The requirements for the delivery of invoices from TELUS to the GPS Entities under this Attachment will be as set out in section 4 of Schedule P.

3. Audio Conferencing Services

- 3.1 This section 3.1 sets out specific billing requirements for Audio Conferencing Services.
- 3.2 Minimum call duration will not exceed 30 seconds. The minimum billing increment, after the minimum call duration, should be no greater than six seconds. Rounding will occur to the next 6 seconds (0.1 minute) increment and to the penny.
- 3.3 Calls which have durations less than the 30 seconds minimum will be charged the minimum call duration.
- 3.4 TELUS will provide an initial table that assists in mapping the relevant Electronic Invoice values into the associated references in the Price Book in accordance with Exhibit P2-B. This document will be updated from time to time to reflect additional mapping references as are identified through the normal course of business dialogue between TELUS and the Province.
- 3.5 Electronic Invoices will show all recurring, non-recurring (one-time) and usage based charges and associated billing details for Reservation-less, Operator Assisted, Event Conferencing calls and Crisis Management calls and will, at a minimum, show the following data fields for each call:
 - 3.5.1 pilot customer account number;
 - 3.5.2 billing date;
 - 3.5.3 toll id (using a sequential numbering schema);
 - 3.5.4 toll plan id (will contains codes that drive the description);
 - 3.5.5 terminating city;
 - 3.5.6 toll plan description;
 - 3.5.7 date of call;
 - 3.5.8 start time of call (Greenwich Mean Time);

- 3.5.9 recorded duration (length of call in seconds);
 - 3.5.10 client account name 1 (for the Province only, this field will contain: service account; unique conference ID and quantity);
 - 3.5.11 billing number (Province to use as organization; other GPS Entities may use for organization or for telephone number);
 - 3.5.12 client account name 2 (moderator name);
 - 3.5.13 duration (billed minutes);
 - 3.5.14 pre tax amount;
 - 3.5.15 GST;
 - 3.5.16 HST;
 - 3.5.17 PST;
 - 3.5.18 originating phone number (where available);
 - 3.5.19 originating city (where available);
 - 3.5.20 originating province, (where available); and
 - 3.5.21 originating country (or international group of countries which have the same value in the Price Book).
- 3.6 In addition to the billing fields in section 3.5, monthly Electronic Invoices for Crisis Management Services will include the regular monthly recurring charge (each instance of a Crisis Management Service is tied to an account and is a unique line item in the EBOD file).

4. Web Conferencing Services

- 4.1 This section 4 sets out specific billing requirements for Web-Conferencing Services.
- 4.2 Annual subscription PDF invoices for Microsoft Live Meeting Web Conferencing Services will at a minimum, include the following data for each subscription type:
 - 4.2.1 invoice date;
 - 4.2.2 invoice number;
 - 4.2.3 billing description; (WEB-LM-License, Live Meeting Licensing identifying license type, quantity of each license and applicable rate of each license);
 - 4.2.4 merchandise; (invoice line amount excluding Tax and inclusive of applicable discounts);

- 4.2.5 applicable taxes (HST, PST,GST) amount; and
- 4.2.6 pay this amount (total including taxes).
- 4.3 Monthly subscription PDF invoices for WebEx Web Conferencing Services should at a minimum, show the following data for each subscription type:
 - 4.3.1 invoice date;
 - 4.3.2 invoice number;
 - 4.3.3 customer number;
 - 4.3.4 order number;
 - 4.3.5 billing description; (WEB-LM-License, Live Meeting Licensing identifying license type, quantity of each license and applicable rate of each license);
 - 4.3.6 invoice line amount excluding Tax; (inclusive of applicable discounts);
 - 4.3.7 applicable taxes (HST, PST,GST) amount; and
 - 4.3.8 pay this amount (total including taxes).

5. Fee Based Optional Features (Audio Conferencing Services Only)

- 5.1 This section 5 sets out specific billing requirements for fee-based optional features for Audio Conferencing Services.
- 5.2 Fee based optional features will be billed for on the same invoice as per minute billing for the conference using the feature, where billing cycle does not impede the addition of the manual charge associated with the fee based optional feature.
- 5.3 In addition to the billing data fields, where applicable, set in section 3.5, monthly Electronic Invoices will show any charges and should, at a minimum, show the following data fields for each associated charge:
 - 5.3.1 quantity
 - 5.3.2 playback on demand (number of minutes), and
 - 5.3.3 transcription (total minutes * rate per minute), recording - CD's, cassettes, .wav files and pages for participant list calculated per instance.

6. Consumption Files (Audio Conferencing Services Only)

- 6.1 TELUS will provide consumption files for Audio Conferencing Services that comply with the formats outlined in Exhibit P2-A.

7. Billing Other

- 7.1 For the Province, TELUS will continue the current exception practice of manually providing the report “Summary Of Your Account” for Audio Conferencing Services until such time as the current application (TBAT) is supported on Province desktops or until an alternative program is made available and is compatible with the Province’s desktops. Such report will be available by noon ten days after the billing date.
- 7.2 GPS Entities may have access to either the “TELUS Bill Analysis Tool” (TBAT) or EBOD at the request of the GPS Entity.
- 7.3 GPS Entities may have access to the “TELUS Active Reporting for Audio Conferencing” web site, at the request of the GPS Entity.
- 7.4 TELUS will notify each GPS Entity at least one month in advance of all rate changes, for which TELUS controls the adjustment.

Exhibit P2-A

Consumption Files for Audio Conferencing Services

This Exhibit sets out the file format and submission requirements for consumption files for Audio Conferencing Services as of the Effective Date, which requirements may be changed upon mutual agreement of the Province and TELUS, from time to time. The Province will provide TELUS with comprehensive functional designs for the production of these files.

1. Standard Invoice Format

1.1 TELUS will comply with the following standard invoice format and submission requirements:

1.1.1 File pair submission to broker will done via SFTP (Province will provide to TELUS login and connection information for the SFTP server). TELUS will provide to the Province's Corporate Accounting Services ("**CAS**") the such details about the sending server as required by CAS to enable access to the SFTP server.

1.1.2 Each summary line will have 4 rows (column headings must be included) and each line will contain the total number of minutes used by each asset tag (service account number) for the expense period (will be total number of dollars used by each asset tag if Service is either "dial out to participant overseas" or "global toll free access").

1.1.3 File naming standard: CONTRACTOR_CONF_INVOICE_YYYYMM, where YYYYMM = the year and month of the Period of Expense for the file.

1.1.4 The standard invoice format file provided to broker will be in .csv format and will be as set out in Table 1.

Table 1 - Standard Invoice Format

Col #	Header Name	Description of Header Name	Required/ Optional	Field Type	Field Format	Max Len	Value/ Example
1	Period of Expense	Expense Period End/Cut-off Date.	Required	Date	yyyy-mm-dd	10	yyyy-mm-dd This date should be the 'cut off date' (ie. the 15th of the month ex. 2010-11-15)
2	Asset Tag	Billing identifier that matches an asset tag and install base identifier.	Required	Text		30	Service Account #- 7 digits
3	Service Name	Valid WTS part number. Must match iStore Catalogue descriptions/format. Capitalization unimportant.	Required	Text	Text	40	PI-CONFERENCE-ON-DEMAND Service Name will be one of the 11 child PI's. See Table 2 for list of all current PI's.

Col #	Header Name	Description of Header Name	Required/ Optional	Field Type	Field Format	Max Len	Value/ Example
4	Qty	Invoice Line Quantity. Must be total minute used per Moderator ID for Service Name (this will be total dollar value if service is Dial Out to Participant Overseas or Global Toll Free Access)	Required	Number	Numeric	15 characters before the decimal, with 2 decimal places allowed	120

Table 2 - PI's (comprised of Table 2A & 2b)

Table 2A - Parent PI's

Services	Item Description	TELUS Description
PI-CONFERENCE-AUDIO	Audio Conference Service	

Table 2B - Children PI's

Services	Item Description	TELUS Description	UOM
PI-CONFERENCE-ON-DEMAND	Audio Conference reservationless	Conferencing On Demand	Minutes
PI-CONFERENCE-OPERATOR-ASSISTED	Operator Scheduled Conference	Professional Conferencing	Minutes
PI-CONFERENCE-EVENT-CONFERRING	Event Coordination and Conferencing	Special Event Conferencing	Minutes
PI-CONFERENCE-ON-DEMAND-XSECURITY	Added security PIN for On Demand and reservationless conferencing	Automated Conferencing	Minutes
PI-CONFERENCE-OPERATOR-DIAL-OUT-NA	Dial out to participant North America	Operator Dial Out North America	Minutes
PI-CONFERENCE-OPERATOR-DIAL-OUT-OVERSEAS	Dial Out to Participant Overseas	International-Operator Dial Out	\$\$
PI-CONFERENCE-OPERATOR-GLOBAL-TOLL-FREE	Global Toll Free Access	Toll Free Bridge access	\$\$
PI-CONFERENCE-OPERATOR-CD-OR-TAPE	Recorded Tape or CD	Recorded Tape or CD	Minutes
PI-CONFERENCE-TRANSCRIPTION	Transcription	Transcription	Minutes
PI-CONFERENCE-PLAYBACK	Recorded conference available through Play Back	Instant replay	Minutes

2. Data Warehouse Consumption Details

- 2.1 TELUS will provide additional (non-financial) information for Conferencing Services to the Province's Corporate Accounting Services ("CAS") data warehouse ("DW"), using two types of files transmitted to a CAS SFTP server:

- 2.1.1 a data file, with each row containing core fields and extended attribute fields (see section 2.5); and
- 2.1.2 a trigger file (see section 2.6).
- 2.2 TELUS will comply with the following format and submission requirements:
 - 2.2.1 TELUS will provide to the Province's Corporate Accounting Services ("**CAS**") the such details about the sending server as required by CAS to enable access to the SFTP server. TELUS will provide to CAS about the sending server to enable access to the SFTP server
 - 2.2.2 There can be multiple lines per account and service for the DW feed.
 - 2.2.3 This consumption data feed will contain a single month of data.
 - 2.2.4 If a data feed is re-sent, the CAS extraction, transformation and loading ("**CAS ETL**") process will drop and replace all the consumption detail data for Conferencing Services for the month(s) indicated in the data feed for which a match to an IB Item Instance (Service: 'PI-CONFERENCE-AUDIO').
 - 2.2.5 The asset tag (service account number) under the 'PI-CONFERENCE-AUDIO' Service is utilized for matching to the Install Base, Oracle module to track services, IB Item Instance table. Data field lengths indicated in this are anticipated maximum lengths. They can be longer than those indicated below (i.e. fields will not be truncated).
 - 2.2.6 The number of decimal positions has been indicated for numeric fields to identify the convention anticipated for the numeric data in the data feed based upon the data samples found in the source system(s). Core fields must stay within the 'Data Type' and 'Length/Precision' specified, however, Extended Attributes (Table 6) can be tailored to the need of the field.
 - 2.2.7 If a required numeric or date field for any one record is found to have an invalid format then the row will NOT be added to the CAS ETL data and an error will be indicated in the CAS ETL error file for consumption.
 - 2.2.8 Data which cannot be matched to an IB Item Instance will be placed in the CAS ETL data and a flag will indicate that it is unmatched to the IB Item Instances. No error will be indicated in the ETL error file for consumption in this case. A record will be captured for resolution by the Service Delivery Unit even if no match is found in the IB Item Instances table, and Ministry users will not be able to report on unmatched service provider data until reconciled by the service delivery unit.
- 2.3 Source Provider System. TELUS will provide the source provider system information in the form set out as Table 3 and will submit it to SSBC-Conferencing.Service@gov.bc.ca prior to the first submission of consumption files to allow secure access to the CAS SFTP site.

Table 3 - Source Provider System

Source System	<To be completed by service provider>
Description	Conferencing consumption details
Application Hosting Platform	<To be completed by service provider>
Database Platform	<To be completed by service provider>
Business Contact	<To be completed by shared services SDU>
Technical Contact	<To be completed by service provider>
Extract Tools Available	None; Data is sent as flat text files.
Hours of operation	Not applicable. Data is pushed on a monthly basis.
Extract Window	Files will be retrieved by the Data Warehouse extract process after 9 PM.

2.4 Detailed Functional Design. TELUS will comply with the requirements of Table 4, which sets out the type of data to be included and file format required.

Table 4 - Voice Network Services

SDU / Service Provider System:	Voice Network Services (data from <company name>)
File / Table Name:	tel_consumption3.dat
Schema / Location:	delegate.cas.gov.bc.ca
Frequency of Intake:	Monthly
Trigger Conditions / Constraints:	<p>The granularity of the data feed is one record per conference instance (i.e. NOT at the participant level). There may be more than one conference instance per day.</p> <p>Data will be provided directly by <company name> (on behalf of the SDU, Voice Network Services) around the beginning of each month (for the Conferencing usage for the billing period which will span two months).</p> <p>Data is not amended either by the SDU or by the service provider after it has been submitted to CAS.</p> <p>An archived copy will be retained by the SDU.</p> <p>Records that have fewer data elements than expected will be handled by assuming that the missing data elements are NULL. Records with more data elements than expected will raise a processing error.</p>
General File Format	<p>Fields will be separated by a caret '^'.</p> <p>Records will be separated by a tilde '~' (at the end of the record).</p> <p>File will NOT have column headers.</p> <p>File will be in text format.</p>
Full / Incremental Load:	Incremental Load
Estimated (Annual) Volume:	<To be completed by shared services SDU>

2.5 Data File – Fields Required. The data file is made up of core and extended attribute fields which are written in the same record. The requirements for core fields are set out in Table 5 and have been established by CAS so that common fields for all consumption data feeds have the same core field definitions. The

requirements for the extended attributes core fields are set out in Table 6 and are unique to the service(s) involved (i.e. Conferencing Services in this case).

Table 5 - Data File - Fields Required (Core Fields)

Data feed Column Name	Source System Column Name	Example	Definition	Data Type	Length /Precision	Format	Req'd (Y/N)	List of Values	Comments	WTS Use Only
SP Record Type	N/A	TEL03	Source Provider / SDU for the data feed and a numeric record type	CHAR	5		Y		This will always be set to 'TEL03' (i.e. Telus) in this data feed.	
OM Inventory Item Number	N/A	PI-CONFERENCE-AUDIO	iStore Service	CHAR	40		Y		File will only contain data for the Conferencing Service This value will always be the parent PI (PI-CONFERENCE-AUDIO) Note: No records for Video Conferences will be supplied until some time in the future.	
SP Consumption Type	N/A	CONSUMPTION DETAILS	Type of Consumption Data	CHAR	30		Y		This will always be set to 'CONSUMPTION DETAILS' for this service.	
SP Consumption Sub Type	N/A		Sub Type for the Service	CHAR	30		N		This field is only used when WTS has multiple components to the consumption Service. Value is not required, however, the column must still be included (can be left blank) Not used for Conferencing.	
SP Asset Tag	Access ID	1159111	CAS Asset Tag	CHAR	30		Y			
SP Consumption Period Name	N/A	JAN2008	Consumption Period for the Billing Period	CHAR	7	MMYYYY	Y		This should be the consumption period (ie. if the cut off date is the 15th, and you are submitting data that spans Dec 15-Jan15 2010, then this value would be JAN2010)	
SP Consumption Date	N/A	20080131	Consumption Date	DATE	8	YYYYMMDD	Y		Service Provider Billing Date for Conferencing. The billing date the consumption was invoiced under. This date is expected to be the same within the .dat file and would correlate with Period of Expense in the Standard Invoice and column 6 (SP Consumption Period Name).	
SP Quantity	N/A	504	Consumption Quantity	NUM			Y		Bridge Minutes. Note: These minutes are an accumulation of all the minutes used by all the conference attendees (and not all attendees are on the conference for the same amount of time). This field should always contain the number of minutes the service was used, never the dollar	

	Data feed Column Name	Source System Column Name	Example	Definition	Data Type	Length /Precision	Format	Req'd (Y/N)	List of Values	Comments	WTS Use Only
										amount charge	
	SP Unit of Measure	N/A	MIN	Unit of Measure for the Quantity field.	CHAR	30		Y		For Conferencing this will be always be set to 'MIN' representing minutes	
	Spare1	N/A		Spare Field 1	CHAR	--		N		Spare core field for future use. Leave blank.	
	Spare2	N/A		Spare Field 2	CHAR	--		N		Spare core field for future use. Leave blank.	
	Spare3	N/A		Spare Field 3	CHAR	--		N		Spare core field for future use. Leave blank.	
	Spare4	N/A		Spare Field 4	CHAR	--		N		Spare core field for future use. Leave blank.	
	Spare5	N/A		Spare Field 5	CHAR	--		N		Spare core field for future use. Leave blank.	

Table 6 - Extended Attributes

	Data feed Column Name	Source System Column Name	Example	Definition	Data Type	Length /Precision	Format	Req'd (Y/N)	List of Values	Comments	WTS Use Only
	SP Conference Number	N/A	1000091483	TelusConference Reference Number	CHAR	10		Y			
	SP Service Type Description	N/A	Audio Conference reservationless	Item/PI Description	CHAR	40		Y		<p>This column should correspond to the 'Service Description' of the Child PI's</p> <p>Ex. Event Coordination and Conferencing (if service PI-CONFERENCE-EVENT-CONFERRING is used)</p> <p>See 'Item Descriptions' in Section 10.1 Service and Item Descriptions</p> <p>Note – Item Description for PI-CONFERENCE-AUDIO will never be used in this column</p>	
	SP Location	N/A	Labour and Citizens' Services	Organization Name	CHAR	255		N		Name of the Organization or Location.	

Data feed Column Name	Source System Column Name	Example	Definition	Data Type	Length /Precision	Format	Req'd (Y/N)	List of Values	Comments	WTS Use Only
SP Conference Date	N/A	20080126	Conference Date	DATE	8	YYYYMMDD	Y			
SP Moderator Name	N/A	Frank Smith	Moderator Name	CHAR	255		N		SSBC would like Moderator details provided as they are today	
SP Contact Name	N/A	Frank Jones	Conference Contact Name	CHAR	255		N			
SP Time In	N/A	0859	Conference Start Time	CHAR	6	HHMMSS	N		Indicates when the Conference Started (24 hour clock format). Note: There will not be a value in this field for Web conferences.	
SP Time Out	N/A	1001	Conference End Time	CHAR	6	HHMMSS	N		Indicates when the Conference Ended (24 hour clock format). Note: There will not be a value in this field for Web conferences.	

2.6 Trigger File – Fields Required. Table 7 and Table 8 set out the requirements for the trigger file.

Table 7 - Trigger File Fields Required

File Name:	tel_consumption3.trg
Location:	delegate.cas.gov.bc.ca
Trigger for File:	File is created once the data has been successfully written to the main data feed file (see above).
Constraints:	If the record has fewer data elements than expected this will be handled by assuming that the missing data elements are NULL. If the record has more data elements than expected will raise a processing error.

Table 8 - SP Record Types

Data feed Column Name	Source System Column Name	Example	Definition	Data Type	Length /Precision	Format	Req'd (Y/N)	List of Values	Comments	WTS Use Only
SP Record Type	N/A	TRG01	Record Type	CHAR	5		Y		This will always be set to 'TRG01' in this data feed.	
SP Provider ID	N/A	TEL	Source Provider / SDU for the data feed	CHAR	3		Y		This will always be set to 'TEL' (i.e. Telus) in this data feed.	
SP File Name	N/A	tel_consumption3.dat	File name of the data feed	CHAR	40		Y		This will be set to 'tel_consumption1.dat' in this data feed.	

	Data feed Column Name	Source System Column Name	Example	Definition	Data Type	Length /Precision	Format	Req'd (Y/N)	List of Values	Comments	WTS Use Only
	SP File Version	N/A	V1	Version of the data feed.	CHAR	30	VXXX (where XXX is a version number)	Y		This will be incremented for each time a particular month's data feed is re-transmitted to loads involving data overwrites.	
	SP Extract Date	N/A	20080205	Date the extract file was created	DATE	8	YYYYMMDD	Y			
	SP Row Count	N/A	4500	Number of Rows in the data feed	NUM	8.0		Y			
	SP Hash Column	N/A	8	The hash column position in the data feed	NUM	3.0		Y		For Conferencing, this is the position of the Bridge Minutes (i.e. Quantity).	
	SP Hashing Total	N/A	120000	Summary of an amount value from the data feed	NUM	15.3		Y		For Conferencing, this will be the sum of the Bridge Minutes found in the SP Quantity field. Should always be the sum of the Bridge Minutes for all Child PIs whether the PI is tracked with dollars or minutes	

Exhibit P2-B

Bill References Mapped to Price Book Values

	Price Book Service	TELUS Charge Code Terminating City	Toll Plan Description	Toll Plan ID	Conference type
		column X in EBOD	Column AL in EBOD	Column BN in EBOD	
1	Reservation less Conferencing per minute cost	PORT_CHRG	Teleconf COD	106007	Conference On Demand
2	Note 1 Operator Assisted Conferencing per minute cost	LD_CHRG_CUST PORT_CHRG	Teleconf Professional Teleconf Professional	106003 106003	Professional Dial out LD charge Professional Port Charge
3	Event Conferencing Note 2	PORT_CHRG	Teleconf Special Event	106004	Special Event Port Charge
4	Note 3	FILO_CHRG	Teleconf Automated	106001	Automated Port Charge
5	TF <country> per minute cost ¹	LD_CHRG_TF	Teleconf TF Access	106002	

¹ Rates are country dependent, not service dependent. TELUS provides the country information as a separated field, not as part of the code

8	LD <country> per minute cost ²	LD_CHRG_TF_GLOB AL	Teleconf Intl TF Access	106009	Non CM conference type International Toll Free charge
9	Record Meeting	TAPE_CHRG	Teleconf Taping Charges	106010	Tape charge
10	Participant list Note 2	PRINT_CHG	Teleconf Professional	106003	Printed Copies Of Reports
11	Transcription	TRANSCRIPTION_C HRG	Teleconf Professional	106003	
12	Crisis Management Conferencing list of participants Note 2	RECURRING_CHRG	Teleconf Crisis Mgt Act Fee	106011	Recurring charge for Crisis Mgt Act Fee
	Crisis Management Conferencing per minute cost. Note 2	CM_PORT_CHG	Teleconf Crisis Mgt Port Chgs	106012	Crisis Management Port Charge
	Crisis Management Conferencing LD <country> per minute cost. Note 2 ³	CM_LD_CHRG_CUS T	Teleconf Professional	106003	Crisis Management Dial out Long Distance

² Rates are country dependent, not service dependent. TELUS provides the country information <INTL code> as a separated field, not as part of the code

³ Rates are country dependent, not service dependent. TELUS provides the country information as a separated field, not as part of the code

	Crisis Management Conferencing TF <country> per minute cost. Note 2 ⁴	CM_LD_CHRG_TF	Teleconf Professional	106003	Professional Dial out LD charge
13	Playback	POD_USAGE_CHRG	Teleconf POD	106008	Playback On Demand

Note 1: Code is rarely used and cannot be matched to Price Book

Note 2: Code is not used

Note 3: Charges for reserved ports cannot be matched to the Price Book.

References for Web Conferencing Services are not included in this Exhibit

⁴ Rates are country dependent, not service dependent. TELUS provides the country information as a separated field, not as part of the code

Attachment P3

Voice Services Billing Requirements

The Service specific billing requirements for Voice Services are set out in the following Attachments to this Attachment:

- Attachment P3-A – Hosted Telephony Services Billing Requirements;
- Attachment P3-B – Exchanges Services Billing Requirements; and
- Attachment P3-C – Hosted IVR Services Billing Requirements.

Attachment P3-A

Hosted Telephony Services Billing Requirements

1. Introduction

This Attachment P3-A sets out specific billing requirements for Hosted Telephony Services.

2. Default Method of Delivery

The requirements for the delivery of invoices from TELUS to the GPS Entities under this Attachment will be as set out in Section 4 of Schedule P

3. Hosted Telephony Services

3.1. Electronic Invoices will show any recurring charges and will, at a minimum, show, where available, the following data fields for each Service:

3.1.1. group id (contains the package number);

3.1.2. record type;

3.1.3. billing date (equal to the billing period start date);

3.1.4. bill due date;

3.1.5. invoice line number (assigned by TELUS and is either called ER ID or OCC ID);

3.1.6. bill description;

3.1.7. billing number (asset tag);

3.1.8. effective date;

3.1.9. quantity (= multiple of 1) (current billing has two separate lines. One is for the full month and the other is a pro-rated month. The full month would be the number of units billed for the full month. The pro-rated line would have quantity = # of days)

3.1.10. pre tax amount;

3.1.11. GST;

3.1.12. HST;

3.1.13. PST;

3.1.14. pilot customer account number; and

- 3.1.15. organization.
- 3.2. Electronic Invoices will show any one-time fees and should, at a minimum, show, where available, the following data fields for each Service:
 - 3.2.1. group id (contains the package number)
 - 3.2.2. record type
 - 3.2.3. billing date;
 - 3.2.4. bill due date ;
 - 3.2.5. invoice line number (assigned by TELUS and called OCC ID);
 - 3.2.6. bill description;
 - 3.2.7. order number (if issued by the GPS Entity, it will be limited to 5 characters as defined by the GPS Entity);
 - 3.2.8. billing number (asset tag);
 - 3.2.9. effective date;
 - 3.2.10. quantity (= multiple of 1);
 - 3.2.11. pre tax amount;
 - 3.2.12. GST;
 - 3.2.13. HST;
 - 3.2.14. PST;
 - 3.2.15. pilot customer account number;
 - 3.2.16. organization; and
 - 3.2.17. unit cost.

4. Fee-Based Optional Features

- 4.1. Electronic Invoices will show any recurring charges and should, at a minimum, show the same data fields as set out in section 3.1.1 through section 3.1.15 for each fee based optional feature.
- 4.2. Electronic invoices should show any one-time fees and should, at a minimum, show the same data fields as set out in section 3.2.1 through section 3.2.17 for each fee based optional feature.

5. Move, Add, Change Fees

- 5.1. Electronic Invoices for move, add and change Services will, at a minimum, show the same data fields as set out in section 3.2.1 through section 3.2.17 for each non-recurring Fee.

6. Professional Services

- 6.1. Electronic Invoices for professional Services that are included in a monthly voice bill, will show the same data fields as set out in section 3.2.1 through section 3.2.17 for each non-recurring Fee.

7. Billing other

- 7.1. For the Province, TELUS will continue the current exception practice of manually providing the report "Summary Of Your Account" until such time as the current application (TBAT) is supported on Province desktops or until an alternative program is made available and is compatible with the Province's desktops. Such report will be available by noon ten days after the billing date.
- 7.2. GPS Entities may have access to either the "TELUS Bill Analysis Tool" (TBAT) or EBOD at the request of the GPS Entity.
- 7.3. TELUS will consistently use a single non-ambiguous date format in all Electronic Invoices. The date format is "YYYYMMDD".
- 7.4. TELUS will notify each GPS Entity at least one month in advance of all rate changes , for which TELUS controls the adjustment.

Attachment P3-B
Exchange Services Billing Requirements

1. Introduction

This Attachment P3-B sets out specific billing requirements for Exchange Services.

2. Default Method of Delivery

The requirements for the delivery of invoices from TELUS to the GPS Entities under this Attachment will be as set out in section 4 of Schedule P

3. Exchange Services

- 3.1. Electronic Invoices will show any recurring Fees and will, at a minimum, show, where available, the following data fields for each Service:
 - 3.1.1. group id (contains the package number);
 - 3.1.2. record type;
 - 3.1.3. billing date (equal to the billing period start date);
 - 3.1.4. bill due date;
 - 3.1.5. invoice line number (assigned by TELUS and either called ER ID or OCC ID);
 - 3.1.6. bill description;
 - 3.1.7. billing number (asset tag);
 - 3.1.8. effective date;
 - 3.1.9. quantity (= multiple of 1) (current billing has two separate lines. One is for the full month and the other is a pro-rated month. The full month would be the number of units billed for the full month. The pro-rated line would have quantity = # of days);
 - 3.1.10. pre tax amount;
 - 3.1.11. GST;
 - 3.1.12. HST;
 - 3.1.13. PST;
 - 3.1.14. pilot customer account number; and
 - 3.1.15. organization.

- 3.2. Electronic Invoices will show any one-time Fees and will, at a minimum, show, where available, the following data fields for each Service:
 - 3.2.1. group id (contains the package number);
 - 3.2.2. record type;
 - 3.2.3. billing date (equal to the billing period start date);
 - 3.2.4. bill due date;
 - 3.2.5. invoice line number (assigned by TELUS and either called ER ID or OCC ID);
 - 3.2.6. bill description;
 - 3.2.7. billing number (asset tag);
 - 3.2.8. effective date;
 - 3.2.9. quantity (= multiple of 1);
 - 3.2.10. pre tax amount;
 - 3.2.11. GST;
 - 3.2.12. HST;
 - 3.2.13. PST;
 - 3.2.14. pilot customer account number;
 - 3.2.15. organization; and
 - 3.2.16. unit cost.

4. Fee-Based Optional Features

- 4.1. Electronic Invoices will show any recurring Fees and will, at a minimum where available, show the same data fields as set out in section 3.1.1 through section 3.1.15 for each fee-based optional feature.
- 4.2. Electronic Invoices will show any one-time Fees and will, at a minimum, show the same data fields as set out in section 3.2.1 through section 3.2.16 for each fee-based optional feature.

5. Move, Add, Change Fees

- 5.1. Electronic Invoices for move, add and change Services will, at a minimum, show the same data fields as set out in section 3.2.1 through section 3.2.16 for each non-recurring Fee.

6. Professional Services

- 6.1. Electronic invoices for professional Services that are included in a monthly voice bill, will show, the same data fields as set out in section 3.2.1 through section 3.2.16 for each non-recurring Fee.

7. Billing other

- 7.1. For the Province, TELUS will continue the current exception practice of manually providing the report "Summary Of Your Account" until such time as the current application (TBAT) is supported on Province desktops or until an alternative program is made available and is compatible with the Province's desktops. Such report will be available by noon ten days after the billing date.
- 7.2. GPS Entities may have access to either the "TELUS Bill Analysis Tool" (TBAT) or EBOD at the request of the GPS Entity.
- 7.3. TELUS will consistently use a single non-ambiguous date format in all Electronic Invoices. The date format is "YYYYMMDD".
- 7.4. TELUS will notify each GPS Entity at least one month in advance of all rate changes , for which TELUS controls the adjustment.

Attachment P3-C

Hosted IVR Services Billing Requirements

1. Introduction

This Attachment P3-C sets out specific billing requirements for Hosted IVR Services.

2. Default Method of Delivery

The requirements for the delivery of invoices from TELUS to the Province under this Attachment will be as set out in sections 3.2.1 and 4.1 of Schedule P.

3. IVR Non-Paper Summary Invoices

3.1. Notwithstanding section 3 of Schedule P, TELUS will provide to the Province:

3.1.1. Hard Copy Paper Invoices, and

3.1.2. IVR Non-Paper Summary Invoices,

but will not provide Electronic Invoices or Summary Paper Bills for Hosted IVR Services.

4. Hosted IVR Services

4.1. For IVR Per Minute Usage Fees:

4.1.1. For inbound calls, minimum call duration will not exceed 30 seconds. The minimum billing increment, after the minimum call duration, will be no greater than six seconds. Round up to the next 6 seconds (0.1 minute) increment and round to the penny. Calls which have durations less than the 30 second minimum will be charged the minimum call duration

4.1.2. For outbound calls, minimum call duration will not exceed 6 seconds. The minimum billing increment, after the minimum call duration, will be no greater than six seconds. Round up to the next 6 seconds (0.1 minute) increment and round to the penny. Calls which have durations less than the 6 second minimum will be charged the minimum call duration.

4.2. Electronic supporting detail information will be provided in the form of the following three files provided in either an Excel spreadsheet or CSV format.

4.2.1. List of service codes (TELUS to provide initially as of the Effective Date and each time there is a change in the Services) containing the following information:

4.2.1.1. service code (or cost code) for uniquely identifying the Service, which matches the Price Book in accordance with the table set out in section 5.5 (as such table may be amended from time to time by agreement of the parties);

- 4.2.1.2. service description, which matches the Price Book
- 4.2.1.3. unit of measure (e.g. hour, minute, session, port); and
- 4.2.1.4. rate per unit;
- 4.2.2. Call detail record (CDR) report per IVR instance, containing the following information:
 - 4.2.2.1. name of Ministry;
 - 4.2.2.2. name of IVR instance;
 - 4.2.2.3. DNIS number (terminating phone number);
 - 4.2.2.4. ANI number (originating phone number);
 - 4.2.2.5. start date of call (Pacific Time Zone);
 - 4.2.2.6. start time of call;
 - 4.2.2.7. end date of call;
 - 4.2.2.8. end time of call;
 - 4.2.2.9. service code will be provided for all non “IVR Minutes”; and
 - 4.2.2.10. number of billable seconds per Service per call.
- 4.2.3. Monthly charges per Ministry containing the following information:
 - 4.2.3.1. name of Ministry;
 - 4.2.3.2. name of IVR instance;
 - 4.2.3.3. period (month) charges apply to the calendar month and will contain the month and year;
 - 4.2.3.4. Tier (1, 2, 3 or 4) level of Automatic Speech Recognition (one value only per IVR instance service code);
 - 4.2.3.5. number of units is the number of units billed (the conversion from seconds to minutes is based on the total number of billable seconds per service for the IVR instance, which is the quantity in the call detail record report);
 - 4.2.3.6. unit price (in dollars with five decimals) excluding tax
 - 4.2.3.7. amount billed excluding tax (= number of units * unit price)
 - 4.2.3.8. in case of professional Service charges or work executed under an IVR SOW; and

4.2.3.8.1. vendor order (a.k.a. Purchase order) number and line number provided by the Province.

4.3. IVR Non-Paper Summary Invoice will contain as a minimum the following information:

4.3.1. invoice date;

4.3.2. invoice number; and

4.3.3. per Ministry:

4.3.3.1. total amount before tax (matching the electronic supporting documentation);

4.3.3.2. total invoice amount before tax;

4.3.3.3. total invoice HST amount;

4.3.3.4. total invoice GST amount (when applicable);

4.3.3.5. total invoice PST amount (when applicable); and

4.3.3.6. total invoice amount including taxes.

5. Billing Other

5.1. Billing date will be one day after the billing period end date, which will be the first day of the following calendar month.

5.2. IVR Non-Paper Summary Invoice and the electronic supporting detail information will be delivered to the Province within 10 days of the billing date.

5.3. TELUS will consistently use a single non-ambiguous date format in all invoices. The date format is "YYYY-MM-DD". The time format is "HH:MM:SS", based on a 24 hour clock.

5.4. TELUS will notify the Province at least one month in advance of all rate changes , for which TELUS controls the adjustment.

5.5. The following table is included for the purposes of the section 4.2.1.1.

Service Code (Cost Code)	Description
5000	Professional Services (Hourly Rate)
5010	Professional Services - Studio Work (per session)
5020	Professional Services - Other (Hourly Rate)

Service Code (Cost Code)	Description
5101M	Amortized Professional Services (1 cent/minute)
5102M	Amortized Professional Services (2 cents/minute)
5103M	Amortized Professional Services (3 cents/minute)
5104M	Amortized Professional Services (4 cents/minute)
5105M	Amortized Professional Services (5 cents/minute)
5106M	Amortized Professional Services (6 cents/minute)
5107M	Amortized Professional Services (7 cents/minute)
5108M	Amortized Professional Services (8 cents/minute)
5109M	Amortized Professional Services (9 cents/minute)
5110M	Amortized Professional Services (10 cents/minute)
STANDARD PLATFORM USAGE FEES	
Per-Minute Rates	
1000M	IVR Minutes - 75,000 minutes or lower
1001M	IVR Minutes - Additional minutes above 75,000
1002M	IVR Minutes - Additional minutes above 125,000
1003M	IVR Minutes - Additional minutes above 500,000
1004M	IVR Minutes - Additional minutes above 750,000
1005M	IVR Minutes - Additional minutes above 1,000,000
Per-Port Rates	
1000P	Dedicated Ports - 200 ports or less
1001P	Dedicated Ports - Additional ports above 200
1002P	Dedicated Ports - Additional ports above 400
1003P	Dedicated Ports - Additional ports above 600
1004P	Dedicated Ports - Additional ports above 800
1005P	Dedicated Ports - Additional ports above 1,000

Service Code (Cost Code)	Description
OPTIONAL FEE-BASED SERVICES	
Per-Minute Rates for Optional Services	
2000M-OPT	IVR ASR Tier 2 Minutes
2100M-OPT	IVR ASR Tier 3 Minutes
2200M-OPT	IVR ASR Tier 4 Minutes
2002M-OPT	IVR ASR Tier 2 (2nd Language)
2003M-OPT	IVR ASR Tier 2 (3rd Language)
2004M-OPT	IVR ASR Tier 2 (4th Language)
2005M-OPT	IVR ASR Tier 2 (5th Language)
2006M-OPT	IVR ASR Tier 2 (6th Language)
2007M-OPT	IVR ASR Tier 2 (7th Language)
2008M-OPT	IVR ASR Tier 2 (8th Language)
2009M-OPT	IVR ASR Tier 2 (9th Language)
2010M-OPT	IVR ASR Tier 2 (10th Language)
2102M-OPT	IVR ASR Tier 3 (2nd Language)
2103M-OPT	IVR ASR Tier 3 (3rd Language)
2104M-OPT	IVR ASR Tier 3 (4th Language)
2105M-OPT	IVR ASR Tier 3 (5th Language)
2106M-OPT	IVR ASR Tier 3 (6th Language)
2107M-OPT	IVR ASR Tier 3 (7th Language)
2108M-OPT	IVR ASR Tier 3 (8th Language)
2109M-OPT	IVR ASR Tier 3 (9th Language)
2110M-OPT	IVR ASR Tier 3 (10th Language)
2202M-OPT	IVR ASR Tier 4 (2nd Language)
2203M-OPT	IVR ASR Tier 4 (3rd Language)
2204M-OPT	IVR ASR Tier 4 (4th Language)

Service Code (Cost Code)	Description
2205M-OPT	IVR ASR Tier 4 (5th Language)
2206M-OPT	IVR ASR Tier 4 (6th Language)
2207M-OPT	IVR ASR Tier 4 (7th Language)
2208M-OPT	IVR ASR Tier 4 (8th Language)
2209M-OPT	IVR ASR Tier 4 (9th Language)
2210M-OPT	IVR ASR Tier 4 (10th Language)
3001M-OPT	IVR TTS (1st Language)
3002M-OPT	IVR TTS (2nd Language)
3003M-OPT	IVR TTS (3rd Language)
3004M-OPT	IVR TTS (4th Language)
3005M-OPT	IVR TTS (5th Language)
3006M-OPT	IVR TTS (6th Language)
3007M-OPT	IVR TTS (7th Language)
3008M-OPT	IVR TTS (8th Language)
3009M-OPT	IVR TTS (9th Language)
3010M-OPT	IVR TTS (10th Language)
Per-Port Rates for Optional Services	
2000P-OPT	Dedicated Ports - IVR ASR Tier 2
2100P-OPT	Dedicated Ports - IVR ASR Tier 3
2200P-OPT	Dedicated Ports - IVR ASR Tier 4
2002P-OPT	Dedicated Ports - IVR ASR Tier 2 (2nd Language)
2003P-OPT	Dedicated Ports - IVR ASR Tier 2 (3rd Language)
2004P-OPT	Dedicated Ports - IVR ASR Tier 2 (4th Language)
2005P-OPT	Dedicated Ports - IVR ASR Tier 2 (5th Language)
2006P-OPT	Dedicated Ports - IVR ASR Tier 2 (6th Language)
2007P-OPT	Dedicated Ports - IVR ASR Tier 2 (7th Language)
2008P-OPT	Dedicated Ports - IVR ASR Tier 2 (8th Language)

Service Code (Cost Code)	Description
2009P-OPT	Dedicated Ports - IVR ASR Tier 2 (9th Language)
2010P-OPT	Dedicated Ports - IVR ASR Tier 2 (10th Language)
2102P-OPT	Dedicated Ports - IVR ASR Tier 3 (2nd Language)
2103P-OPT	Dedicated Ports - IVR ASR Tier 3 (3rd Language)
2104P-OPT	Dedicated Ports - IVR ASR Tier 3 (4th Language)
2105P-OPT	Dedicated Ports - IVR ASR Tier 3 (5th Language)
2106P-OPT	Dedicated Ports - IVR ASR Tier 3 (6th Language)
2107P-OPT	Dedicated Ports - IVR ASR Tier 3 (7th Language)
2108P-OPT	Dedicated Ports - IVR ASR Tier 3 (8th Language)
2109P-OPT	Dedicated Ports - IVR ASR Tier 3 (9th Language)
2110P-OPT	Dedicated Ports - IVR ASR Tier 3 (10th Language)
2202P-OPT	Dedicated Ports - IVR ASR Tier 4 (2nd Language)
2203P-OPT	Dedicated Ports - IVR ASR Tier 4 (3rd Language)
2204P-OPT	Dedicated Ports - IVR ASR Tier 4 (4th Language)
2205P-OPT	Dedicated Ports - IVR ASR Tier 4 (5th Language)
2206P-OPT	Dedicated Ports - IVR ASR Tier 4 (6th Language)
2207P-OPT	Dedicated Ports - IVR ASR Tier 4 (7th Language)
2208P-OPT	Dedicated Ports - IVR ASR Tier 4 (8th Language)
2209P-OPT	Dedicated Ports - IVR ASR Tier 4 (9th Language)
2210P-OPT	Dedicated Ports - IVR ASR Tier 4 (10th Language)
3001P-OPT	Dedicated Ports - IVR TTS (1st Language)
3002P-OPT	Dedicated Ports - IVR TTS (2nd Language)
3003P-OPT	Dedicated Ports - IVR TTS (3rd Language)
3004P-OPT	Dedicated Ports - IVR TTS (4th Language)
3005P-OPT	Dedicated Ports - IVR TTS (5th Language)
3006P-OPT	Dedicated Ports - IVR TTS (6th Language)
3007P-OPT	Dedicated Ports - IVR TTS (7th Language)
3008P-OPT	Dedicated Ports - IVR TTS (8th Language)

Service Code (Cost Code)	Description
3009P-OPT	Dedicated Ports - IVR TTS (9th Language)
3010P-OPT	Dedicated Ports - IVR TTS (10th Language)

**Exhibit P3-C1
Form of IVR Non-Paper Summary Invoice**

INVOICE DATE: ●
INVOICE NUMBER: ●
ACCOUNT NUMBER: ●

TO:
Government of BC

Victoria, BC

Billing Inquiries: ●

Billing Contact: ●
GST/HST Registration No.: ●
Terms of Payment: ●

Attention : Accounts Payable

DESCRIPTION	QTY	PRICE/UNIT	TOTAL
--------------------	------------	-------------------	--------------

Contract Number #

IVR services- ●

Ministry 1- Transactional Costs- \$xxx
Professional Services- \$xxx

Ministry 2- Transactional Costs- \$xxx
Professional Costs- \$xxx

Total Charges are: \$xxxxx

Payment return slip

P.O. Box 80700
Burnaby, BC, V5H 4P7

ACCOUNTS PAYABLE
Government of BC

ACCOUNT NUMBER	DUE DATE	INVOICE NUMBER
INVOICE AMOUNT	PLEASE PAY	AMOUNT ENCLOSED

Attachment P5

Data Services Billing Requirements

1. Introduction

This Attachment P5 sets out specific billing requirements for Data Services.

2. Default Method of Delivery

The requirements for the delivery of invoices from TELUS to the GPS Entities under this Attachment will be as set out in Section 4 of Schedule P.

3. Data Services

- 3.1. Electronic Invoices will show any recurring, usage and one-time charges and should, at a minimum, show the following data fields for each Service, where applicable:
 - 3.1.1. group id (contains the package number);
 - 3.1.2. record type code (= ehdata);
 - 3.1.3. billing date;
 - 3.1.4. ehdata id (invoice line number);
 - 3.1.5. item description;
 - 3.1.6. service id (asset tag);
 - 3.1.7. service start date;
 - 3.1.8. from date (billing start date);
 - 3.1.9. to date (billing end date);
 - 3.1.10. unit (number of units or quantity billed for usage charges);
 - 3.1.11. uom (unit of measure);
 - 3.1.12. unit cost;
 - 3.1.13. pre discount amount (invoice line amount excluding tax and before deduction of discounts);
 - 3.1.14. discount (typically rebated usage);
 - 3.1.15. pre tax amount (invoice line amount excluding tax and after deduction of discounts);

- 3.1.16. GST;
- 3.1.17. HST;
- 3.1.18. BC PST;
- 3.1.19. Saskatchewan PST;
- 3.1.20. Manitoba PST;
- 3.1.21. Ontario PST;
- 3.1.22. Quebec PST;
- 3.1.23. Prince Edward Island PST; and
- 3.1.24. total amount due (total invoice line amount payable including tax: EBOD summary file).

4. Professional Services

- 4.1. Electronic Invoices for professional Services will show non-recurring charges and at least the following data fields:
 - 4.1.1. group id (contains the package number);
 - 4.1.2. record type code (= ehdata);
 - 4.1.3. billing date;
 - 4.1.4. ehdata id (invoice line number);
 - 4.1.5. item description;
 - 4.1.6. service id (asset tag);
 - 4.1.7. service start date (where applicable);
 - 4.1.8. from date (billing start date);
 - 4.1.9. to date (billing end date);
 - 4.1.10. unit (number of units or quantity billed for usage charges);
 - 4.1.11. uom (unit of measure in either hourly or 15 minute increments);
 - 4.1.12. unit cost;
 - 4.1.13. pre tax amount (invoice line amount excluding tax and after deduction of discounts);
 - 4.1.14. GST;

- 4.1.15. HST;
- 4.1.16. BC PST;
- 4.1.17. Saskatchewan PST;
- 4.1.18. Manitoba PST;
- 4.1.19. Ontario PST;
- 4.1.20. Quebec PST;
- 4.1.21. Prince Edward Island PST; and
- 4.1.22. total amount due (total invoice line amount payable including tax: EBOD summary file);

5. Billing Other

- 5.1. Notwithstanding section 3 of Schedule P, TELUS will provide both Electronic Invoices (if the GPS requests Electronic Invoices) and Hard Copy Invoices to each GPS Entity, but will not provide Summary Paper Bills to such GPS Entity.
- 5.2. GPS Entities may have access to either the "TELUS Bill Analysis Tool" (TBAT) or EBOD at the request of the GPS Entity.
- 5.3. TELUS will consistently use a single non-ambiguous date format in all Electronic invoices. The date format is "YYYYMMDD".
- 5.4. TELUS will notify each GPS Entity at least one month in advance of all rate changes , for which TELUS controls the adjustment.

Attachment P9

Cellular Services Billing Requirements

1. Introduction

This Attachment P9 sets out specific billing requirements for the Cellular Services.

2. General Billing Requirements

- 2.1 TELUS will provide both paper and electronic invoices to a DEU unless the DEU elects to only receive only electronic invoices. TELUS will provide two formats of electronic invoices to the GPS Entities, being e.bill and non-paper invoices, both described in further detail below. The Cellular TELUS GPS Entity Web Portal will allow GPS Entities to view such electronic invoices online and download billing data.
- 2.2 Invoicing with respect to new Cellular Services will commence within the month following the month such Services are Activated and invoicing with respect to migrated Cellular Services will commence within the month following the month that the applicable Cellular Service Plan is changed.
- 2.3 All invoices will contain billing hierarchy information (e.g., GPS Entity, branch, division, Cellular End User) with the aggregation and disaggregation to be confirmed by each GPS Entity and DEU, and provided such hierarchy information has been provided to TELUS by such GPS Entity.
- 2.4 Invoices will be provided by TELUS to the DEU of each GPS Entity in electronic format by no later than 10 Business Days after the close of the applicable billing cycle. Billing cycles are monthly and vary by account based on the date of Activation or may be pre-specified for pooled accounts.
- 2.5 TELUS will begin printing paper invoices at the same time as the non-paper invoice files are generated and will send such paper invoices within 15 Business Days after the close of the applicable billing cycle.
- 2.6 TELUS will produce the specified invoices for all Cellular Services except Cellular User Equipment purchases.
- 2.7 Each invoice with respect to an account will set out Fees and any outstanding unpaid amounts from previous invoices for such account.
- 2.8 If a charge on an invoice is disputed by a GPS Entity in accordance with Section 17.6 of the main both of this Agreement, the GPS Entity will only be required to pay the undisputed portion of that invoice and the disputed portion will be added to the next invoice as "total previous charges brought forward" and will remain there until the dispute is resolved in accordance with this Agreement. Any underpaid amounts may be, at TELUS' sole discretion, eliminated by an offsetting credit issued by TELUS.

- 2.9 All invoices will include common data fields and paper, non-paper and e.bill invoices will include identical information and will cover the identical billing periods.
- 2.10 All information included on invoices will be consistent with the information on the billing reports provided by TELUS covering the same period.
- 2.11 TELUS will not make changes to the format of invoices unless it provides 90-day notice of all such changes and such changes result in invoices that continue to comply with the requirements set out in, and do not result in the loss or truncation of the information required by, this Attachment.
- 2.12 TELUS will provide the paper and electronic invoices at no additional cost.
- 2.13 TELUS will provide a bill analysis tool (e.g. CellAsyst) which will allow viewing and manipulation of billing detail.
- 2.14 TELUS will ensure Cellular Services descriptions included on invoices directly align with Cellular Services descriptions in the Price Book.
- 2.15 TELUS will ensure that Cellular Services are billed to the billing account number that the telephone number is associated with.
- 2.16 TELUS will support all GPS Entities with designated billing representatives and billing consultants.

3. Paper Invoices

Paper invoices will contain the billing details set out in Exhibit P9-A.

4. E.Bills

- 4.1 TELUS will provide electronic invoices in e.bill format.
- 4.2 E.bills will be an online application that GPS Entities may use to access text formatted invoices, and may be imported into Excel. PDF versions of e.bills will be near-replicas of the paper-based invoices in level of detail and appearance.
- 4.3 E.bills may be accessed by GPS Entities by registering on the Cellular TELUS GPS Entity Portal and selecting "View e.bill".
- 4.4 E.bills will permit GPS Entities to print, save or file invoices, complete with full call details as described in Exhibit P9-A for the previous 12 months.
- 4.5 Information may be flagged, filtered or sorted by specific types of calls, and will display subtotals for each selection where applicable.
- 4.6 TELUS will provide to the GPS Entities all monthly electronic invoices in a tab or comma delimited computer text file such as comma separated values, excel spreadsheet format or open data base connectivity compliant format.

5. Non-Paper Invoices

- 5.1 TELUS will provide non-paper invoices (“**NPIs**”), which will be available in a text format with comma-separated values and will be downloadable from a secure and password-protected environment and accessible by an email link to the Cellular TELUS GPS Entity Portal. Each such NPI will be available for download from the Cellular TELUS GPS Entity Portal for a period of not less than 18 months from the date of the NPI.
- 5.2 TELUS will ensure that all NPIs include data at the account level, any level of the hierarchy above that or as a consolidation of multiple accounts, and will include full call details as described in Exhibit P9-A for the previous billing cycle.
- 5.3 TELUS will not change the format of any NPIs except if the following is supplied to the DEU:
 - 5.3.1 90-day notice of all such changes;
 - 5.3.2 a new user guide (which is supplied not less than 90 days before such change) that provides specifications for each field and contains contact information for further questions regarding the change; and
 - 5.3.3 sample files, upon request

6. Billing Increments

- 6.1 Subject to Section 6.2, the billing increment for Cellular Voice Services will be one second, including ring time, and there will no minimum call duration for billing purposes.
- 6.2 The billing increment for long distance for Cellular Voice Services will be one minute.
- 6.3 The billing increment for Cellular Data Services (including Machine-to-Machine Services) will be one kilobyte, and there will no minimum data usage for billing purposes.

Exhibit P9-A

Billing Detail for Paper Invoice, Non-Paper Invoice (NPI), and E-Bill

“Bill Summary” contains the high level summary of charges for every account:

1. Monthly cost of Cellular Service Plans
2. Additional local airtime
3. Long distance charges
4. Roaming charges
5. Additional Cellular Service Features
6. Network access
7. Taxes (GST and PST (or HST) shown separately)
8. Total taxes
9. Total current charges
10. Amount of last invoice
11. Payments
12. Payment reversals
13. Total previous charges brought forward
14. Total amount due
15. Administration Fee (if applicable)

“Account Detail” contains summary view of services, features, plans and usage detail at the account level:

1. Cellular Service Plan names
2. Number of units per Cellular Service Plan
3. Total charge per Cellular Service Plan
4. Additional local airtime
 - a. Total airtime in minutes and seconds

- b. Free airtime in minutes and seconds
 - c. Included airtime in minutes and seconds
 - d. Chargeable airtime in minutes and seconds
 - e. Total additional local airtime charges
5. Long Distance Services
- a. Included ld minutes in minutes and seconds
 - b. Chargeable ld minutes in minutes and seconds
 - c. Total charge in dollars and cents
 - d. Discount in dollars and cents
 - e. Total long distance charges
6. Roaming Charges
- a. Roaming minutes in minutes and seconds
 - b. Roaming charges in dollars and cents
 - c. Roaming ld minutes in minutes and seconds
 - d. Roaming LD charges in dollars and cents
 - e. Roaming surcharge
 - f. Total roaming charges
7. Additional Cellular Service Features
- a. Type of service
 - b. Number of units per service
 - c. Charge for each service
 - d. Total charges
8. Network and Access
- a. 911-units and total charge (if applicable)
 - b. System Access Fee-units and total charge (if applicable)
 - c. Total charges

“Group Summary” provides a breakdown of the invoice costs by the individual cellular telephone number: Cellular End User phone number in 10 digits

1. Cellular Service Plan
2. Additional local airtime
3. LD and roaming charges
4. Additional Cellular Service Features
5. Other charges and credits
6. Network and access
7. Taxes (GST and PST (or HST) shown separately),
8. Cellular End User totals
9. Account level taxes
10. Total current charges
11. Administration Fee (if applicable)

“Individual Detail” contains the detail data for every call made by each cellular telephone number for every account:

1. 10 digit phone number
2. GPS entity name
3. Charge code (if included in the hierarchy billing details)
4. Billing cycle period in start date and end date
5. Cellular Service Plan name for the specified user
6. Long distance rate
7. Total airtime in minutes and seconds
8. Free airtime in minutes and seconds
9. Included airtime
10. Chargeable airtime

11. Total additional local airtime
12. Long distance included LD minutes and seconds
13. Chargeable long distance minutes and seconds
14. Total long distance charges
15. Additional Cellular Service Features with charges
16. 911 and SAF (if applicable)
17. Taxes (GST and PST (or HST) shown separately),

“Airtime Detail” contains the detail data for every call made on each cellular telephone number for every account:

1. Number for each call
2. Date
3. Time of day call originated in minutes and seconds, military clock
4. Call Period (D, E, W)*
5. From (town and province or “Incoming”)
6. Number called
7. To (town and province)
8. Call length in minutes and seconds
9. Local airtime rate in dollars and cents
10. Local airtime charges in dollars and cents
11. Ld charges in dollars and cents
12. Additional call charges in dollars and cents
13. Total charge per call in dollars and cents
14. Totals for the following columns:
15. Local airtime charges
 - a. LD charges
 - b. Additional call charges

c. Total of all charges

*DEW detail – included in the airtime detail, by the column identifying breakdown of daytime, evening and weekend usage by cellular telephone number.

Individual Detail and Airtime Detail appear for each cellular telephone number.