

MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
COMMUNICATIONS, ENERGY AND PAPERWORKERS
UNION OF CANADA
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

Whereas the parties have bargained intensely and collectively and have been able to reach a Tentative Agreement;

The aforementioned parties agree as follows:

1. The terms of the Tentative Agreement reached by the Company and the Union consist of the Collective Agreement dated January 19, 2010 amended by Schedule A of this Memorandum of Agreement numbered from ___ to ___.
2. The undersigned members of the bargaining committee, representing the Union in negotiations with the Company, jointly and individually commit to recommend acceptance of the terms of the aforementioned Tentative Agreement to the employees in the unit for a ratification vote which shall be concluded by June 30, 2013.
3. In the event of ratification by the employees by June 30, 2013, the terms of the Tentative Agreement, except for the letters of intent, shall constitute the next Collective Agreement between the parties, and the members of the bargaining committee representing the Union jointly and individually commit to sign a Collective Agreement by August 31, 2013 pursuant to the terms of the Tentative Agreement set out hereinabove.
4. The undersigned members of the bargaining committee representing the Company, being duly authorized to conduct negotiations with the Union, hereby commit on behalf of the Company to sign a Collective Agreement pursuant to the terms of the Tentative Agreement set out hereinabove, in the event that the said terms are ratified by the Union's members by June 30, 2013.
5. In the event of rejection by the employees, the terms of the Tentative Agreement shall be null and void.
6. In the event of any disparity between the French and English versions of any component of this Tentative Agreement, the French version shall be deemed the official one. Moreover, any clerical or administrative error can be corrected before the signature of the collective agreement.

IN WITNESS WHEREOF, we have signed at Montreal this 30th day of May 2013.

**Communications, Energy and
Paperworkers Union of Canada**

Bell Canada

Olivier Carrière

Steve Desgagné

Howard Law

Serge Thibault

Steve Couillard

Lill Breiteneder

Derek MacLeod

France Delvallet

Jean-Stéphane Mayer

Jean-Philippe Paradis

Bobby Pearsall

CONTRACT CLAUSE PROPOSAL - 2013
CLERICAL AND ASSOCIATED EMPLOYEES
COLLECTIVE AGREEMENT

PRESENT

THIS AGREEMENT is made in duplicate this
19th day of January 2010 BETWEEN:

Communications, Energy and Paperworkers
Union of Canada, the duly certified bargaining
agent, hereinafter referred to as the "Union",

OF THE FIRST PART:

- and -

BELL CANADA, hereinafter called the
"Company",

OF THE SECOND PART.

WHEREAS, by notice dated the 27th day of
March 2009 the Union requested the Company
to enter into negotiations with a view to the
completion of a collective agreement, replacing
the Collective Agreement dated the 18th day of
July 2005:

(a) To establish the rates of pay, hours of work
and other working conditions for such of the
employees as are employed in any of the
occupations listed in Appendix A,

(b) To establish a procedure for final
settlement without stoppage of work, on
application of either party, of differences
concerning the interpretation, application,
administration or alleged violation of any of the
provisions of this Agreement; and

WHEREAS, in pursuance of the above
request, negotiations between the parties in
good faith have resulted in this Collective
Agreement;

PROPOSED

THIS AGREEMENT is made in duplicate this
XXX day of XXXX 2013 BETWEEN:

WHEREAS, by notice dated the ***14th day of
March 2013*** the Union requested the
Company to enter into negotiations with a view
to the completion of a collective agreement,
replacing the Collective Agreement dated the
19th day of January 2010:

CONTRACT CLAUSE PROPOSAL - 2013
CLERICAL AND ASSOCIATED EMPLOYEES
COLLECTIVE AGREEMENT

PRESENT

PROPOSED

NOW THEREFORE, this Agreement
witnesseth that the parties hereto agree as
follows:

CONTRACT CLAUSE PROPOSAL - 2013

CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 3

DEFINITIONS

PRESENT

PROPOSED

3.01 For purposes of this Agreement,

(a) "Employee" means a person employed in Bell Canada, to do work in any of the occupations listed in Appendix A, but does not include a person who:

(1) is employed in a confidential capacity in matters relating to labour relations, or

(2) is employed as an occasional employee, or

(3) exercises management functions.

(b) "Regular Employee" means an employee whose employment is reasonably expected to continue longer than one (1) year, although such employment may be terminated earlier by action on the part of the Company or the employee.

(c) "Temporary Employee" means a Part-time employee who is engaged on the understanding that the period of employment is not expected to exceed three (3) years.

(c) "Temporary Employee" means a Part-time employee who is engaged on the understanding that the period of employment is not expected to exceed three (3) years.

A Temporary employee, upon accumulating 36 months of continuous service shall be offered a Regular Part-Time position and, upon her acceptance, be reclassified, to a Regular Part-Time status, in her current job and at her current work location. Should the employee refuse this offer, her employment shall be terminated.

The working conditions outlined in Appendix E apply to a Temporary employee with less than six (6) months of net credited service.

The working conditions outlined in Appendix E apply to a Temporary employee with less than six (6) months of net credited service.

(d) "Full-time Employee" means an employee who is normally required to work the basic hours of work.

(e) "Part-time Employee" means an employee who is normally required to work less than the basic hours of work.

PRESENT

PROPOSED

(f) "Occasional Employee" means a person who is engaged on the understanding that the period of employment will not exceed 45 days in a calendar year.

(g) "Probationary Employee" means an employee who has worked less than 130 days or who has less than 12 months of net credited service. When the first of these two (2) terms is completed, the employee will no longer be considered a probationary employee.

(h) "Basic Hours of Work" means the basic hours of work per day and the basic days of work per week as provided in Article 24 for Full-time employees.

(i) "Scheduled Work Week" means the scheduled tours of duty comprising the basic hours of work for the week.

(j) "Tour of Duty" means the period of time, not exceeding the basic hours of work per day, which an employee is scheduled to work on any day, and of which she has been advised in advance.

(k) "Half Tour" means one-half the duration of a tour of duty.

(l) "Day Period" means the period of time between 6:00 A.M. and 7:00 P.M. on any day of the week.

(m) "Off-normal Period" means the period of time between 7:00 P.M. of one day and 6:00 A.M. of the following day.

(n) "Day Tour" means a tour of duty all of which falls within the Day Period.

(o) "Off-normal Tour" means a tour of duty all or a portion of which falls within the Off-Normal Period.

(p) "Representative" means an employee who has been elected to represent a group of employees, and whose election as such has been certified by the Union to the Company.

(q) "Headquarters" means a locality listed in Appendix B in or from which an employee normally works.

CONTRACT CLAUSE PROPOSAL – 2013CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 6

NOTIFICATION TO ASSOCIATION

PRESENTPROPOSED

6.01 The Company agrees to supply bi-monthly, to designated Local Officers of the Union, the surname and first name on Company records, employment status, occupation, and reporting centre, of all employees, as well as the names of the Contribution Path (CP) 2, CP3 and CP4 managers and the organization code of the CP2 manager of each employee, within a district or equivalent operating unit of the Company.

No change

6.02 The Company agrees to advise the Representative concerned when an employee is hired, transferred, reclassified, or promoted to a management position. Such advice will be given to the Representative at the time the employee is informed or immediately thereafter.

No change

6.03 (a) Subject to the provisions of Section 6.04, the Company agrees to give as much prior notice as circumstances permit to the Representative of the employee concerned of any contemplated written reprimand or written warning, dismissal, suspension or demotion.

6.03 (a) Subject to the provisions of Section 6.04, the Company agrees to give as much prior notice as circumstances permit to the Representative of the employee concerned of any contemplated written reprimand or written warning, dismissal, suspension or demotion.

(b) When a meeting is conducted to announce a disciplinary measure as described in Section 15.01 to an employee, it is agreed that the Representative of the Union may attend the meeting, where the employee concerned consents.

(b) When a meeting is conducted to announce a disciplinary measure as described in Section 15.01 to an employee, it is agreed that the Representative of the Union ***must be invited to attend the meeting, unless the employee concerned objects.***

6.04 Where the Company deems it necessary to take immediate action in dismissing, suspending or demoting any employee, the Company shall thereafter immediately advise and review the case with the Representative of the employee concerned.

No change

CONTRACT CLAUSE PROPOSAL - 2013**CLERICAL AND ASSOCIATED EMPLOYEES****ARTICLE 8****TIME ALLOWANCE****PRESENT****PROPOSED**

8.01 The Company agrees that:

No change

(a) An employee who has, or believes she has a grievance may confer with her Representative or with management during her scheduled working hours, without deduction of the time so occupied in the computation of the time worked for the Company, and without deduction of wages in respect thereof; provided, however, that each employee must arrange with her immediate manager, subject to service requirements, for all time off the job required for the above purposes.

(b) A Representative may discuss a grievance with a grievor or with management, or attend meetings with representatives of the Company on behalf of the Union, during her scheduled working hours, without deduction of the time so occupied in the computation of the time worked for the Company, and without deduction of wages in respect thereof; provided, however, that the Representative must arrange with her immediate manager, subject to service requirements, for all time off the job required for the above purposes.

8.02 (a) A Local Representative of the Union may attend pre-bargaining meetings held by the Union to prepare for bargaining with the Company, without deduction of the time so occupied in the computation of the time worked for the Company, and without deduction of wages in respect thereof, up to a maximum of five (5) days from her regularly scheduled tours of duty, provided that the Company is given the name of the Local Representative at least two (2) weeks before the date the time off is to begin.

No change

(b) It is agreed that the total of all such pre-bargaining time off for all Local Representatives calculated together shall not exceed 270 days.

8.03 An authorized bargaining Representative of

8.03 An authorized bargaining Representative of

PRESENT

the Union may have time off from work during her scheduled working hours for purposes of bargaining, without deduction of the time so occupied in the computation of the time worked for the Company, and without deduction of wages in respect thereof; provided that such time is actually devoted to collective bargaining with management, but only until the expiry date of this Collective Agreement.

8.04 (a) Representatives may, without deduction of the time so occupied in the computation of the time worked for the Company, attend to other business of the Union during scheduled working hours, provided that each Representative must arrange with her immediate manager, subject to service requirements, for all time off the job, not to exceed 30 consecutive calendar days, required for the above purpose and providing such business is concerned with the bargaining unit covered by this Agreement. It is agreed the Union Representative has a legal obligation to provide proper representation, and time off for Union business will not unreasonably be withheld. Both the Union and the Company agree that the granting and use of time off the job will not be abused. All time off so required will be granted as time off without pay; however

(b) The Company will pay the Representative, on behalf of the Union, at her basic rate of pay for all time off without pay to attend to other business of the Union. Any amount so paid by the Company will be billed to the Union, which shall remit that amount to the Company within 30 days of receipt of the bill;

(c) Requests for time off without pay to attend to other business of the Union, in excess of five (5) days, must be submitted to the Representative's immediate manager at least 21 days prior to the date requested for the commencement of the time off without pay.

8.05 When a Union Steward, Chief Steward or Local Officer is unavailable to meet with the Company, she may be replaced by an available Union Steward, Chief Steward or Local Officer from amongst those designated by the Union as a replacement.

PROPOSED

the Union may have time off from work during her scheduled working hours for purposes of bargaining, without deduction of the time so occupied in the computation of the time worked for the Company, and without deduction of wages in respect thereof; provided that such time is actually devoted to collective bargaining with management, but only until the expiry date of this Collective Agreement, ***or the date that conciliation assistance is requested, whichever is later.***

No change

No change

CONTRACT CLAUSE PROPOSAL - 2013CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 11

EXPENSES

PRESENTPROPOSED

11.01 Each party shall bear the expenses incurred by its own representatives in attending meetings or proceedings contemplated by this Agreement, and all joint expenses incurred in respect of such meetings and proceedings shall be borne by the parties in equal shares.

No change

11.02 (a) *Cost of simultaneous translation associated with bargaining sessions with the Company shall be borne by the Company up to the expiry date of the Collective Agreement, or the date that conciliation assistance is requested, whichever is later.*

(b) *Once the collective agreement has expired or conciliation assistance has been requested, costs of simultaneous translation associated with bargaining sessions with the Company shall be borne by the parties in equal shares.*

CONTRACT CLAUSE PROPOSAL - 2013**CLERICAL AND ASSOCIATED EMPLOYEES****ARTICLE 17****ARBITRATION****PRESENT****PROPOSED**

17.01 Wherever a difference relating to the interpretation, application, administration or alleged violation of this Agreement arises between the Union and the Company, there shall be no stoppage of work and either party may, after exhausting the grievance procedure established by this Agreement, institute arbitration proceedings within 42 calendar days after the disposition of the matter by the Company, in accordance with Subsection 16.05 (a), but no later, in the manner set forth below, to have the difference in question determined. It is expressly agreed that the right to arbitration does not extend to any matters other than those concerning the interpretation, application, administration or alleged violation of this Agreement.

No change

17.02 In the event that it becomes necessary to submit any matters to arbitration, the parties will endeavour in each instance to agree upon and appoint a single arbitrator within 10 calendar days after the service by either party upon the other of written notice to arbitrate. If the parties fail to agree upon the appointment of an arbitrator, application may be made by either party, on written notice to the other, to the Minister of Labour for Canada, to appoint as arbitrator a person knowledgeable and experienced in the interpretation of written collective agreements.

No change

17.03 The arbitrator shall not have any power to alter or change any of the provisions of this Agreement, or to substitute any new provisions for any existing provisions thereof, and in reaching his decision he shall be bound by the terms and provisions of this Agreement.

No change

17.04 The arbitrator shall, before the hearing, require the representatives of the parties to attend before him to define the question of interpretation, application, administration or alleged violation to be arbitrated and to establish the procedure to be followed at the hearing. All steps in connection with the arbitration shall be taken as expeditiously as possible.

No change

PRESENT

PROPOSED

17.05 The parties shall each bear one-half of the fees and expenses of the arbitrator and of any clerk or stenographer whom he may require and, except as aforesaid, each party shall bear all expenses incurred by it whether of witnesses, the attendance of witnesses and representatives, exhibits or otherwise.

No change

17.06 The decision of the arbitrator shall be final and binding on the parties, but such decision shall not have retroactive effect prior to the date of the occurrence on which the grievance is based.

No change

Expedited Arbitration

17.07 Where the matter at issue is one relating to dismissal for just cause under Section 15.01, the matter may be submitted to the following process for expedited arbitration:

No change

(a) A list of Arbitrators, who shall be mutually agreed to by the parties, will be established according to, and dependent on, their availability.

(b) Unless the parties mutually agree to a lesser number of days, three (3) days in each calendar month shall be scheduled on dates mutually agreed to by the parties as potential hearing days for a period of six (6) months in advance for each of the succeeding six (6) months.

(c) The Union shall assign the grievance(s) to be heard to these Arbitrators no later than sixty (60) calendar days prior to its sitting. No more grievances than can be reasonably heard within the sitting days provided in that month may be referred to that Arbitrator. In the event that no grievance is assigned to an Arbitrator sixty (60) days prior to the hearing date, that hearing date shall be cancelled.

17.08 ***By mutual written agreement of the parties, any other grievance may also be submitted to the Expedited Arbitration Process.***

CONTRACT CLAUSE PROPOSAL - 2013

CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 23

SENIORITY

PRESENT

23.01 The Company recognizes its responsibility to an employee who has a long service record and agrees to give consideration to the length of service of an employee in matters affecting her, to the extent that in its judgment circumstances will permit, having due regard to Company operations.

23.02 Seniority, for the purposes of this Agreement, shall be determined by the net credited service as shown on the Company records.

PROPOSED

23.01 The Company recognizes its responsibility to an employee who has a long service record and agrees to give consideration to the length of service of an employee in matters affecting her, ***including but not limited to: assignment of tour of duty, overtime, vacation, days off, etc.,*** to the extent that in its judgment circumstances will permit, having due regard to Company operations.

No change

CONTRACT CLAUSE PROPOSAL - 2013**CLERICAL AND ASSOCIATED EMPLOYEES****ARTICLE 30****BEREAVEMENT LEAVE****PRESENT**

30.01 An employee shall be granted, in the event of the death of her spouse, common-law partner, or child, bereavement leave of up to five (5) days with pay from her scheduled tours of duty that occur during the five (5) days immediately following the day of death. The term common-law partner includes same-sex partner.

30.02 An employee shall be granted bereavement leave of up to three (3) days with pay from her scheduled tours of duty that occur during the five (5) days immediately following the day of death, in the event of the death of:

- her father, her mother, the spouse or common-law partner of her father or mother
- her brother, her sister
- the father or mother of her spouse or common-law partner or the spouse or common-law partner of the father or mother
- a dependant or other relative residing in the same permanent residence as does the employee
- the child of her spouse or common-law partner.

30.03 The Company may extend the periods of bereavement leave provided for in Sections 30.01 and 30.02 to a maximum of five (5) days with pay from her scheduled tours of duty that occur during the seven (7) days immediately following the day of death, when it is necessary for the employee to leave the city in which she is employed.

PROPOSED

No change

30.02 An employee shall be granted bereavement leave of up to three (3) days with pay from her scheduled tours of duty that occur during the five (5) days immediately following the day of death, in the event of the death of:

- her father, her mother, the spouse or common-law partner of her father or mother
- her brother, her sister
- the father or mother of her spouse or common-law partner or the spouse or common-law partner of the father or mother
- a dependant or other relative residing in the same permanent residence as does the employee
- the child of her spouse or common-law partner
- ***her son in-law or daughter in-law or the son in-law or daughter in-law of her spouse or common-law partner.***

No change

PRESENT

PROPOSED

30.04 An employee shall be granted, in the event of the death of her grandparent or grandchild, bereavement leave of up to three (3) days with pay from her scheduled tours of duty that occur during the five (5) days immediately following the day of death.

No change

30.05 Bereavement leave may be required outside the period specified in Sections 30.01 to 30.04. In such circumstances, the Company may grant a request to defer the leave.

No change

CONTRACT CLAUSE PROPOSAL - 2013CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 33

TRANSFERS

PRESENT

33.01 All Regular employees are eligible for transfer consideration in accordance with applicable Company practices currently in force, or as amended from time to time following consultation with the Union. The Company intends to fill job vacancies with qualified Company employees, whenever possible.

PROPOSED

No change

Job Postings – Temporary Assignments

33.02 *Where there is a temporary assignment of 3 months or more but less than 12 months, except as otherwise provided in section 33.06, the District shall inform all its employees electronically that a temporary assignment is available.*

33.03 *The Company will select the qualified applicant in the following order:*

- (i) a regular employee who has a 912M surplus or medical on file in the district;*
- (ii) any other regular employee in the district;*
- (iii) a temporary employee in the district.*

33.04 *Should there be no qualified candidate in the district, the temporary assignment shall then be posted corporately.*

33.05 *The Company will select the qualified applicant in the following order:*

- (i) an employee with a 912M with eight (8) years or more of completed NCS and who is on salary continuance;*

PRESENT

PROPOSED

- (ii) *an employee with a 912M who has less than eight (8) years of completed NCS and who is on salary continuance;*
- (iii) *an employee with a 912M (surplus) who is within her notice period or an employee who has a 912M (medical) on file;*
- (iv) *any other Bell Canada unionized person who has a 912M surplus or medical on file;*
- (v) *a temporary employee;*
- (vi) *any other Bell Canada unionized person;*
- (vii) *any other person.*

33.06 *Notwithstanding the provisions of section 33.02, temporary assignments may last longer than 12 months when the assignment is for the:*

- (i) *replacement of a maternity leave;*
- (ii) *replacement of a medical leave;*
- (iii) *assignment to a special project for which the Company informed the Union beforehand of the details of the project.*

Job Postings – Permanent Positions

33.07 *Where the District determines there is a permanent vacancy, or when a temporary assignment becomes permanent, the District shall inform its employees electronically that a permanent position is available.*

33.08 *The Company will select the qualified applicant in the following order:*

- (i) *a regular employee who has a 912M surplus or medical on file in the district;*

PRESENT

PROPOSED

- (ii) *any other regular employee in the district;*
- (iii) *a temporary employee in the district.*

33.09 *Should there be no qualified candidate in the district, the position must then be posted corporately.*

33.10 *The Company will select the qualified applicant in the following order:*

- (i) *an employee with a 912M with eight (8) years or more of completed NCS and who is on salary continuance;*
- (ii) *an employee with a 912M who has less than eight (8) years of completed NCS and who is on salary continuance;*
- (iii) *an employee with a 912M (surplus) who is within her notice period or an employee how has a 912M (medical) on file;*
- (iv) *any other Bell Canada unionized person who has a 912M surplus or medical on file;*
- (v) *a regular employee;*
- (vi) *a temporary employee;*
- (vii) *any other Bell Canada unionized person;*
- (viii) *any other person.*

General

33.11 *Before posting a position, the District must call back any employee on its recall list that is qualified to do the job*

33.12 *The best qualified employee amongst the candidates will be selected to fill the temporary assignment or the vacancy. For equally qualified*

PRESENT

PROPOSED

candidates, the employee with the most seniority will be selected.

33.13 In order to be considered for a position, an employee must meet the eligibility criteria related to transfers across districts which can be amended from time to time.

33.14 (a) The posting must include the job profile and wage band, the location as well as an overview of the position responsibilities and the qualifications deemed essential for the job. Temporary assignments must also include the start and end date of the assignment.

(b) Jobs must be posted for a minimum of 10 calendar days.

(c) A copy of the job posting must be provided simultaneously to the representatives included on the Union's distribution list.

33.15 The Company has complete discretion and final determination in the selection of the employee.

33.16 Upon request, an employee who was interviewed but was not selected for a position shall receive feedback as to the reasons why she was not selected.

33.17 Any differences concerning this Article may be discussed at the Joint Labour Relations Committee.

CONTRACT CLAUSE PROPOSAL - 2013

CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 38

CANCELLATION OF PREVIOUS AGREEMENT

PRESENT

38.01 This Agreement, from its effective date, supersedes and cancels the Collective Agreement between the Company and the Union, applying to employees as defined in Article 3 and dated the 18th day of July 2005.

PROPOSED

38.01 This Agreement, from its effective date, supersedes and cancels the Collective Agreement between the Company and the Union, applying to employees as defined in Article 3 and dated the 19th day of January 2010.

CONTRACT CLAUSE PROPOSAL - 2013

CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 39

DURATION

PRESENT

39.01 This Agreement shall be effective January 19, 2010, except as otherwise herein provided, and shall remain in full force and effect up to and including May 31, 2013.

39.02 This Agreement, unless terminated at the expiry of the said term by written notice given by either party to the other at least 60 days prior to the expiry of the said term, shall continue in full force and effect thereafter until terminated at any time by at least 60 days prior written notice given by either party to the other.

39.03 Notice to terminate under this Article shall be effectively given if addressed by the Company to the President of the Communications, Energy and Paperworkers Union of Canada, 301 Laurier Avenue West, Ottawa, Ontario K1P 6M6 or by the Union to the Secretary, Bell Canada, 1 carrefour Alexander Graham Bell, Tour A-7, Verdun, Quebec, H3E 3B3 and in either case is received at least sixty (60) days prior to the termination date specified therein.

PROPOSED

39.01 This Agreement shall be effective June 1, 2013, except as otherwise herein provided, and shall remain in full force and effect up to and including November 30, 2017.

WITNESS CLAUSE

IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed by their duly authorized representatives this ***XXX of XXXX 2013.***

Bell Canada

Communications, Energy and Paperworkers Union of Canada

Steve Desgagné

Olivier Carrière

Serge Thibault

Howard Law

Lill Breiteneder

Steve Couillard

France Delvallet

Derek MacLeod

Jean-Philippe Paradis

Jean-Stéphane Mayer

Bobby Pearsall

APPENDIX D

ACHIEVEMENT INCENTIVE PLAN

The Achievement Incentive Plan (AIP) recognizes the contribution of eligible employees to overall Company performance using criteria that the Company determines as appropriate measures of success measured against two (2) criteria: financial results and customer satisfaction.

The plan, designed by the Company and set out in its practices is subject to modification to better reflect evolving business structure, goals and strategies. The Company agrees that the Bargaining Committees will be informed of any changes to the plan prior to their implementation.

Annual compensation under the Achievement Incentive Plan for achieving target results will be 5.5% of basic rates of pay for the years 2013, 2014, 2015 and 2016.

RATES OF PAY FOR TEMPORARY EMPLOYEES

HIRED ON A SEASONAL BASIS

The rates of pay for Temporary employees hired on a seasonal basis, for a period of employment not expected to exceed six (6) months, shall be the following:

**SALARY
GROUP 10
Hourly Rate
\$ 11.07**

**SALARY
GROUP 11
Hourly Rate
\$ 11.68**

**SALARY
GROUP 12
Hourly Rate
\$ 13.33**

**SALARY
GROUP 13
Hourly Rate
\$ 15.17**

**SALARY
GROUP 14
Hourly Rate
\$ 17.00**

Should the period of employment of those employees unexpectedly reach six (6) months, or the employee accumulates six (6) months of net credited service, the salary rate shall be brought, according to Company practices, to the appropriate salary group as described in Appendix C of this Collective Agreement.

The months accumulated since the last date of hiring shall be credited to the employee for purposes of future salary increases.

The above-mentioned salary rates shall be reviewed with the Union on an annual basis, or more frequently if required, on a consultative basis, in order to ensure that the hourly rates remain competitive.

REPLACED BY EXHIBIT 14-1

TREATMENT OF EMPLOYEES ON A FROZEN RATE OF PAY

MEMORANDUM OF AGREEMENT BETWEEN:

BELL CANADA

AND

**COMMUNICATIONS, ENERGY AND PAPERWORKERS
UNION OF CANADA**

This is to confirm our agreement with respect to the salary treatment of employees who will continue to benefit from wage protection under this agreement. An employee who is currently at a basic rate of pay higher than the top step of the appropriate salary group for her occupation will continue to benefit from the frozen rate of pay for the life of this Collective Agreement or until this wage scale catches up with her basic hourly rate, subject to the salary treatment guidelines as agreed to by the parties and contained in the Company practices.

A Client Representative who is on queue, has sales and/or revenue objectives and who is wage protected as per the aforementioned paragraph shall decide between the following two options for incentive pay treatment:

1. Participate in the Variable Pay Incentive Plan with a potential earning opportunity of 5.5% of base pay which will be paid as a bonus if objectives are achieved at target. The plan recognizes individual contribution to objectives such as sales/revenue, quality and productivity,

or

2. Renounce her right to wage protection and integrate to the appropriate salary group for her occupation. The employee will then participate in the Variable Pay Incentive Plan with a potential earning opportunity of 12% of base pay which will be paid as a bonus if objectives are achieved at target. The plan recognizes individual contribution to objectives such as sales/revenue, quality and productivity.

The employee will be required to provide written confirmation of her choice within thirty (30) calendar days from the date of signature of this agreement. If the employee fails to select one of the above-mentioned options, option two (2) will be considered as the choice of the employee.

All other clerical employees who are wage protected as described in the first paragraph and who are not defined as Client Representatives, will be eligible for the Achievement Incentive Plan as stipulated in Appendix D.

It is further agreed by both parties that wage protection will no longer apply should an employee who has the necessary qualifications refuse to transfer to an occupation within her locality for which the basic rate of pay is at least equivalent to the frozen rate of pay.

Employees who remain wage protected under this Memorandum of Agreement because of the introduction of the new wage scale in 2005 shall be entitled to the following in lieu of a base salary increase:

- Employees in an occupation with a frozen rate of pay on November 1st 2009 shall receive a lump sum payment of \$ 500 payable upon signature of the collective agreement;
- Employees in an occupation with a frozen rate of pay on June 1st 2010 shall receive a lump sum payment of \$500 payable on June 11, 2010;
- Employees in an occupation with a frozen rate of pay on June 1st 2011 shall receive a lump sum payment of \$500 payable on June 10, 2011;
- Employees in an occupation with a frozen rate of pay on June 1st 2012 shall receive a lump sum payment of \$500 payable on June 8, 2012;

General

Use in this Memorandum of Agreement of the feminine or masculine gender shall be construed as including both female and male employees, and not as specific sex designations.

The parties agree that any differences regarding interpretation or administration of the above provisions concerning treatment of employees on a frozen rate of pay may be processed in accordance with the provisions of Articles 16 and 17 of the Collective Agreement.

Signed at Montréal this 19th day of January 2010.

Dominique Benoît

Alain Portelance

Mary Incognito

Olivier Carrière

Anne Moreau

John O'Dell

Chris MacDonald

Nathalie Beaudry

Karen Abel-Kay

Sherwood Flemming

François Dorval

Faye Katsaros

Jacqueline Lys

Lorna Oswald

Jean-Stéphane Mayer

For the Company

For the Union

TREATMENT OF EMPLOYEES ON A FROZEN RATE OF PAY

MEMORANDUM OF AGREEMENT BETWEEN:

BELL CANADA

AND

**COMMUNICATIONS, ENERGY AND PAPERWORKERS
UNION OF CANADA**

This is to confirm our agreement with respect to the salary treatment of employees who will continue to benefit from wage protection under this agreement. An employee who is at a basic rate of pay higher than the top step of the appropriate salary group for her occupation on May 31, 2013 will continue to benefit from the frozen rate of pay for the life of this Collective Agreement or until this wage scale catches up with her basic hourly rate, subject to the salary treatment guidelines as agreed to by the parties and contained in the Company practices.

It is further agreed by both parties that wage protection will no longer apply should an employee who has the necessary qualifications refuse to transfer to an occupation within her locality for which the basic rate of pay is at least equivalent to the frozen rate of pay.

Employees who remain wage protected under this Memorandum of Agreement shall be entitled to the following in lieu of a base salary increase:

- Employees in an occupation with a frozen rate of pay on May 30, 2013 shall receive a lump sum payment of \$ 750 payable on June 7, 2013;
- Employees in an occupation with a frozen rate of pay on May 30, 2014 shall receive a lump sum payment of \$ 750 payable on June 20, 2014;
- Employees in an occupation with a frozen rate of pay on May 30, 2015 shall receive a lump sum payment of \$ 750 payable on June 19, 2015;
- Employees in an occupation with a frozen rate of pay on May 30, 2016 shall receive a lump sum payment of \$ 750 payable on June 17, 2016;

It is further agreed that when the salary protection no longer applies to a Client Representative who is on queue, has sales and/or revenue objectives, the employee will have to choose between the following two options as it relates to incentive pay treatment:

1. participate in the Achievement Incentive Plan with a potential earning opportunity of 5.5% of base pay which will be paid as a bonus if objectives are

achieved at target. The plan recognizes individual contribution to objectives such as sales/revenue, quality and productivity,

or

2. participate in the Variable Pay Incentive Plan with a potential earning opportunity of 12% of base pay which will be paid as a bonus if objectives are achieved at target. The plan recognizes individual contribution to objectives such as sales/revenue, quality and productivity.

The employee will be required to provide written confirmation of her choice within thirty (30) calendar days from the date when the salary protection no longer applies. If the employee fails to select one of the above-mentioned options, option two (2) will be considered as the choice of the employee.

General

Use in this Memorandum of Agreement of the feminine or masculine gender shall be construed as including both female and male employees, and not as specific sex designations.

The parties agree that any differences regarding interpretation or administration of the above provisions concerning treatment of employees on a frozen rate of pay may be processed in accordance with the provisions of Articles 16 and 17 of the Collective Agreement.

Signed at Montreal this (date).

FOR THE
COMPANY

FOR THE
UNION

Steve Desgagné

Olivier Carrière

JOINT LABOUR RELATIONS COMMITTEE
MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
COMMUNICATIONS, ENERGY AND PAPERWORKERS
UNION OF CANADA
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

The parties agree as follows:

1. The parties agree to establish one (1) Joint Labour Relations Committee consisting of three (3) Company representatives (including the Chief Negotiator or his delegate), four (4) Union representatives and two (2) National Representatives. It is understood that the Union's bargaining committee members shall be representatives on the Joint Labour Relations Committee.
2. The mandate of the Committee is to, first and foremost, foster and improve relationships between the Company and the Union, and to discuss and make recommendations as it deems necessary on:
 - (a) the administration of the job posting procedure and Regular Full-Time job opportunities;
 - (b) the various methods and standardized questionnaires used in determining the potential, the aptitude and the attitude of an employee wishing to be considered for a job posting;
 - (c) review trends of grievances or issues that may arise from time to time; without authority over grievances that are currently in the grievance process;
 - (d) the administration of benefits as it pertains to employees on short term disability (STD) or long term disability (LTD);
 - (e) review of Regular Full-Time opportunities, and;
 - (f) scheduling, such as vacation allotments, days off, overtime, etc., and operational areas of improvement.
3. Other topics may be brought forth for discussion by mutual agreement of the parties.
4. The Committee does not have the mandate or the authority to make or recommend changes to the collective agreement or to deal with issues that are more properly addressed through collective bargaining.

5. The Joint Labour Relations Committee shall set its own schedule of meetings but shall meet at least quarterly.
6. Reasonable expenses incurred by the Union representatives, which are necessary for their work on the Committee, shall be reimbursed by the Company, according to its practices.

Signed at Montreal this **date**.

FOR THE
COMPANY

FOR THE
UNION

Steve Desgagné

Olivier Carrière

REGULAR FULL-TIME OPPORTUNITIES
MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
COMMUNICATIONS, ENERGY AND PAPERWORKERS
UNION OF CANADA
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

This is to confirm the following:

In light of the Company's objective to promote employee mobility across Bell, the parties agree to the following:

1. On a quarterly basis, the Company will review, with the Union, all Regular Part-Time employees and their hours worked in order to determine the possibility to reclassify Part-Time employees to Full-Time status;
2. The Company agrees to review job postings to explore the possibility of offering Full-Time positions;

It is understood that Regular Part-Time employees who are provided with the opportunity to become Regular Full-Time, with due consideration to seniority, must meet job requirements and/or not be subject to a performance improvement plan.

General

Any disagreement under the terms of this Memorandum of Agreement may be brought to the Joint Labour Relations Committee for discussion.

Signed at Montreal this (date).

FOR THE
COMPANY

FOR THE
UNION

Steve Desgagné

Olivier Carrière



REPLACED BY EXHIBIT 15-1

January 19, 2010

Mr. Alain Portelance
National Representative
Communications, Energy and Paperworkers
Union of Canada
545, boul. Crémazie est
Bureau 1101
Montréal (Québec)
H2M 2V1

Subject: Workforce Diversity and Employment Equity

Mr. Portelance,

This is to confirm our understanding related to Workforce Diversity and Employment Equity reached during bargaining for the renewal of the Clerical and Associated Employees' Collective Agreement.

Vision

The Company and the Union are committed to fostering diversity and fairness in the workplace so that all employees are treated with dignity and respect, are free from harassment, and are provided the opportunity to achieve their full potential.

As a market leader, Bell is committed to achieving a diverse workforce that reflects the community from which it is drawn, and to give our Company a distinct competitive advantage by becoming:

- the Employer of Choice;
- the Company of Choice; and also
- a Leading Communications Innovator.

Role of the Business Units

Both parties agree that managers play a key role in fostering diversity in the workplace, and ensuring that employees understand the Company's policies as they relate to Workforce Diversity and Employment Equity. The CP4 managers are encouraged, with the assistance of the Human Resources and Labour Relations Consultants, to develop and support initiatives that will increase awareness and effect positive changes within their districts. Where appropriate, these initiatives shall include, but not be limited to:

- ensuring external and internal hiring practices facilitate attracting candidates from the four Designated Groups (i.e. Women, Aboriginal Peoples, Persons with Disabilities and Members of Visible Minorities);
- ensuring new employees have the opportunity to complete the Self-identification Questionnaire upon hiring, as well as upon reclassification to Regular status;
- sensitizing employees to the Company's policies through communications and in employee meetings;
- promoting the Company's Diversity website;
- training on Diversity Awareness and/or Respect in the Workplace;
- supporting and broadening the network of Diversity Awareness Training Facilitators;
- supporting local events to promote diversity and multiculturalism.

The CP4 managers are encouraged to share the results of the initiatives in meetings between the Company and the CEP. The Joint Corporate Diversity and Employment Equity Committee will review on an ongoing basis the progress of the initiatives within the Business Units.

Joint Committee

The parties agree to continue the Joint Corporate Diversity and Employment Equity Committee, whose purpose shall include, but not be limited to, the following:

- sponsoring and supporting activities that help achieve the vision;
- helping all employees to understand their responsibilities to treat others in a non-discriminatory and fair way;

- making recommendations to appropriate forums or departments in the Company;
- identifying and recommending methods to increase diversity, thereby working towards establishing a workforce that mirrors the community from which it is drawn;
- communicating the Committee's activities to employees.

The information made available by the Company and identified as being confidential shall remain confidential and be used only to carry out the Committee's activities, and cannot be used for any other purpose.

The membership of the Committee shall remain as currently established. Any modification shall be by mutual agreement.

Yours truly,

Dominique Benoît
Director – Labour Relations and Workplace Practices

Bell Canada
1 Alexander Graham Bell A2
Verdun, Québec H3E 3B3



Steve Desgagné
Chief Negotiator
E: steve.desgagne@bell.ca
T: 514 786-4033
M: 514 233-0541

[DATE]

EXHIBIT 15-1

Olivier Carrière
National Representative

Communications, Energy and Paperworkers Union of Canada

Subject: Workforce Diversity and Employment Equity

Mr. Carrière,

This is to confirm our understanding related to Workforce Diversity and Employment Equity reached during bargaining for the renewal of the Clerical and Associated Employees' Collective Agreement.

Vision

The Company and the Union are committed to fostering diversity and fairness in the workplace so that all employees are treated with dignity and respect, are free from harassment, and are provided the opportunity to achieve their full potential.

As a market leader, Bell is committed to achieving a diverse workforce that reflects the community from which it is drawn, and to give our Company a distinct competitive advantage by becoming:

- the Employer of Choice;
- the Company of Choice; and also
- a Leading Communications Innovator.

Role of the Business Units

Both parties agree that managers play a key role in fostering diversity in the workplace, and ensuring that employees understand the Company's policies as they relate to Workforce Diversity and Employment Equity. The CP4 managers are encouraged, with the assistance of the Human Resources and Labour Relations Consultants, to develop and support initiatives that will increase awareness and effect positive changes within their districts. Where appropriate, these initiatives

shall include, but not be limited to:

- ensuring external and internal hiring practices facilitate attracting candidates from the four Designated Groups (i.e. Women, Aboriginal Peoples, Persons with Disabilities and Members of Visible Minorities) and the LGBT affinity group;
- ensuring new employees have the opportunity to complete the Self-identification Questionnaire upon hiring, as well as upon reclassification to Regular status;
- sensitizing employees to the Company's policies through communications and in employee meetings;
- promoting the Company's Diversity website;
- training on Diversity Awareness and/or Respect in the Workplace;
- supporting and broadening the network of Diversity Awareness Training Facilitators;
- supporting local events to promote diversity and multiculturalism.

The CP4 managers are encouraged to share the results of the initiatives in meetings between the Company and the CEP. The Joint Corporate Diversity and Employment Equity Committee will review on an ongoing basis the progress of the initiatives within the Business Units.

Joint Committee

The parties agree to establish a Joint Corporate Diversity and Employment Equity Committee, whose purpose shall include, but not be limited to, the following:

- sponsoring and supporting activities that help achieve the vision;
- helping all employees to understand their responsibilities to treat others in a non-discriminatory and fair way;
- making recommendations to appropriate forums or departments in the Company;
- identifying and recommending methods to increase diversity, thereby working towards establishing a workforce that mirrors the community from which it is drawn;
- communicating the Committee's activities to employees.

The information made available by the Company and identified as being confidential shall remain confidential and be used only to carry out the Committee's activities, and cannot be used for any other purpose.

The Committee is composed of three (3) representatives of the Union who belong to the designated groups, one (1) National representative, one (1) representative of

Labour Relations and one (1) representative of the Company's Diversity team.

The Committee shall meet two (2) times per year.

Sincerely,

Steve Desgagné
Chief Negotiator



REPLACED BY EXHIBIT 19

January 19, 2010

Mr. Alain Portelance
National Representative
Communications, Energy and Paperworkers
Union of Canada
545, boul. Crémazie est
Bureau 1101
Montréal (Québec)
H2M 2V1

Subject: Pay Equity

Mr. Portelance,

This is to confirm our understanding related to Pay Equity reached during bargaining for the renewal of the Clerical and Associated Employee's Collective Agreement.

The Settlement Agreement concluded on August 30th, 2002 with respect to the pay equity complaints under the *Canadian Human Rights Act* established the Profile Joint Committee and entrusted it with the responsibility of contributing to ensuring pay equity at Bell as well as any future issues which could arise under the Committee's mandate under the Settlement Agreement.

The Settlement Agreement also stipulates that the parties should have recourse to the Profile Joint Committee to review matters regarding the implementation of the Settlement Agreement of August 30, 2002 as well as using the Committee to resolve these matters by either finding a mutually acceptable solution or, in default of an agreement, by referring the matter to a third party arbitrator appointed by the parties under the provisions of the Settlement Agreement. It is understood and agreed that the arbitrator cannot sit on appeal of Joint Profile Committee decisions. The Profile Joint Committee carried out its duties over several years, some of them including the evaluation of positions. These evaluations were concluded in the summer of 2009.

The Company and the Union agree that the Profile Joint Committee should be re-named the Joint Pay Equity Committee and that, in accordance with the Settlement Agreement, one of its responsibilities will be to continue to discuss means for the parties to continue to ensure pay equity within the Company for the members of the Clerical and Associated Employees in accordance with the Settlement Agreement of August 30, 2002.

Yours truly,

Dominique Benoît
Director - Labour Relations and Workplace Practices

Bell Canada
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Verdun, Québec H3E 3B3



Steve Desgagné
Chief Negotiator
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M: 514 233-0541

[DATE]

EXHIBIT 19-1

Olivier Carrière
National Representative
Communications, Energy and Paperworkers Union of Canada

Subject: Joint Pay Equity Committee

Mr. Carrière,

The parties agree to renew the Joint Pay Equity Committee consisting of four (4) Company representatives (including the Chief Negotiator or his delegate) and of four (4) Union representatives (including at least one (1) National Representative).

The mandate of the Committee is to, first and foremost, continue to discuss means for the parties to continue to ensure pay equity within the Company in accordance with the provisions of the Settlement Agreement concluded on August 30, 2002 with respect to the pay equity complaints under the *Canadian Human Rights Act*, and to discuss and make recommendations as it deems necessary on other topics that may be brought forth for discussion by mutual agreement of the parties.

The Joint Pay Equity Committee does not have the mandate or the authority to make changes to the collective agreement or to deal with issues that are more properly addressed through collective bargaining but can make the appropriate recommendations to the bargaining committees of the Company and the Union.

The Joint Pay Equity Committee shall set its own schedule of meetings but shall meet at least twice (2) a year, once (1) before June 30 and once (1) before December 31 of each year.

Sincerely,

Steve Desgagné
Chief Negotiator



REPLACED WITH EXHIBIT 13-1

January 19, 2010

Mr. Alain Portelance
National Representative
Communications, Energy and Paperworkers
Union of Canada
545, boul. Crémazie est
Bureau 1101
Montréal (Québec)
H2M 2V1

Subject: Profile

Mr. Portelance,

This is to confirm our understanding related to Profile reached during bargaining for the renewal of the Clerical and Associated Employees' collective agreement.

Evaluation:

The parties agree the attached list of Profiles has been evaluated and will not be evaluated for a second time for the duration of this collective agreement. As such, the salary group associated with each profile will remain unchanged. However, the Company shall evaluate new clerical and associated occupations, create profiles and determine the salary group associated with each.

Reclassification:

Without limiting its management rights, it is the Company's sole responsibility to:

- Reclassify an employee or group of employees who perform the same work into the same profile.

- Address employees' requests for reclassifications. Such requests will be decided within a 90-day period following the reception of a duly completed request. The 90-day period may be extended by mutual consent, in writing.

Wage Administration:

The rules governing salary treatment further to a reclassification shall be the following:

- If the occupation is downgraded by one (1) salary group, the employee will benefit from wage protection for a period of nine (9) months from the date of implementation of the decision;
- If the occupation is downgraded by more than one (1) salary group, the employee will benefit from wage protection for a period of twelve (12) months from the date of implementation of the decision.
- If the occupation is upgraded the pay adjustment will be effective from the date of the decision.

General:

Once a decision is rendered by the Company, the Company will notify the Union of the appropriate profile and the associated salary group.

It is understood that the salary protection described above does not apply to evaluations and reclassifications undertaken pursuant to the 2005 collective agreement.

Yours truly,

Dominique Benoît
Director - Labour Relations and Workplace Practices

Job Profiles of Clerical and Associated

Profile	Title	Salary Group
102	Associate - Budget and Results	11
103	Associate - Data Analysis	12
104	Associate - Information Processing	10
106	Associate - Corporate Financial Results and Reports	12
108	Associate - Billing	11
109	Associate - Carrier Transactions	11
110	Associate - Document Management	12
112	Associate - Tape Library	10
113	Associate - Counting Room	10
114	Associate - Cost Analysis	12
115	Associate - Payments and Settlements	11
116	Associate - Reference Material	12
117	Associate - Claims	11
118	Associate - Directory Assistance	10
202	Associate - Control Center	12
203	Associate - Network Administration	13
*204	Associate - Access Network Coordinator	14
205	Associate - Network Management	13
206	Associate - Circuit Design	13
207	Associate - Control Center Administrative Support	12
208	Associate - Right of Way	11
209	Associate - Network Studies	13
210	Associate - Computer Applications Support	14
211	Associate - Computer Support	13
213	Associate - Switching Translations	14
216	Associate - Traffic Studies	12
217	Associate - Service Provisioning and Activation Center	13
218	Associate - Network Surveillance	13
219	Associate - Access Network Conception	14
220	Associate - Network Resource Management	13
221	Associate - Workforce Controller	12
222	Associate - Disability Management/ Workplace Injury	12
223	Associate - 9-1-1	11
225	Associate - Design and Draw- Detailed Engineering	13
227	Associate - Front Office	12
228	Associate - Service Coordination	12
229	Associate - Network Project Administration	13
230	Associate - Municipal Operation Center	13
231	Associate - PC Management	11
232	Associate - Street Guide	11

Job Profiles of Clerical and Associated		
Profile	Title	SalaryGroup
233	Associate - Supply Chain Network	12
301	Associate - Mail and Office Routines	10
302	Associate - Creative and Artistic Design Services	12
303	Associate - Administrative Support	10
307	Associate - Material	11
309	Associate - Quality Assurance	10
310	Associate - Quality Audit	13
312	Associate - Collection Support	10
314	Associate - Time /HR Administrator	10
315	Associate - Contract Management	10
316	Associate - Access Card	10
317	Associate - Network Access	12
318	Associate - Personnel Screening	10
320	Associate -Project-Process Delivery	14
321	Associate - Presence at Work	11
322	Associate - Web Assistance	11
340	Associate - Residential Accounts Receivable Management	11
360	Associate - Trainer - Coach	14
401	Associate - Communications	11
406	Associate - Research	10
407	Associate - Bankruptcy and Third Party Leasing	12
408	Associate - Fraud	13
409	Associate - Transfer Management	12
411	Associate - Procurement Support	11
412	Associate - Payroll	13
413	Associate - Legal Compliance	14
415	Associate - Recruitment	12
505	Client Representative - Repair	10
507	Client Representative - Business Market Operations	14
508	Client Representative - Sales and Service Support	10
514	Client Representative - On-line Reporting and Billing Expertise	12
517	Client Representative - Human Resources Transaction Management	11
518	Client Representative - Revenue Recovery and Assets Protection - Residential Market	10
519	Client Representative - Corporate Account Management	12
520	Client Representative - Regional Representation	11

Job Profiles of Clerical and Associated		
Profile	Title	SalaryGroup
522	Client Representative - Large Business and Government Markets	12
523	Client Representative - SMB	12
524	Client Representative - Carrier Services and Business Markets	12
525	Client Representative - Consumer Market	10
527	Client Representative - Enterprise Market	13
528	Client Representative - SMB Mid Market	13
529	Client Representative - Global Delivery Center	13
530	Client Representative - Directory Listing	11
531	Client Representative - Customized Billing Solutions	12
532	Client representative - Accounts Payable	11
533	Client Representative - Independent Companies	13
534	Client Representative - Specialized Group SMB	12
535	Client Representative - Project Coordination	13
538	Client Representative - Service Assurance - Business	11
539	Client Representative - Service Assurance Escalation Business	12
540	Client Representative - Specialist Consumer Market	11
541	Client Representative - Revenue Recovery and Assets Protection - Business Markets	11
560	Client representative - Help/Escalation Desk	13

* Refer to the Letter of Intent on Profile 204

Bell Canada
1 Alexander Graham Bell A2
Verdun, Québec H3E 3B3

Steve Desgagné
Chief Negotiator
E: steve.desgagne@bell.ca
T: 514 786-4033
M: 514 233-0541



[DATE]

EXHIBIT 13-2

Olivier Carrière
National Representative
Communications, Energy and Paperworkers Union of Canada

Subject: **Profile**

Dear Mr. Carrière:

This is to confirm our understanding related to Profile reached during bargaining for the renewal of the Clerical and Associated Employees' collective agreement.

General:

The Company may initiate and, at an employee's request, the Union may request a profile review when there are noticeable changes to the tasks, roles and / or responsibilities of a position. The Company is responsible to review profiles, evaluate new Clerical and Associated positions, create profiles and determine the appropriate salary group.

Revision and Reclassification:

Without limiting its management rights, it is the Company's sole responsibility to:

- reclassify an employee or group of employees who perform the same work into the same appropriate profile.
- address employees' requests for reclassifications and revisions. Such requests will be decided within a 90-day period following the reception of a duly completed request. The 90-day period may be extended by mutual consent, in writing.

Wage Administration:

The rules governing salary treatment further to a revision or reclassification shall be the following:

- if the occupation is downgraded the employee will benefit from wage protection for the duration of the Collective Agreement and will be entitled to a \$500 lump sum annually in lieu of a bargained increase as described in Attachment C of the Collective Agreement until the top salary rate for her salary group exceeds her current rate.
- if the occupation is upgraded the pay adjustment will be effective from the date of the request.

General:

Once a decision is rendered by the Company, the Company will notify the Union of the appropriate profile and the associated salary group.

It is understood that the salary protection described above does not apply to evaluations and reclassifications undertaken pursuant to the 2005 collective agreement.

Sincerely,

Steve Desgagné
Chief Negotiator

Bell Canada
1 Alexander Graham Bell A2
Verdun, Québec H3E 3B3



Steve Desgagné

Chief Negotiator

E: steve.desgagne@bell.ca

T: 514 786-4033

M: 514 233-0541

EXHIBIT 7-2

[DATE]

Olivier Carrière

National Representative

Communications, Energy and Paperworkers Union of Canada

Subject: **Corporate Health and Safety committee**

Dear Mr. Carrière:

This is to confirm the following:

The Union will be represented by two (2) national CEP representatives on the Corporate Health and Safety committee.

The additional national Union representative will act as a participant in the committee proceedings but will not have the right to a formal vote in the decision making process unless the Company adds a representative to a specific meeting.

This Letter of Intent shall be in effect from the date of signing until the expiry of the Collective Agreement.

Sincerely,

Steve Desgagné

Chief Negotiator

Bell Canada
1 Alexander Graham Bell A2
Verdun, Québec H3E 3B3



Steve Desgagné

Chief Negotiator

E: steve.desgagne@bell.ca

T: 514 786-4033

M: 514 233-0541

EXHIBIT 8-1

[DATE]

Olivier Carrière

National Representative

Communications, Energy and Paperworkers Union of Canada

Subject: **Vacation committees**

Dear Mr. Carrière:

This is to confirm the following:

Vacation committees should be established to facilitate employee participation in the preparation of schedules and guidelines.

Committee membership should be comprised of delegates from management, the Union, and the employees. This committee should normally begin meeting 2 to 3 months before year end.

The mandate of the committees shall be, first and foremost, to encourage the involvement of employees and the Union in the preparation of the vacation schedules, and to discuss and make recommendations, as required, on :

- (a) the preparation of the vacation calendar in the groups (either by CP2 manager, by CP3 manager, by function, by salary group, etc..) as determined by the Company, and;
- (b) the number of weeks of vacation in the summer period and/or in the prime weeks, and;
- (c) the ratio of weeks available, and;
- (d) exclusions and/or restrictions.

The Company must justify any exclusion or restriction included in the vacation calendar and should only apply embargos in extreme cases.

As much as vacation calendars are ultimately established by the Company based on business and service needs, the Company must take into account the interests, the comments and suggestions of the members of the vacation committees before submitting the vacation calendars to employees.

It is understood that any differences concerning this letter may be brought to the joint Labour Relations committee for discussion and resolution.

Sincerely,

Steve Desgagné
Chief Negotiator

Bell Canada
1 Alexander Graham Bell A2
Verdun, Québec H3E 3B3

Steve Desgagné
Chief Negotiator
E: steve.desgagne@bell.ca
T: 514 786-4033
M: 514 233-0541



EXHIBIT 6-1

[DATE]

Olivier Carrière
National Representative
Communications, Energy and Paperworkers Union of Canada

Subject: Preventing Violence in the Workplace Interviews

Dear Mr. Carrière:

This is to confirm the following:

1. When an employee is required to attend, as a respondent, an interview related to the alleged violation of the Company's Preventing Violence in the Workplace Policy, the employee shall be advised, in general terms (i.e. incident of alleged harassment), of the nature of the interview, prior to the meeting provided in paragraph 2 of this Letter of Intent.
2. A Local Union Representative shall be granted, immediately prior to the interview, a maximum of 15 minutes to confer with the employee whom he represents.
3. The Local Union Representative shall, unless the employee objects, be invited by management to attend the interview whenever an employee is interviewed, as a complainant or respondent, by a representative of the Company's Human Resources Department.
4. It is understood that the Local Union Representative shall attend the interview as observer to the process and not as participant. She shall be able to ask clarifying questions at the end of the meeting, but shall, in no way, disrupt the investigation process. During these interviews, Company and Local Union Representatives will perform their respective responsibilities in a professional and courteous manner with mutual respect for their counterparts. The main purpose of the interview is to identify the facts pertaining to the matter being investigated.

Duration

5. This Letter of Intent shall be in effect from the date of signing until the expiry of the Collective Agreement inclusive. However, should there be, in the Company's opinion, disruptions to the investigation process, this Letter of Intent may be rescinded by the Company upon 30 days' notice to the Joint Labour Relations Committee.

Sincerely,

Steve Desgagné
Chief Negotiator



Date

EXHIBIT 11-4

Mr. Steve Desgagné, Chief Negotiator – Bell Canada

Mr. Olivier Carrière, National Representative CEP

Subject: **Absences due to family or personal emergencies**

This is to confirm our understanding reached during bargaining for the renewal of the Clerical and Associated Employees' Collective Agreement.

The Company and the Union recognize that employees have family and personal obligations and that emergencies that are unpredictable and beyond their control could lead to unpaid absences from work :

- home conditions (for example: flood, fire);
- personal emergencies (for example : car accident, theft or burglary)
- family emergencies (for example: sickness of a child or parent, school or daycare closure);
- medical or dental appointments that cannot be scheduled outside of working hours;
- interruption or failure of public transportation;
- road closure due to a major accident.

The Union recognizes that it is the employees' responsibility to find alternatives so as to avoid absences from work and to take the necessary measures in order to return to work as soon as possible.

The Union recognizes that local management has the right to inquire as to the reason of the absence and to request, in certain cases when it deems it necessary, that the employee provide justification.

Where the criteria set forth in this Letter of Intent are met, the Company confirms that local management should authorize an absence for family or personal emergency.

It is also understood that, in order to minimize the financial impact on the employee, and depending on the circumstances, local management may authorize the employee to use paid time owing.

The parties also agree that any differences concerning this Letter of Intent may be brought to the Joint Labour Relations Committee for discussion.

Steve Desgagné
Négociateur en chef
Bell Canada

Olivier Carrière
Représentant national
SCEP

Bell Canada
1 Alexander Graham Bell A2
Verdun, Québec H3E 3B3

Steve Desgagné
Chief Negotiator
E: steve.desgagne@bell.ca
T: 514 786-4033
M: 514 233-0541



[DATE]

Olivier Carrière
National Representative
Communications, Energy and Paperworkers Union of Canada

Subject: **Benefits Forum**

Dear Mr. Carrière,

The parties agree to the establishment of a Benefits Forum consisting of two (2) Company (one (1) from Labour Relations and one (1) from the Benefits team), one (1) Provider and two (2) Union representatives (one (1) from Ontario and one (1) from Québec) to discuss enhancements which could be made to the administrative processes surrounding benefits requests (such as Short Term Disability or medical reimbursements).

It is understood and agreed that this Forum shall not be used to discuss individual cases or to challenge a decision rendered by the Company's provider. However, individual cases may be used when providing examples of enhancements which could be made to the administrative processes, if the employee consents.

The Forum shall begin its work by no later than September 1, 2013 and set its own schedule and type of meetings.

Reasonable expenses incurred by the employee representatives, which are necessary for their work on the Forum, shall be reimbursed by the Company, according to its practices.

Sincerely,

Steve Desgagné
Chief Negotiator

EXHIBIT 17-2**APPENDIX C****WEEKLY BASIC RATES OF PAY BY SALARY GROUP****EFFECTIVE JUNE 1, 2013**

1.50%	Salary Group 10	Salary Group 11	Salary Group 12	Salary Group 13	Salary Group 14
Step	Weekly	Weekly	Weekly	Weekly	Weekly
1	\$ 564.57	\$ 691.61	\$ 829.78	\$ 967.94	\$ 1 060.46
2	\$ 599.10	\$ 726.16	\$ 864.32	\$ 1 002.48	\$ 1 094.99
3	\$ 640.63	\$ 760.70	\$ 898.85	\$ 1 037.43	\$ 1 129.54
4	\$ 682.16	\$ 795.24	\$ 933.40	\$ 1 071.97	\$ 1 164.07
5	\$ 726.16	\$ 829.78	\$ 967.94	\$ 1 106.51	\$ 1 198.61
6	\$ 783.73	\$ 889.81	\$ 1 030.44	\$ 1 150.10	\$ 1 244.67

Note: The interval from one step to the next shall be twelve months.

APPENDIX C

HOURLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE JUNE 1, 2013

1.50%	Salary Group 10	Salary Group 11	Salary Group 12	Salary Group 13	Salary Group 14
Step	Hourly	Hourly	Hourly	Hourly	Hourly
1	\$ 15.06	\$ 18.44	\$ 22.13	\$ 25.81	\$ 28.28
2	\$ 15.98	\$ 19.36	\$ 23.05	\$ 26.73	\$ 29.20
3	\$ 17.08	\$ 20.29	\$ 23.97	\$ 27.66	\$ 30.12
4	\$ 18.19	\$ 21.21	\$ 24.89	\$ 28.59	\$ 31.04
5	\$ 19.36	\$ 22.13	\$ 25.81	\$ 29.51	\$ 31.96
6	\$ 20.90	\$ 23.73	\$ 27.48	\$ 30.67	\$ 33.19

Note: The interval from one step to the next shall be twelve months.

APPENDIX C

WEEKLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE JUNE 1, 2014

1.75%	Salary Group 10	Salary Group 11	Salary Group 12	Salary Group 13	Salary Group 14
Step	Weekly	Weekly	Weekly	Weekly	Weekly
1	\$ 574.45	\$ 703.72	\$ 844.30	\$ 984.88	\$ 1 079.01
2	\$ 609.59	\$ 738.86	\$ 879.44	\$ 1 020.02	\$ 1 114.16
3	\$ 651.84	\$ 774.01	\$ 914.58	\$ 1 055.59	\$ 1 149.30
4	\$ 694.10	\$ 809.15	\$ 949.73	\$ 1 090.73	\$ 1 184.44
5	\$ 738.86	\$ 844.30	\$ 984.88	\$ 1 125.87	\$ 1 219.59
6	\$ 797.44	\$ 905.38	\$ 1 048.47	\$ 1 170.22	\$ 1 266.45

Note: The interval from one step to the next shall be twelve months.

APPENDIX C

HOURLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE JUNE 1, 2014

1.75%	Salary Group 10	Salary Group 11	Salary Group 12	Salary Group 13	Salary Group 14
Step	Hourly	Hourly	Hourly	Hourly	Hourly
1	\$ 15.32	\$ 18.77	\$ 22.51	\$ 26.26	\$ 28.77
2	\$ 16.26	\$ 19.70	\$ 23.45	\$ 27.20	\$ 29.71
3	\$ 17.38	\$ 20.64	\$ 24.39	\$ 28.15	\$ 30.65
4	\$ 18.51	\$ 21.58	\$ 25.33	\$ 29.09	\$ 31.59
5	\$ 19.70	\$ 22.51	\$ 26.26	\$ 30.02	\$ 32.52
6	\$ 21.27	\$ 24.14	\$ 27.96	\$ 31.21	\$ 33.77

Note: The interval from one step to the next shall be twelve months.

APPENDIX C

WEEKLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE JUNE 1, 2015

2.00%	Salary Group 10	Salary Group 11	Salary Group 12	Salary Group 13	Salary Group 14
Step	Weekly	Weekly	Weekly	Weekly	Weekly
1	\$ 585.93	\$ 717.79	\$ 861.18	\$ 1 004.58	\$ 1 100.59
2	\$ 621.78	\$ 753.64	\$ 897.03	\$ 1 040.42	\$ 1 136.44
3	\$ 664.88	\$ 789.49	\$ 932.88	\$ 1 076.70	\$ 1 172.29
4	\$ 707.98	\$ 825.34	\$ 968.73	\$ 1 112.55	\$ 1 208.13
5	\$ 753.64	\$ 861.18	\$ 1 004.58	\$ 1 148.39	\$ 1 243.98
6	\$ 813.39\$	\$ 923.49	\$ 1 069.44	\$ 1 193.63	\$ 1 291.78

Note: The interval from one step to the next shall be twelve months.

APPENDIX C

HOURLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE JUNE 1, 2015

2.00%	Salary Group 10	Salary Group 11	Salary Group 12	Salary Group 13	Salary Group 14
Step	Hourly	Hourly	Hourly	Hourly	Hourly
1	\$ 15.62	\$ 19.14	\$ 22.96	\$ 26.79	\$ 29.35
2	\$ 16.58	\$ 20.10	\$ 23.92	\$ 27.74	\$ 30.31
3	\$ 17.73	\$ 21.05	\$ 24.88	\$ 28.71	\$ 31.26
4	\$ 18.88	\$ 22.01	\$ 25.83	\$ 29.67	\$ 32.22
5	\$ 20.10	\$ 22.96	\$ 26.79	\$ 30.62	\$ 33.17
6	\$ 21.69	\$ 24.63	\$ 28.52	\$ 31.83	\$ 34.45

Note: The interval from one step to the next shall be twelve months.

APPENDIX C

WEEKLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE JUNE 1, 2016

2.00%	Salary Group 10	Salary Group 11	Salary Group 12	Salary Group 13	Salary Group 14
Step	Weekly	Weekly	Weekly	Weekly	Weekly
1	\$ 597.65	\$ 732.15	\$ 878.41	\$ 1 024.67	\$ 1 122.61
2	\$ 634.22	\$ 768.71	\$ 914.97	\$ 1 061.23	\$ 1 159.17
3	\$ 678.18	\$ 805.28	\$ 951.53	\$ 1 098.23	\$ 1 195.73
4	\$ 722.14	\$ 841.84	\$ 988.10	\$ 1 134.80	\$ 1 232.30
5	\$ 768.71	\$ 878.41	\$ 1 024.67	\$ 1 171.36	\$ 1 268.86
6	\$ 829.66	\$ 941.96	\$ 1 090.83	\$ 1 217.50	\$ 1 317.62

Note: The interval from one step to the next shall be twelve months.

APPENDIX C

HOURLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE JUNE 1, 2016

2.00%	Salary Group 10	Salary Group 11	Salary Group 12	Salary Group 13	Salary Group 14
Step	Hourly	Hourly	Hourly	Hourly	Hourly
1	\$ 15.94	\$ 19.52	\$ 23.42	\$ 27.32	\$ 29.94
2	\$ 16.91	\$ 20.50	\$ 24.40	\$ 28.30	\$ 30.91
3	\$ 18.08	\$ 21.47	\$ 25.37	\$ 29.29	\$ 31.89
4	\$ 19.26	\$ 22.45	\$ 26.35	\$ 30.26	\$ 32.86
5	\$ 20.50	\$ 23.42	\$ 27.32	\$ 31.24	\$ 33.84
6	\$ 22.12	\$ 25.12	\$ 29.09	\$ 32.47	\$ 35.14

Note: The interval from one step to the next shall be twelve months.

APPENDIX C**WEEKLY BASIC RATES OF PAY BY SALARY GROUP****EFFECTIVE JUNE 1, 2017**

1.00%	Salary Group 10	Salary Group 11	Salary Group 12	Salary Group 13	Salary Group 14
Step	Weekly	Weekly	Weekly	Weekly	Weekly
1	\$ 603.63	\$ 739.47	\$ 887.19	\$ 1 034.92	\$ 1 133.83
2	\$ 640.56	\$ 776.40	\$ 924.12	\$ 1 071.84	\$ 1 170.76
3	\$ 684.96	\$ 813.33	\$ 961.05	\$ 1 109.21	\$ 1 207.69
4	\$ 729.36	\$ 850.26	\$ 997.98	\$ 1 146.15	\$ 1 244.62
5	\$ 776.40	\$ 887.19	\$ 1 034.92	\$ 1 183.07	\$ 1 281.55
6	\$ 837.95	\$ 951.38	\$ 1 101.74	\$ 1 229.68	\$ 1 330.79

Note: The interval from one step to the next shall be twelve months.

APPENDIX C

HOURLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE JUNE 1, 2017

1.00%	Salary Group 10	Salary Group 11	Salary Group 12	Salary Group 13	Salary Group 14
Step	Hourly	Hourly	Hourly	Hourly	Hourly
1	\$ 16.10	\$ 19.72	\$ 23.66	\$ 27.60	\$ 30.24
2	\$ 17.08	\$ 20.70	\$ 24.64	\$ 28.58	\$ 31.22
3	\$ 18.27	\$ 21.69	\$ 25.63	\$ 29.58	\$ 32.21
4	\$ 19.45	\$ 22.67	\$ 26.61	\$ 30.56	\$ 33.19
5	\$ 20.70	\$ 23.66	\$ 27.60	\$ 31.55	\$ 34.17
6	\$ 22.35	\$ 25.37	\$ 29.38	\$ 32.79	\$ 35.49

Note: The interval from one step to the next shall be twelve months.