

# Collective Agreement

THIS AGREEMENT is made in duplicate effective as of the eleventh (11) day of April 2013

BETWEEN:

Cablelync Inc., hereinafter referred to as "the Company"

OF THE ONE PART

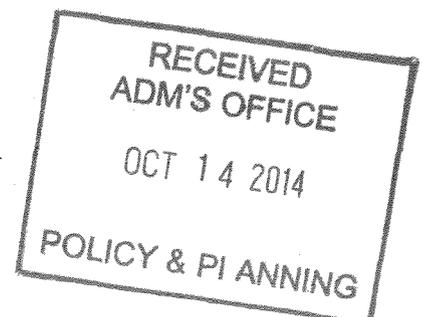
AND:

LOCAL UNION 1615 of the INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS hereinafter referred to as "the Union"

OF THE OTHER PART

## **Duration of Agreement 2 years**

This Agreement shall become effective as of fifteenth (15) day of April 2013 and remain in effect to and including the fourteenth (14) day of April 2015



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**ARTICLE 1**  
**INTERPRETATION AND DEFINITIONS**

In this Agreement, the following words shall have the meanings respectively indicated:

- a. "Company" means Cablelync Inc;
- b. "Employee" means an employee of the Company who is a member of the bargaining unit;
- c. "Temporary /Term Employee " means an employee hired for a term of less than six (6) months;
- d. "Union" means the International Brotherhood of Electrical Workers (I.B.E.W.) AND ITS Local 1615;
- e. "Probationary Period" means new employees will be subject to a probationary period of four (4) continuous months with a minimum of sixty-four (64) cumulative working days. This provision is not a guarantee of any period of work for a probationary employee
- f. "Earnings" means the total of all piece-rate shift earnings and hourly rate shift earnings;
- g. "Piece rate" means the system of earnings where payment is based on predefined units of work completed multiplied by the rate per unit. For clarification;
  - Piece rate earnings are at a fixed piece rate for each unit of output produced.
  - The piece rate wages earned by a worker is calculated by multiplying the Units of Work x Piece Rate for each Unit
  - Note: Also referred to of as piece work or task code rate or production rate.
- h. "Hourly rate" shall mean work assignments where earnings are not based on piece rate.

Wherever the term he, she, his, her, etc. is used throughout this agreement, such term is intended to apply to individuals of either gender.

**ARTICLE 2  
RECOGNITION AND SCOPE**

- 2.01 The Company recognizes the union as the exclusive bargaining agent for a unit of employees of the Company as outlined in the certification order issued by the Canadian Industrial Relations Board. Certification Order # 10341-U issued by the Canada Industrial Relations Board on November 30, 2012.
- 2.02 The Employer agrees that in the event of a change of name being made for the employer's company, The Employer will notify the Union, in writing, specifying the new company name. At the request of the Union, the Employer will join in filing an application to the Canada Labour Board asking that the certification held by the Union be amended to reflect the new name of the Company.
- 2.03 The Employer shall not require as a condition of continued employment that an employee covered by this Agreement purchase any truck or vehicular equipment or that any employee purchase or assume any proprietary interest or other obligation in the business.
- 2.04 On Successor Rights and Obligations the Canada Labour Code shall apply.

**ARTICLE 3  
MANAGEMENT RIGHTS**

- 3.01 Except as specifically modified or restricted by this Agreement, the Company shall have the exclusive right to plan, operate and manage its business, including, without restricting the generality of the foregoing, the right to manage and direct its workforce in the most economic manner possible, to maintain flexibility in the operation and assignment of its workforce, to maintain order and efficiency, to hire, promote and demote employees, to discipline, suspend or discharge employees for just cause, to assign, reassign, transfer and layoff employees, to increase and decrease its workforce, to determine the location of work, services to be provided, schedules of work and methods, processes and means of carrying out the work, the right to introduce new methods of work and facilities, and the right to establish and maintain rules and regulations concerning the operations of the Company and the work of its employees.

**ARTICLE 4  
UNION DUES**

- 4.01 In order to ensure that the Union shall be truly representative of the employees, it shall be open to all employees within the bargaining unit to take advantage of the privilege of membership in the Union so that their voice and vote may make the deliberations of the Union truly representative.
- 4.02 The Company agrees to deduct from the earnings of all Employees covered by this Agreement, and during the period of the Agreement, the amount of Union dues for general Union purposes as designated by the Union, and such moneys shall be paid to the Union not later than the 25<sup>th</sup> day of the following month.
- 4.03 The Company agrees to furnish the Union monthly with a list of Employees for and on behalf of whom such deductions are being made.
- 4.04 Employees shall provide written non-revocable authorization for such deduction before any deductions take place.
- 4.05 The Union shall indemnify and save harmless the Company, its servants and agents, from any and all actions, claims or demands arising out of or related to the agreed deductions and the Union shall assume full responsibility for the disposition of the funds so remitted to the Union by the Company,

**ARTICLE 5  
WORK ASSIGNMENT TO EMPLOYEES  
OTHER THAN BARGAINING UNIT MEMBERS**

- 5.01 Employees of the Company who are not members of the bargaining unit, shall not perform work regularly performed by employees in the bargaining unit except under the following circumstances:
- a) In case of emergency affecting the safety of employees, risk of or actual damage to equipment, or to correct circumstances adversely affecting operations of the company, for such time as is necessary to overcome such emergency or circumstances.
  - b) Work incidental to the performance of supervisory or management duties;
  - c) Except where such work has historically been performed by employees outside the bargaining unit or shared;
  - d) Instruction, training or job performance evaluation;
  - e) During period of unusual demand, provided there are no bargaining unit members on layoff status who possess the required qualifications to complete the necessary work.

**ARTICLE 6**  
**No Strike, No Lock Out**

- 6.01 The parties agree that during the life of this Agreement there shall be no lock out by the Employer and there shall be no strike, picketing, slowdown or work stoppage, or any other interference with the Company's business by the Union, its members, agents or employees.
- 6.02 The Union agrees that it will not engage any employee of the Company in any dispute which may arise between any other employer and the employees of such other employer.

**ARTICLE 7**  
**UNION RIGHTS**

- 7.01 The Union shall notify the Company in writing of the names of all authorized officers and representatives of the Union, together with any changes from time to time therein, and the Company shall not be obliged to deal with or recognize any employee in any such capacity unless such written notification has been first received by the Company.
- 7.02 The Union shall be permitted to post on the Company notice board or Notice boards, Union notices relating to the business of the Union or to the employment of the employees, provided however that only such notices as are first authorized by the Company shall be so posted.

**ARTICLE 8**  
**SENIORITY**

- 8.01 Seniority shall be based on the length of continuous full-time employment with the Company. New employees entering the bargaining unit will have their seniority based on the effective date he/she enters the bargaining unit.
- 8.02 Seniority list prepared to December 31st in the previous year shall be sent by the Company to the Union and posted on company bulletin boards no later than February 28th in each year, and shall be open to adjustment for a period of thirty days following forwarding to the Union and internal posting; if any employee considers that an error has been made in such list, such employee shall have the right to protest such error through the provisions of the grievance procedure. If no grievances are received concerning the seniority list by March 31st then the seniority list shall be deemed accurate by all parties.
- 8.03 In filling vacancies, new positions and temporary assignments within the bargaining unit, such vacancies and new positions shall be filled in accordance with the following:
- a) The applicants shall meet the qualifications as specified in the standard job postings and

possess the necessary skills and ability to perform the normal requirements of the job in a competent manner;

- b) Past and related work experience and performance, as well as participation of employees in job related training, both voluntary and company sponsored, will be taken into account when filling vacancies and/or new positions;
- c) If the qualifications, skills and abilities of the candidates are relatively equal, then Company seniority shall prevail;
- d) Qualified internal applicants, meeting the criteria in (a) and (b) will not be refused a job interview;

8.04 For employees working in the Bay Roberts area, a secondary seniority list will be maintained.

Work assignments in this area will be based on the secondary seniority list, training and experience in the specific work requested by the client.

James Murphy	Conception Bay North
Chris Farrell	Conception Bay North
Pat Kavanagh	Conception Bay North
Roger Butt	Conception Bay North

8.05 Layoff and Recall

- a) Subject to short-term reductions, a reduction in the number of Employees for reasons including reduced volume of work or economic reasons shall be deemed to be a layoff.
- b) A short-term reduction occurs when an Employee is not assigned work for a period of seven (7) calendar days or less, which reduction does not constitute a layoff within the meaning of this clause and is not subject to the requirements set out herein.
- c) The Company will select Employees for layoff based on a combination of performance, skill and ability. When these factors are relatively equal as between two or more employees, seniority shall be the determining factor.
- d) All employee benefits plan coverage will cease upon layoff.
- e) Periods of layoff not in excess of three (3) months shall not affect the accrual of seniority.
- f) Employees who are laid off from their jobs shall be recalled to their original job based on performance, skill and ability. When these factors are relatively equal between two or more employees, seniority shall be the determining factor.
- g) Employees will retain recall rights for a period of three (3) consecutive months from the date of their respective layoffs or displacement. If they are not recalled within three (3)

months, their seniority is lost and their employment with the Company deemed terminated.

- h) The Company will not assign work to probationary employees who have finished training while the employees with seniority are on layoff.

#### 8.06 Loss of Seniority

An Employee shall lose all seniority and his employment shall be deemed to be terminated if he:

- a) voluntarily leaves the employ of the Company;
- b) is discharged for just cause and is not reinstated under the grievance or arbitration procedures;
- c) is absent for three (3) consecutive working days without an approved leave of absence, unless such absence is due to verifiable sickness or injury.
- d) fails to return to work within three (3) working days after being recalled to work following lay-off by notification from the Company by registered mail to the last address put on file by the Employee.
- e) is laid off for a period of three (3) months or more;
- f) fails to return to work from an authorized vacation or leave of absence without bona fide reasons, or utilizes a leave of absence for reasons other than for which is was granted.

**ARTICLE 9**  
**JOB POSTINGS AND FILLING VACANCIES**

- 9.01 Permanent vacancies and newly created jobs within the bargaining unit will be posted for seven (7) days on Employer bulletin boards accessible to all Employees. Such bulletins will show the job title and qualifications required.
- 9.02 Any employee desiring to fill such a vacancy shall, within the seven (7) days posting period, forward his application to his immediate manager.
- 9.03 In the filling of permanent vacancies within the bargaining unit, the Company shall consider the employee's qualifications, training, experience and work record for the purpose of filling the permanent vacancy. When these factors are relatively equal as between two or more candidates, seniority shall be the determining factor.
- 9.04 In the event an Employee is promoted into a permanent vacancy or newly created job within the bargaining unit, he shall be subject to a three (3) months trial period during which the Company may reject the Employee as unsuitable for the position and return the Employee to his former classification. The Company's decision respecting suitability is not to be arbitrary, discriminatory or made in bad faith. During this trial period the employee may elect to return to his former position.
- 9.05 Any new classifications created during the life of this Agreement shall have wages negotiated and placed as an addendum to the Collective Agreement. Present classifications will be used at the Company's discretion should positions have to be filled for operational reasons prior to agreement on new classifications and wage rates.
- 9.06 Standard job postings will be developed by the Company and provided to the Union for review. All job postings will reflect the Company's requirement to maintain flexibility to operate in the most efficient manner possible.

**ARTICLE 10  
HOURS OF WORK**

- 10.01 The normal work week is Monday to the following Sunday.
- 10.02 Employees are normally assigned 10.5 hour shifts (including unpaid 30 minute lunch break), however, depending the Company's operational requirements, shifts may be assigned for a different duration. Prior to implementing shifts of a different duration than 10.5 hours, the company will advise the Union unless the change is agreed to by an Employee, or at the request of an Employee.
- 10.03 Travel to the worksite at the commencement of a shift, and travel from the worksite at the conclusion of a shift is not work duty for which the employee is paid. Work travel between work locations during the shift is considered work duties.
- 10.04 This Article shall not be construed as a guarantee of hours of work per day or per week, or of days of work per week.
- 10.05 The arrangement of work schedules and assignment to shifts will be directed by the Company in order to meet its operational requirements as determined solely by the Company. Employees have no entitlement to piece rate or hourly compensation, and may be assigned to either piece rate or hourly shifts depending on the Company's operational requirements.
- 10.06 Piece Rate shifts;  
The daily start and stop times for each shift are generally:  
8:00 a.m. to 6:30 p.m. inclusive, and  
9:30 a.m. to 8:00 p.m. inclusive  
But may be modified from time to time to meet operational requirements.
- 10.07 Employees are required to be on site at the work location as of the shift time and until the shift stop time, unless otherwise directed by the Company.
- 10.08 Shift cycles may be changed from time to time, in order to meet the company operational requirements. The Company will endeavour to provide as much advance notice as possible of changes to shift cycles.
- 10.09 Shifts include a 30 minute unpaid lunch period, which period should be taken at the discretion of the employee, acting reasonably, and having regard to customers' expectations and scheduled appointments.
- 10.010 For each hour worked in excess of 40 hours per week or, due to scheduling requirements, in excess of 80 hours over two weeks, in addition to the regular code rates for work performed, employees on piece rate shifts will receive an overtime top-up.

- 10.011 Hourly rate employees' shifts: The daily start and stop times and shift cycles will depend upon the Company's operational requirements. The Company may change the shift cycle at any time, and will endeavour to provide as much advance notice as possible.
- 10.012 Inventory replenishing and task code sheet drop off: Employees on piece work will be entitled to submit for one-half (0.5) hour at his regular rate for any work days when this is required.
- 10.013 For clarification, the intent that these duties be performed during the regular shift and that the onsite time for first appointments be maintained.
- 10.014 If the company requires these duties to be performed outside the normal shift, overtime rates will apply to the half-hour.
- 10.015 Attendance at morning Safety Meetings are not part of this article.

**ARTICLE 11  
OVERTIME**

11.01 For Employees on piece rate: The overtime rate is 1.5. Employees will receive an overtime top up for each hour worked in excess of 40 hours per week or due to scheduling requirements 80 hours over two weeks in addition to the regular code rates for work performed.

Employees have received their regular compensation for these overtime hours through their piece rate and are entitled to the 0.5 overtime top up.

The 0.5 top up is calculated as follows:

- a) Total piece work earnings for the week divided by total number of hours worked for the week equals the average hourly rate for the piece work completed;
- b) Overtime top equals the average hourly rate by 0.5 by overtime hours worked.

11.02 For Employees on hourly rate: Overtime hours worked times 1.5 the employee's regularly hourly rate.

11.03 On a daily basis less than 15 minutes will not be considered overtime, greater than 15 minutes will be eligible for overtime.

**ARTICLE 12  
TRAVEL MEALS**

12.01 When an Employee or a Temporary/Term employee is required to travel to perform work and will as a result be away from home overnight, the employee shall be entitled to a per diem allowance to a maximum of \$45.00 per day.

**ARTICLE 13  
WAGES**

See Appendix "A", Parts 1, 2, 3 and 4

## **ARTICLE 14 HOLIDAYS**

14.01 The Employer recognizes the following paid holidays:

1. New Year's Day
2. Good Friday
3. Victoria Day
4. Canada Day
5. Labour Day
6. Thanksgiving Day
7. Remembrance Day
8. Christmas Day
9. Boxing Day

14.02 The Union acknowledges that, due to the continuous nature of the Company's operations, employees may be needed for work on one or more of these holidays, in which case the following will apply.

- a) Using the Seniority List, employees will first be offered the holidays shift on a volunteer basis, until the scheduling need is met. Should no employee wish to work the holidays shift, the Company will determine, using the Seniority List, which employee(s) is/are required to work the holidays shift. When an employee is required to work a holiday shift, he will be recorded as such, and in determining the employee required for the next holidays shift, the Company will move to the next employee on the Seniority List, and continue in that manner as a "rolling list".
- b) Employees on piece work shifts who work on the holiday will be paid normal piece work rates for the holidays plus holiday pay equal to the normal number of hours worked at the applicable hourly shift rate.
- c) Employees on hourly shift work who work on the holiday will be paid normal hourly rates for the holiday plus holiday pay equal to the normal number of hours worked at the applicable hourly shift rate.
- d) Employees who do not work on the holiday will receive holiday pay equal to the normal number of hours worked paid at the applicable hourly shift rate.
- e) An employee shall not be paid for a holiday unless such employee worked both his full scheduled shift immediately before the holiday and his full scheduled shift immediately after the holiday. Employees who are on approved leave of absence, lay off or suspension shall not be entitled to pay for any holiday occurring within such period of leave of absence

- f) Employees are not entitled to be paid for a general holiday which occurs during the first thirty (30) days after the date they are hired.

**ARTICLE 15  
VACATION**

15.01 Employees will be entitled to annual vacation time as per the following rules.

- a) 4% vacation pay and 2 weeks' vacation from the date on which seniority is established;
- b) 6% vacation pay and 3 weeks' vacation after completion of five (5) or more years continuous service.

15.02 In the first year of employment, vacation entitlement will be pro-rates.

15.03 Vacation Scheduling

Employees wishing to take vacation must request their preferred dates as early as possible in writing, with a minimum of twenty one (21) days' advance. Requests will be considered on a first come, first served basis based on business needs, including client requirements and availability of personnel. In the event of multiple requests submitted at the same time for the same vacation period, seniority shall determine whose request is granted. Seniority shall not trigger changes in already requested or approved vacation.

15.04 Management will confirm vacation requests no later than fourteen (14) days after the request was made.

15.05 If an Employee, within his/her vacation period is admitted to a hospital as an "in" patient, and provides Management with appropriate medical documentation establishing same, he may reschedule his vacation for that day and for the remaining days of hospitalization that coincide with the originally scheduled vacation days.

## **ARTICLE 16 LEAVE**

### 16.01 Bereavement Leave

In the case of death of a member of an Employee's immediate family i.e. Mother, Father, Wife, Husband, or common-law partner, Child, Brother, Sister, Mother-in-Law, Father-in-Law, Step-parent or Step-Child, Brother-in-Law, sister-in-Law, Grandparent or Grandchild, the Employee, upon request will be granted;

- a) Up to four (4) unpaid consecutive work days immediately following the death for Employee's on probation.
- b) Up to four(4) paid consecutive work days following the death for Employees who have completed their probation;
- c) In the event of extenuating circumstances, the Company agrees to make all reasonable efforts to accommodate requests for additional time off work without pay.

### 16.02 Family Responsibilities Leave

All permanent Employees, following completion of their probationary period, shall be entitled to receive family responsibilities leave with pay in accordance with the provisions of this Article, provided that such Employee complies with all of the provisions of this Article.

- a) Paid leave of absence up to ten (10) hours each calendar year at the discretion of the department manager to attend family responsibilities that cannot legitimately be scheduled during an Employee's off-duty hours.
- b) These family responsibilities concern family members and include such needs as temporary care of sick family members, needs related to the birth of an employee's child, medical or dental appointments, meeting with school authorities and home and family emergencies.
- c) Any requirements for Family Responsibility Leave in excess of amounts specified in this Agreement are to be treated on a case by case basis.

## 16.03 Sick Leave

All permanent Employees, following completion of their probationary period, shall be entitled to receive sick leave with pay in accordance with the provisions of this Article provided that such Employee complies with all of the provisions of this Article.

- a) The total sick leave entitlement of any Employee shall be computed on the basis of one day sick leave entitlement for each three (3) months of service from completion of the probationary period, but not including the months of the probationary period, to a maximum total accumulated benefit in any calendar year of four (4) days.
- b) The Employee shall report his inability to attend work to the Employee's immediate supervisor who is outside the bargaining unit or in the case of the absence or unavailability of the immediate supervisor, to the alternate person designated from time to time by the Company for such purpose.
- c) Notification shall be given at least one (1) hour before the scheduled time of the commencement of the tour of duty for such Employee on the day in question. Failure to provide notification on time could result in an unpaid day, except in circumstances where it is impossible for the employee to so report; in such latter event, the Employee shall nevertheless report inability to attend for such as soon as possible to the Company.
- d) An Employee who fails to notify the Company shall be deemed to be absent without leave.
- e) Pay for full days on sick leave shall be computed on the basis of the normal working hours for such employee for the day on which sick leave occurs, at the employee's regular straight time hourly rate of pay.
- f) The employee may be required to produce and provide medical documentation to support absences of more than two (2) continuous days in duration.
- g) Entitlement to sick leave benefits shall terminate automatically upon termination of employment of the Employee.

16.04 Leave of Absence – Jury Duty

- a) Leave of absence shall be granted to an employee during such period as such employee shall be under law summoned and compelled to serve as a juror, for such period as such employee shall be required to attend Court as a witness on behalf of the company in any proceeding, provided that such employee shall first provide to the Company written proof of such required service or attendance.
- b) Where an employee is required to serve on a jury, the Company shall pay to such employee 100% of the difference between the fee received by such employee for such service, and the regular hourly wage which such employee would have earned for a regularly scheduled tour of duty during such period of service, provided that the employee shall first be required to furnish written proof of such service as a juror and of the amounts of compensation from all sources paid for such service.
- c) Any employee on leave of absence pursuant to the provisions of this Article shall return as soon as possible to his regularly scheduled tour of duty or part thereof following release from such service.

**ARTICLE 17  
SEVERANCE PAY**

When the Company terminates the employment of an employee who has completed twelve (12) consecutive months of continuous employment by the employer shall, except where the termination is by way of dismissal for just cause, pay to the employee the greater of;

- a) Two (2) days wages at the employee's regular rate of wages for his regular hours of work in respect of each completed year of employment that is within the term of the employee's continuous employment by the employer
- or
- b) Five (5) days wages at the employee's regular rate of wages for his regular hours of work.

**ARTICLE 18**  
**Clothing – Tools – Equipment**

**18.01 Safety Footwear**

After successful completion of probation, employees required by the Company to wear safety footwear will be reimbursed (upon presentation of receipt) up to a maximum of \$200 per year towards the purchase of required safety footwear.

**18.01 Clothing**

- a) The Company will provide at no cost: Company and Client identification, mandatory summer and winter uniform clothing items and safety gear (except safety boots).
- b) Items lost by an employee shall be replaced at the Employees expense.
- c) Replacement due to regular wear and tear is at the Company's expense.
- d) Cleaning will be the responsibility of the Employee.
- e) Clothing will remain the property of the Company and must be returned to the company, if requested, or upon termination of employment.
- f) A fee equal to the replacement cost will be charged by the Company to the Employee for lost clothing, or for a refusal or failure to return clothing items provided.

**18.03 Tools:**

- a) All tools will be provided by the Company. It is a requirement for the Employee to have all assigned tools and equipment in his possession and in working order for the commencement of each shift, failing which the Company reserves the right not to assign the Employee work.
- b) The Company will replace worn out tools; employees must replace lost or damaged tools of equal value and quality.
- c) Tools and equipment broken or worn out as a result of the normal service will be replaced by the Company upon return to the Company of the broken or worn out tool.

**18.04 Equipment**

The Company may charge Employees the replacement cost for lost or damaged equipment of the Company or its clients.

**ARTICLE 19**  
**SAFETY**

- 19.01 The company will maintain reasonable precautions for the health and safety of all Employees. All employees covered by this Agreement shall cooperate in the implementation of such health and safety precautions. The Company and the Union shall cooperate fully in the elimination and prevention of unhealthy and unsafe working conditions and practices and assist in the prevention of accidents.
- 19.02 A Safety Committee consisting of at least two (2) union representatives shall be established. The function of this committee is to develop recommendations and discuss matters relative to safety; to hear, investigate and recommend solutions of unsafe conditions or unsafe work procedures and practices that may be reported from time to time by Employees. Parties to the committee will appoint their own representatives.

**ARTICLE 20**  
**GRIEVANCE PROCEDURE**

- 20.01 A grievance shall be defined as any difference arising out of the interpretation, application, administration, or alleged violation of the collective agreement.
- 20.02 The Employer or the Union may file a grievance.
- 20.03 An earnest effort shall be made to settle all grievances fairly and promptly in the following manner:
- a) The aggrieved employee and/or the shop steward shall within seven (7) working days after becoming aware of the occurrence of events on which a grievance may be based, submit a grievance in writing to the Director of Operations or their designate outlining the alleged violation and the redress sought. Grievances shall be presented on a standardized grievance form and shall specifically designate the section or sections of the collective agreement alleged to have been violated.
  - b) Step 1 – Within four (4) working days after submission of the grievance, the company shall advise the employee whether the grievance is accepted or rejected. If the grievance is rejected, the Union may proceed to Step 2.
  - c) Step 2 – Within four (4) working days after being notified of the decision at Step 1, the Union shall submit the grievance in writing to the General Manager or their designate. Within seven (7) days of receipt of the grievance at this Step, or such further time as agreed by the parties, a meeting shall take place for the purpose of resolving the grievance.

d) Step 3 – Failing satisfactory settlement under Step 2, either party may refer the grievance to arbitration in accordance with the Arbitration provision of this agreement.

20.04 Where the company files a grievance, the procedure above shall be commenced at Step 2, except that the grievance shall be submitted to the Union's Business Manager.

20.05 The time limits fixed in both the grievance and arbitration procedures may be extended by mutual agreement in writing between the Company and the Union.

20.06 No grievance shall be submitted to arbitration which has not been properly processed according to the provisions of this Article.

20.07 Except for meetings between representatives of the Union, the Employee and the Company under the specific provisions of this article, no other activities under the provision of this Article shall be carried out during Company time.

20.08 An employee and/or shop steward shall obtain the permission of Management before interrupting or leaving his work to deal with a grievance. Permission will not be arbitrarily or reasonably withheld.

20.09 In this Article, when computing business days, Saturdays, Sundays and holidays under this Agreement shall not be included.

## **ARTICLE 21 ARBITRATION**

- 21.01 Where a difference arises between the parties relating to the interpretation, application, administration or alleged violation of this agreement, either party may, after exhausting the grievance procedure established by this Agreement, notify the other in writing of its desire to submit the grievance to arbitration. The notice shall contain the name of the proposed Sole Arbitrator and shall be delivered to the other within ten (10) working days of the reply under Step 3 of the Grievance Procedure.
- 21.02 The party receiving the referral notice may agree to the proposed Arbitrator or counter with a proposed alternate. If the parties are unable to agree to the selection of an arbitrator, the rules for appointment of an arbitrator shall be those contained in the Canadian Labour Code.
- 21.03 The sole arbitrator shall be bound by the terms of this and the decision of such arbitrator shall be final and binding on all parties.
- 21.04 The arbitrator shall not have the power or authority to make any decision inconsistent with the terms of this Agreement nor to alter, modify or amend any part of this Agreement, but the arbitrator shall have the power to alter or modify any disciplinary action.
- 21.05 The fees and expenses of the Arbitrator shall be shared equally by both parties.
- 21.06 A grievance or arbitration shall not be lost because of the failure to follow the time limits outlined in the grievance procedure of this Agreement providing time limit extensions are mutually agreed to.
- 21.07 The decision of a sole arbitrator is to be provided to the Company and the Union within sixty (60) calendar days of completion of the arbitration hearings, unless the time limit is extended by mutual agreement in writing between the Company and the Union.

**ARTICLE 22**  
**UNION REPRESENTATION**

- 22.01 The Company will recognize a negotiating committee composed of no more than two (2) Employees from the bargaining unit plus the Union's Local Business Manager. The Union shall notify the company in writing of the name of the employees on its negotiating committee at least two (2) weeks prior to the commencement of negotiations and also to request that time off be arranged for the negotiating committee.
- 22.02 Negotiations shall be scheduled outside of the Company's normal business hours. Where bargaining sessions between the Company and the Union are scheduled by agreement to be held during scheduled working hours, members of the bargaining committee shall be entitled to unpaid leave for such hours.
- 22.03 The Company will recognize one (1) Shop Steward of I.B.E.W. Local 1615. Should the Company expand into other geographical regions the issue of Shop Stewards will be revisited. When an employee serves as a Steward during his normally scheduled working hours he will be entitled to the normal hourly rate for all such hours.
- 22.04 The Steward must obtain prior management approval for time required for Union business. The Steward and aggrieved employee(s) shall not interfere with the operations of the Company and such time off shall be of reasonable length. Overtime pay shall not be triggered by time to conduct Union business.
- 22.05 Steward activities shall be limited to grievance and disciplinary issues during scheduled hours of work.
- 22.06 The Union shall be responsible for notifying the Company in writing of the name(s) and address(es) of those persons entitled to receive official correspondence required under this Collective Agreement. No Union representative will be recognized unless designated in writing in advance to the Company.
- 22.07 Company vehicles are not to be used by employees, including the Shop Steward, for attending any Union activities except for the Shop Steward's day-to-day duties directly related to or arising from bargaining unit work.

**ARTICLE 23**  
**TEMPORARY EMPLOYEES**

Temporary employees will be governed by the terms of the agreement with the following exclusions and/or modifications:

- a) Temporary/Term employees will earn vacation pay on the basis of time worked at the regular rate of gross earnings as outlined under the Canada Labour Code and will receive their earned vacation pay on each regular pay cheque.
- b) Temporary/Term Employees will not accrue seniority unless employed continuously for a period of six (6) months or longer.
- c) A Temporary/Term Employee who is continuously employed for six (6) months or longer shall become a regular permanent employee, with the exception of those Temporary/Term Employees hired to cover the absence of another employee on medical, maternity leave, or other leave. In these cases, Temporary/term employee status will continue for the duration of the leave being covered.
- d) The company will provide notice of termination at least two (2) weeks prior to the date on which the Temporary/Term Employee's employment will cease, or equivalent pay in lieu of notice.
- e) For the purpose of determining regular permanent status, neither the notice period nor any pay in lieu of notice shall be included in calculating the employee's period of continuous employment.
- f) Temporary/Term employees will not be terminated for the sole purpose of maintaining their temporary/term status.

**ARTICLE 24**  
**EMPLOYMENT EQUITY**

The Company and the Union are committed to the principles of employment equity and recognize that there may be circumstances where deviation from the provisions of this Agreement may be necessary in order for the Company to be able to achieve the specific objectives set out in the Employment Equity Act. When these circumstances arise, the parties will meet in an effort to reach agreement on what, if any, deviations from the Agreement may be necessary, having regard to the mutual commitment expressed in this understanding.

**ARTICLE 25  
CONTRACTING OUT**

The Company will make all reasonable efforts to avoid lay-offs of bargaining unit employees due to contracting out. The company shall not contract out work if there are a sufficient number of qualified employees on lay-off, who can perform the work in question.

**ARTICLE 26  
WEATHER DAYS**

- 26.01 If the employee has been notified by the Employer of impending adverse weather conditions, the Employee is not to leave for work until contact with the Company and the client establishes that work will proceed.
- 26.02 If an Employee arrives at the Company's premises and due to adverse weather he is advised that work will not proceed and to go home, the Employee has the right to request three (3) hours pay at his hourly rate.
- 26.03 If the Employee is notified prior to leaving their resident that work will not proceed due to adverse weather, the Employee shall not be entitled to request three (3) hours pay.
- 26.04 If driving conditions are unsafe when an employee is released to go home during weather days he/she may be asked to wait on location until conditions improve, they will be paid at hourly rates for that period.

**ARTICLE 27  
LABOUR MANAGEMENT COMMITTEE**

- 27.01 A joint Labour/Management Committee will be established for the purpose of discussing matters of mutual interest other than formal grievances.
- 27.02 The committee will be comprised of equal numbers of union and Management representatives with the understanding that, by mutual agreement, other personnel can be brought into these meetings from time to time. The Chair will alternate between Union and Management.
- 27.03 By mutual agreement, meetings will be held quarterly. Meeting times may be altered and additional meetings may be held.
- 27.04 Union representatives will be given leave, with pay, to attend these meetings. Overtime and expenses will not be paid by the Company.

**ARTICLE 28**  
**GENERAL**

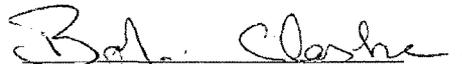
- 28.01 This Collective Agreement replaces, nullifies and voids any previous terms and conditions of employment entered into between the Company and the Employees.
- 28.02 The Company will provide required training courses at no cost to employees. Availability may depend on scheduling of trainers.
- 28.03 The Company will provide vehicles, cell phones and fuel cards, which shall be used by Employee strictly for business purposes.
- 28.04 It shall be the responsibility of each Employee to notify the Company promptly in writing of any change of home address or Telephone number. Failure to do so alleviates the Company from any responsibility for failure of any notice to reach the Employee.
- 28.05 The Company is authorized to deduct from payroll all amounts owed to the Company under any Company policy and this Collective Agreement, including fuel card and cell phone charges made contrary to Company policy, and lost/damaged equipment. The Company agrees that Employees will receive a statement of total and itemized payroll deductions.

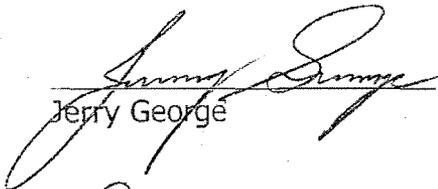
In witness whereof the parties hereto have caused this Agreement to be executed by their  
duly authorized representatives this eleventh (11) day of April 2013

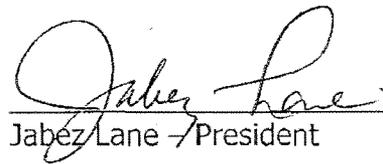
**Cableync Inc.**

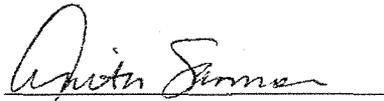
**I.B.E.W. Local 1615**

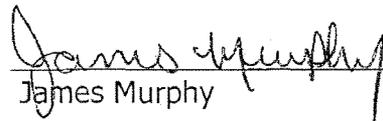
  
Tania Breen

  
Bob Clarke

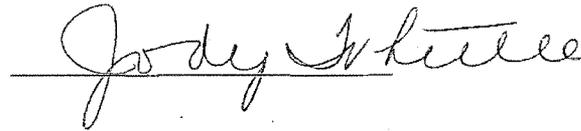
  
Jerry George

  
Jabez Lane - President

  
Anita Samson

  
James Murphy





JODY WHITTLE  
A Commissioner for Oaths in and for  
the Province of Newfoundland and Labrador.  
My commission expires on December 31, 201

JODY WHITTLE  
A Commissioner for Oaths in and for  
the Province of Newfoundland and Labrador.  
My commission expires on December 31, 201

## Appendix "A" Wages

### Part 1 Hourly Rate

Year 1				
Job designation	0-12 months without exp.	0-12 months with exp.		
	\$	\$	\$	
Non-Pay Techs	15.00	15.50	16.00	Plus commissions
Hot-to-Colds & Filters	15.00	15.50	16.00	
Installs only	17.00	17.50	18.00	
Installer / Service	N/A	18.00	19.00	
Installer / Service / Maint-Hardening	N/A	19.00	20.00	
Warehouse	16.00	17.00	18.00	
Year 2				
Performance based increase			1 year	
2.5%			\$	
Non-Pay Techs			16.40	Plus commissions
Hot-to-Colds & Filters			16.40	
Installs only			18.45	
Installer / Service			19.48	
Installer / Service / Maint-Hardening			20.50	
Warehouse			18.45	

**Part 2**  
**Residential Piece Rates**

RESIDENTIAL TASK CODES		
Code	Description	CableLync Pays Techs
132	Pickup Satellite Equipment	\$ 1.50
230	Truck Roll	\$ 4.25
232	Extra drive time - 25+ minutes	\$ 4.50
252	General NEW connect	\$ 6.75
253	General reconnect	\$ 6.75
260	Conf. HOT/DISC	\$ 0.50
270	Install Drop Amp	\$ 3.25
271	Remove Drop Amp	\$ 2.00
350	Disconnect	\$ 4.50
353	Disc EO	\$ 2.00
357	Rem Drop/Rise	\$ 5.00
358	Disc Conv/Decode	\$ 2.00
367	Disc @H EO Disconnect	\$ 2.00
368	Pickup Equipment	\$ 1.50
380	Disco-Phone Jack	\$ 0.50
381	Disco-RHP Service	\$ 0.50
550	Install Filter Separate Trip	\$ 2.00
551	Exchange Filter Separate Trip	\$ 2.00
552	Remove Filter Separate Trip	\$ 2.00
570	Install Filter with other work	\$ 0.25
571	Exchange Filter with other work	\$ 0.25
572	Remove Filter with other work	\$ 0.25
608	ONE 11U CON	\$ 1.50
651	Install Temp Line	\$ 5.00
655	Install NEW Additional Outlet (Cable)	\$ 8.00
656	15 min misc work - must have notes on w/o	\$ 4.50
657	Reconnect existing Cable EOOUT	\$ 3.00
668	Prewire One Outlet	\$ 7.00
672	Install new CSE	\$ 4.50
673	Activate Burial	\$ 3.00
674	Install Aerial<150 - 6U	\$ 14.50
675	Install Aerial>150 - RG11	\$ 23.00
691	Tech Asst (Appr)	\$ 4.50

692	Remedial Work - must have notes on w/o	\$ 10.00
724	Install/Replace Buried RG6	\$ 30.00
725	Install/Replace Buried RG11	\$ 42.00
727	Saw Cut Driveway	\$ 52.00
728	Bore Driveway	\$ 60.00
729	Repair Fault RG6	\$ 20.00
730	Repair Fault RG11	\$ 40.00
804	Reconnect existing Digital & High Def. box	\$ 4.25
902	Connect Modem	\$ 4.25
921	RHP Battery Replacement	\$ 1.50
922	Digital Adapter	\$ 4.00
953	Reconnect existing Modem	\$ 4.25
955	Install NEW Additional Outlet (Internet)	\$ 8.00
956	Reconnect existing Hi-Speed EOUI	\$ 3.00
970	Connect New RHP Outlet	\$ 6.00
971	Billable Ph. Jack	\$ 4.50
972	Connect RHP/eMTA	\$ 3.50
973	Reconnect RHP/eMTA	\$ 3.50
974	RHP-MDU/DSL Tone	\$ 7.50
975	Toning for Partial DSL/Alarm System	\$ 5.00
976	MDU-NSL SWTCHDV	\$ 1.25
978	Reconnect RHP Outlet	\$ 3.50
979	Twisted Pair Home Run	\$ 6.50
985	Repair existing Phone Jack	\$ 2.50

### Part 3 Commercial Piece Rates

COMMERCIAL CODES		
Code	Description	CableLync Pays Techs
272	STANDARD RSR INSTALL	\$ 42.25
273	INSTALL-EXTRA OUTLETS (1)	\$ 9.75
274	INSTALL-ACTIVATE DCT	\$ 8.00
275	INSTALL-MODEM	\$ 8.00
276	INSTALL-ROUTER	\$ 8.00
277	SITE SURVEY	\$ 8.00
278	TEST MANAGED ROUTER	\$ 8.00
279	RECONNECT RSR	\$ 3.75
280	COMMERCIAL INSTALL-TAP OR TAPS	\$ 31.50
281	COMMERCIAL TRUCK ROLL	\$ 4.25
282	MISCELLANEOUS EXTENSIVE WORK	\$ 4.00
283	TECH ASSIST	\$ 4.25
284	AFTER HOURS CALL	\$ 7.50
285	MISCELLANEOUS DIFFICULT DROP	\$ 4.25
286	RECONNECT EXTRA OUTLET	\$ 5.25

287	RECONNECT MODEM	\$ 8.00
288	RECONNECT ROUTER	\$ 8.00
289	INSTALL EMTA	\$ 8.00
290	RECONNECT EMTA	\$ 8.00
354	COMMERCIAL DISCONNECT	\$ 7.75
865	IBL BATTERY REPLACEMENT	\$ 1.80
867	INSTALL TELEPHONE WIRING	\$ 12.00
871	BILLABLE PH JACK	\$ 6.00
872	INSTALL IBL EMTA	\$ 9.00
875	TONING FOR PARTIAL DSL/ALARM SYSTEM	\$ 6.00
879	TP/DED. JACK IBL	\$ 6.50

**Part 4**  
**Sales Commission Rates**

Sales Codes			
Product Category	Product Type	Product Description	Tech Payout
Basic	Basic	Basic Cable Service [BASC]	\$15.00
Basic	Basic	Basic Cable Service [BCAB]	\$15.00
Extra Outlet	Extra Outlet	Extra Outlet [EOUT]	\$ 5.00
Tier	Tier 3	Ultimate Pak [ULTI]	\$15.00
Box Rental	HD Box - Rental	HDTV Digital GI 6200 Rental [HDAR]	\$10.00
Box Rental	HD Box - Rental	HDTV Digital Terminal [HDBX]	\$10.00
Box Rental	HD PVR Box - Rental	HD PVR DCT 6208 Rental [HVAR]	\$10.00
Box Rental	HD PVR Box - Rental	HD PVR Digital Terminal Rental - ON [HVOR]	\$10.00
Box Rental	SD Box - Rental	GI - 1000 [DTGF]	\$ 5.00
Box Rental	SD Box - Rental	Digital Terminal [DTV]	\$ 5.00
Box Rental	SD Box - Rental	GI - 2000 [DTVG]	\$ 5.00
Box Rental	SD Box - Rental	GI - 2000HT [DTVH]	\$ 5.00
Box Rental	SD PVR Box - Rental	PVR Digital Terminal Rental [DPVR]	\$10.00
Box Subsequent	Box Subsequent	Box Subsequent	\$ 3.00
Digital Service Fee	Digital Service Fee	Digital Service Fee	\$ -
Programming Channel	Digital - Specialty Choice Services	Digital TELETOON Retro French [D163]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Festival Portuguese [D004]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital Tamil TV [D006]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital ARY [D007]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Alpha Punjabi Channel [D008]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital NBN - Filipino [D009]	\$15.00
Programming	Pay TV - Digital	Digital B4U Hindi Movies [D010]	\$ 5.00

Channel	Ethnic		
Programming Channel	Pay TV - Digital Ethnic	Digital ATN Tamil [D011]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Persian Vision [D012]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital SSTV [D013]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital Odyssey II [D014]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital All TV - Korean [D015]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital Tamil Vision [D017]	\$20.00
Programming Channel	Pay TV - Digital Ethnic	Digital SBTN - Vietnamese [D081]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital WMNB - Russian [D082]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital RTVi - Russian [D084]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital Sky TG24 - Italian [D087]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ATN Aastha TV (India) [D088]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ATN Bangla (India) [D089]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ATN Gujarati (India) [D090]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ATN NDTV (India) [D091]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ATN Zee Cinema (India) [D092]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Phoenix TV (China) [D093]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Channel One Russia (Russia) [D095]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital RTPi (Portugal) [D103]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital TV Globo (Portugal) [D104]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital NTV Bangla (South Asia) [D105]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Israeli Network (Israel) [D106]	\$20.00
Programming Channel	Pay TV - Digital Ethnic	Digital NTV Russia (Russia) [D107]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital B4U Music (South Asia) [D108]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Canal de las Estrellas (Spanish) [D110]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital TV Chile (Spanish) [D111]	\$ 5.00

Channel	Ethnic		
Programming Channel	Pay TV - Digital Ethnic	Digital Azteca 13 Internacional (Spanish) [D112]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ET Global (Mandarin) [D116]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Prosiebensat.1 Welt (German) [D117]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital KBS World (Korea) [D118]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Indus Vision (South Asian) [D119]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Sahara One (South Asian) [D120]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Guangdong Southern TV (DFCH) (China)[D121]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Guangdong Southern TV (BOL/RIC-China)[D122]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Guangdong Southern TV (PIC/SCA-China)[D123]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Dandana TV (Arabic) [D124]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ATN Cricket Plus (South Asian) [D125]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ATV Home Channel (DFCH) (Chinese)[D126]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital GEO TV (South Asian) [D127]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ITVN (Polish) [D128]	\$20.00
Programming Channel	Pay TV - Digital Ethnic	MEGA Cosmos (Greek) [D132]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Nuevo Mundo TV (Spanish) [D133]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital TV Asia [D134]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	New Tang	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital SunTV (Tamil) [D136]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital GMA Pinoy TV [D137]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital TL Novelas América	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Ritmoson Latino Channel	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Caracol TV Internacional - Standalone	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Caracol TV Internacional - Tier	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	WOWtv	\$15.00

Channel	Ethnic		
Programming Channel	Pay TV - Digital Ethnic	Digital STAR VIJAY (Tamil) [D154]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital LS Times (DFCH) (Cantonese)[D158]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital LS Times (BOL/RIC) (Cantonese)[D159]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital LS Times (PIC/SCA) (Cantonese)[D160]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ATV Home Channel (RIC/BOL) (Chinese)[D161]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ATV Home Channel (PIC/SCA) (Chinese)[D162]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Abu Dhabi TV (Arabic) [DARA]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital Art America [DART]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital Asian Television Network [DATN]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Chinese Gold Pack	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Centre TV (Russian) [DCNT]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital ATN Caribbean [DCRB]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Fairchild [DFCH]	\$10.00
Programming Channel	Pay TV - Digital Ethnic	Filmy	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Televisa Pack-OTT/COL	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Televisa Pack	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Odyssey [DODY]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital Polish Pack (Polish) [DPLS]	\$10.00
Programming Channel	Pay TV - Digital Ethnic	Digital TV Polonia [DPOL]	\$20.00
Programming Channel	Pay TV - Digital Ethnic	Digital SONY (Hindi) [DSNY]	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital Great Wall TV Package (Chinese)[DT23]	\$10.00
Programming Channel	Pay TV - Digital Ethnic	Digital Telelatino [DTLT]	\$15.00
Programming Channel	Pay TV - Digital Ethnic	Digital TV Japan [DTVJ]	\$20.00
Programming Channel	Pay TV - Digital Ethnic	Urdu Pack	\$ 5.00
Programming Channel	Pay TV - Digital Ethnic	Digital AOV Male Action FiXXX [DAGM]	\$20.00

Channel	Regular		
Programming Channel	Pay TV - Digital Regular	Digital AOV XXX Action Clips [DAVC]	\$15.00
Programming Channel	Pay TV - Digital Regular	Digital AOV Adult Movie Channel [DAVM]	\$20.00
Programming Channel	Pay TV - Digital Regular	Digital Hustler Channel [DHUS]	\$10.00
Programming Channel	Pay TV - Digital Regular	Digital Playboy Channel [DPLB]	\$15.00
Programming Channel	Pay TV - Digital Regular	Digital Pride Vision [DPRV]	\$15.00
Programming Channel	Pay TV - Digital Regular	Digital 10 [DTEN]	\$10.00
Programming Package	Pay TV - Digital Movie Package	Digital Movies Pack [DMMS]	\$10.00
Programming Package	Pay TV - Digital Movie Package	Digital Movies Pack 2 (with Super Channel)	\$10.00
Programming Package	Pay TV - Digital Pick All Theme Pack	Digital Choose All Customer Choice [DT07]	\$20.00
Programming Package	Pay TV - Digital Sports Package	Digital Super Sports Pak [DSPK]	\$20.00
Programming Package	Pay TV - Digital Theme Pack	Digital More Movies Theme Pack [DT01]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Lifestyle Theme Pack [DT02]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Family Theme Pack [DT03]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Facts and Fiction Theme Pack [DT04]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Sports Theme Pack [DT05]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Mix Theme Pack [DT06]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Variete Theme Pack [DT08]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital En Famille Theme Pack [DT09]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Tele Franco Theme Pack [DT10]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital More Movies Theme Pack NB [DT12]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Music Theme Pack [DT15]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital News Theme Pack [DT16]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital LifeStyle Theme Pack [DT17]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Family Fun Theme Pack [DT18]	\$ 5.00
Programming	Pay TV - Digital	Digital Learning Theme Pack [DT19]	\$ 5.00

Package	Theme Pack		
Programming Package	Pay TV - Digital Theme Pack	Digital Classic TV Theme Pack [DT20]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Franco-max [DT24]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Sports Theme Pack - Commercial Only [DT5C]	\$ 5.00
Programming Package	Pay TV - Digital Theme Pack	Digital Choose All Cust. Choice - Comm Only [DT7C]	\$20.00
Programming Package	Pay TV - TMN	Digital TMN/Superchannel [DMOV]	\$10.00
Programming Package	Pay TV - TMN	Digital Super Ecran [DSEC]	\$10.00
Internet	Hi-Speed Express	Rogers @Home Service [WAVA]	\$45.00
Internet	Hi-Speed Express	Rogers @Home Service [WAVM]	\$45.00
Internet	Hi-Speed Extreme	Rogers Hi-Speed Extreme Service Apr-05 [WAVE]	\$45.00
Internet	Hi-Speed Extreme Plus	Rogers Hi-Speed Extreme Plus Service	\$45.00
Internet	Hi-Speed Lite	Cable Res Lite HS Service - Jan08 [WAHL]	\$45.00
Internet	Hi-Speed Ultimate	Rogers Hi-Speed Ultimate Service	\$45.00
Internet	Hi-Speed Ultra-Lite	Cable Res Ultra-Lite HS Service - Jan08 [WAHU]	\$45.00
RHPc LD	RHPc Flat	RHP Total North America Plan [TL01]	\$12.00
RHPc LD	RHPc Flat	RHP Total North America Plan [TL02]	\$12.00
RHPc LD	RHPc Flat	Talk International Asia Pacific [TL13]	\$12.00
RHPc LD	RHPc Flat	Talk International Asia Pacific [TL14]	\$12.00
RHPc LD	RHPc Flat	Talk International Europe [TL15]	\$12.00
RHPc LD	RHPc Flat	Talk International Europe [TL16]	\$12.00
RHPc LD	RHPc Flat	Talk International Plus [TL17]	\$12.00
RHPc LD	RHPc Flat	Talk International Plus [TL18]	\$12.00
RHPc LD	RHPc Minute	RHP All World LD Plan [TL33]	\$12.00
RHPc LD	RHPc Minute	RHP All World LD Plan [TL34]	\$12.00
RHPc LD	RHPc Minute	RHPc Evenings and Weekend 1200 LD Plan [TL35]	\$12.00
RHPc LD	RHPc Minute	RHPc Evenings and Weekend 1200 LD Plan [TL36]	\$12.00
RHPc LD	RHPc Minute	RHPc Asia For You Plan [TL49]	\$12.00
RHPc LD	RHPc Minute	RHPc Asia For You Plan [TL50]	\$12.00
RHPc LD	RHPc Minute	Whole World Plan	\$12.00
RHPc LD	RHPc Minute	Whole World Plan	\$12.00
RHPc LD	RHPc Minute	RHPc 12c North America Plan LD Plan [TL59]	\$12.00
RHPc LD	RHPc Minute	RHPc 12c North America Plan LD Plan [TL60]	\$12.00
RHPc Line		Essentials Plan	\$30.00
RHPc Line + LD		Essentials Plan+LD	\$42.00
RHPc Line		Favourites Plan	\$30.00
RHPc Line + LD		Favourites Plan+LD	\$42.00
RHPc Line		Deluxe Plan	\$30.00

RHPc Line + LD		Deluxe Plan+LD	\$42.00
RHPc Line	RHPcSL	RHP Second Line Service Plan [TS03]	\$30.00
RHPc Line	RHPcSL	RHP Second Line Service Plan [TS04]	\$30.00

## **Appendix "B"**

### **Health Benefits Plan**

The benefits plan will be reviewed regularly to ensure it provides the cost effective benefits to the Employees and the Company. These benefits will remain as cost shared.

## **APPENDIX "C"**

### **LETTER OF UNDERSTANDING – WORK STANDARDS**

The Parties agree:

Without limiting the Company's ability to establish reasonable work standards in other areas, the parties agree that the core standards for acceptable work are:

- Work order repeats: 6%
- Service order repeats: 9%
- Quality Control inspections: 85%
- CMP (Customer Measurement Program): 85%

The Union agrees that the standards listed above are reasonable.

The acceptable work standards listed above reflect current circumstances, including the Client's requirements and systems.

The acceptable work standards may change in the future as the client determines. The Company will advise the Union and employees in advance of any changes.

An employee who consistently does not meet the acceptable work standards will be subject to performance management and progressive disciplinary measures.

The Company will continue to provide technicians with training where determined by the Company in its discretion to be appropriate.

Should the Union disagree with any changes or discipline imposed, it has the right to grieve.

ROGERS TASK CODE REFERENCE DOCUMENT – for reference only, managed and updated by Rogers

<b>Activity</b>		
<b>TC</b>	<b>Desc.</b>	<b>Long Descriptions</b>
230	Truck Roll	Truck Roll – only allowed once per address i.e. Tech has a recn & csrv for same day. To be used once on every work order.
232	Rural drives	This code to be used in instances when the travel time exceeds 25 mins. To be used in conjunction with a 230 trip code and can only be used once per WO - on approval from CBU
252	General NEW Connect	Install or relocate first outlet from CSE to HTD. Includes installation of ground where required. To be used in conjunction with a 673 or 674 or a 675. Not to be used on WBAS and TBAS installs (For WBAS and TBAS installs refer to 955/956 and 970/978). Any Filter activity should be recorded using one of the non-chargeable codes as follows: 570, 571 or 572
253	General Reconnect	Activate service at the point of disconnection. Includes significant aesthetic and/or technical repairs to satisfy customer's requests or Rogers standards i.e. re-attaching cable to building, repair or installation of ground, etc. Includes relocation or installation of first outlet from CSE to HTD if required. Also includes disconnection of non required outlets, removal of drop cable and associated hardware and any related filter activity required to satisfy work order requirements, labeling of drop and each riser. Any new or existing Extra Outlets should be installed using the 655/657 series of codes. Not to be used on WBAS and TBAS installs (For WBAS and TBAS installs refer to 955/956 and 970/978). TC673 not to be used with this code. Any Filter activity should be recorded using one of the non-chargeable codes as follows: 570, 571 or 572
656	15 Min misc work	Will not be auto approved. Comments must be on order by Work Order Control and approved by Management prior to usage.
691	Tech Asst (Appr)	CBU Approval (Rogers dispatch or TM) must be obtained before each usage to cover assist work while assisting another technician on Aerial drops, Safety Issues, Road Crossings. This code will not be paid unless the notepad is updated as to the reason
692	Remedial Work (Appr)	Rewire existing outlet on billing from CSE or point of entry/ground block to HTD that does NOT meet Rogers standard and is NOT on the original work order. This includes any work required to provide connectivity to the drop as well as removing old line. May be used for ground that needs extending (10feet/ 3 metres or more) with NOTES, relocating existing outlets involving complete rewire from CSE or point of entry/ground block to HTD. All rewired outlets and/or drops must have appropriate tagging. Extension of existing wiring or partial rewire does not qualify. Can be used with 802, 803, 804, 902, 953, 315, 973 and with filter work order. This code will not be paid as a standalone code i.e. miscellaneous 230 692. The code will not be paid if there is no explanation on the workorder as to the location and reason for the usage. This will also ensure that the customer is NOT billed for an extra outlet install.
<b>TAP to CSE</b>		
271	Remove Drop Amp	Drop amplifiers are to be removed only when necessary and are to be noted on the work order and returned to Rogers stockroom. Cannot be used in conjunction with a 270.
608	ONE 11U CON	N/A
651	Install Temp Line	Install and activate a temporary drop from tap or consenting neighbour's property to the customer's CSE or primary point of entry. Temporary line must be placed in a safe manner with regard to the resident's concerns. Mandatory drop burial requisition form is submitted (in applicable CBU's). If aerial this should be stated in the comments. The temporary drop should be aerial where possible. Cannot be used in conjunction with a 673. *NOTE* -If you can not identify original drop and run a temp use 408 with 651 code
672	Install new CSE	Supply and install a CSE per installation standards. The lid is secured with a locking device. When a CSE is installed, the u-guard is included. Use Code 230 with this code if this task is performed on a separate Truck Roll.
673	Activate Burial	includes activation, toning and tagging of new buried drop. Used in conjunction with a 252. - Extra Outlets should be installed using the 655/657 series of codes. Does not include CSE, use code 672, if required. Any Filter activity should be recorded using the non-chargeable codes as follows: 570 Install Filter. This code is to be also used for any NEW apartment activities. If 11U cable is used code 608 to be used for each 11U connector. Not to be used with TC651.
674	Install Aerial <150 - 6U	Install or replace aerial 6U drop <150' from tap to CSE. includes labeling of drop and installation of all appropriate hardware. To be used in conjunction with a 230 and 252.
675	Install Aerial >150 - RG11	The installation or replacement of an aerial RG11 drop >150' from tap to CSE, includes labeling of drop and installation of all appropriate hardware. If 11U cable is used code 608 to be used for each 11U connector.
270	Install Drop Amp	Install drop amplifier - only when necessary. The installation must be noted on the order comments and customer account. The order comments/customer account must include signal levels @ TAP, CSE and outlets.

<b>CSE to Outlet</b>		
<b>TC</b>	<b>Desc.</b>	<b>Long Descriptions</b>
655	Install New Additional Outlet (Cable)	Activate a new pre-wired or Install and activate a new extra outlet from CSE or point of entry/ground block to HTD. Riser must be brought to CSE or point of entry - includes RF testing and any work required to provide connectivity to the drop. Does not include installation of CSE, use code 672 if required. Use Code 230 with this code if this task is performed on a separate Truck Roll.
657	Reconnect existing Cable EOUT	Activate existing extra outlet - includes RF testing and any work required to provide connectivity to the drop. Does not include CSE, use code 672 if required. Use code 230 with this code if this task is performed on a separate Truck Roll
955	Install New Additional Outlet (Internet)	Install and activate a new HiSpeed cable and outlet from CSE or point of entry/ground block to the Hi-Speed modem or where applicable test and activate a pre-wired outlet and install riser extension to the modem - includes RF testing and any work required to provide connectivity to the drop. Does not include installation of CSE, use code 672, if required. Use code 230 with this code if this task is performed on a separate Truck Roll. Internet rewires & relo's incl. May be used on WBAS installation. Ensure associated filter activity is performed (e.g. 570, 571). Includes all appropriate tagging.
956	Reconnect existing Hi-Speed EOUT	Activate existing HiSpeed outlet. Includes RF testing and any work required to provide connectivity to the drop. Does not include installation of CSE, use code 672 if required. Use code 230 with this code if this task is performed on a separate Truck Roll.
550	Install Filter Separate Trip	The installation of a filter on a separate trip. Truck roll code 230 to be used with this code.
551	Exchange Filter Separate Trip	The exchange of a filter on a separate trip. Truck roll code 230 to be used with this code.
552	Remove Filter Separate Trip	The removal of a filter on a separate trip. Truck roll code 230 to be used with this code. If requested work is found to have been done, use this code and make notation on the work order.
570	Install Filter with other Work	Install Filter with other work. Must be used where filter install has been done as part of other task code. This code used to update SuperSystem computer filter status
571	Exchange Filter with other Work	Exchange Filter with other Work. Must be used where filter work has been done as part of other task code. This code used to update SuperSystem computer filter status.
572	Remove Filter with other Work	Remove Filter with other Work. Must be used where filter work has been done as part of other task code. This code used to update SuperSystem computer filter status.
<b>TC</b>	<b>Desc.</b>	<b>Long Descriptions</b>
268	Connect Analog equipment	N/A
804	Reconnect existing Digital & HIGH Def. Box	Reconnect/exchange customer provided Digital/HD/PVR/HDPVR box associated with a move from one address to another. Verify signal strength with signal level meter and ensure the terminal is in spec and two way. The levels and IP address to be noted in the order comments and customer account. Use Task Code 230 if performed on separate trip.
902	Connect Modem	Install and bind Internet modem. Check diagnostics i.e. LED sequence to confirm proper operation. Check for proper signal levels and tag outlet. Check and record Modem MIB levels in the order comments and customer account. Used in conjunction, where applicable, with Task Code 230 (Truck Roll) and Task Code 955/956 (install New/reconnect Existing Hi-Speed outlet). *NOTE* Customer's email info and client CD must be provided / communicated to customers on every call
903	Install PC Software	N/A
953	Reconnect existing Modem	Reconnect/Exchange customer provided internet modem associated with a move from one address to another. Check for proper signal levels, tag outlet. Check and record Modem MIB levels in the order comments and customer account. Ensure customer has the required email information. Use Task Code 230 if performed on separate trip. *NOTE* Ensure customer has the Email info & client CD

<b>RHP Codes</b>		
<b>TC</b>	<b>Desc.</b>	<b>Long Descriptions</b>
970	Connect New RHP Outlet	Install and activate a new RHP coaxial cable and outlet from CSE or point of entry/ground block to RHP Terminal (Home Run) or where applicable test and activate a pre-wired coaxial outlet and install riser extension to the Terminal. Includes RF testing and any work required to provide connectivity to the drop. Does not include installation of CSE, use code 672, if required. Use code 230 with this code if this task is performed on a separate Truck Roll. May be used on TBAS installation. Ensure associated filter activity is performed (e.g. 570, 571). Includes all appropriate tagging. Not to be used with 978 (Reconnect RHP outlet).
978	Reconnect RHP Outlet	Activate existing RHP coaxial outlet. Includes RF testing and any work required to provide connectivity to the drop. Does not include installation of CSE, use code 672 if required. Use code 230 with this code if this task is performed on a separate Truck Roll. Not to be used with 970 (Connect New RHP outlet)
979	Twisted Pair Home Run	Install dedicated RJ11 jack and twisted pair wiring from main distribution block or existing Jack to RHPT (RHP Terminal). Includes any work associated to connect RHPT to the customer premise TP wiring. Includes TP wire extension from alternate room or use of spare pair to reroute the RHPT feed back to alarm panels or main distribution block. Includes all appropriate tagging and Stickers.
971	Billable Ph. Jack	Used when running a brand new billable phone jack (as indicated on WO) or Customer authorized repairs on existing faulty jack during installation. Where CX requests for repairs to existing jacks, ensure CX is aware of the charges prior to conducting the repairs. Orders will not be automatically paid when this code is applied.
972	Connect RHP/eMTA	Install RHPT (RHP Terminal) at the Hydro panel or near customer's computer(preferred location) or near a telephone outlet. Check for proper signal levels and label/tag outlet. Connect the terminal to the outlet and check the LED sequence to confirm proper operation. Check and record RHPT MIB levels in the order comments and customer account. Connect test phone to the terminal and confirm RHPT is fully operational. Includes any troubleshooting to ensure the RHPT is fully operational. Test all phone jacks before and after installation. Includes disconnecting existing phone service NID. Ensure ground block is installed or repaired and coax properly grounded.
973	Reconnect RHP/eMTA	Reconnect customer provided RHPT (RHP Terminal) at the Hydro panel or near customer's computer(preferred location) or near a telephone outlet. Check for proper signal levels and label/tag outlet. Connect the terminal to the outlet and check the LED sequence to confirm proper operation. Check and record RHPT MIB levels in the order comments and customer account. Connect test phone to the terminal and confirm RHPT is fully operational. Includes any troubleshooting to ensure the RHPT is fully operational. Test all phone jacks before and after installation. Includes disconnecting existing phone service NID.
974	RHP -MDU/DSL Tone	Toning for Spare Twisted Pair wiring in MDU where the subscriber has existing DSL service. Not to be used with 976 unless prior approval has been given.
975	Toning for Partial DSL/Alarm System	Toning in an SFU for alarm, partial RHP and DSL - only one per order maximum
976	MDU-NSL SWITCHDV	MDU-NSL switching device The device should be used in RHPc MDU installations when there is an NSL type of intercom present. The task code should not be used in combination with the 974 task code (unless approval is given) The task code should be used in addition to other current used task codes for RHP installation - as per today's process. Notes must be placed on the account to confirm usage.
977	LNP - Sngl Shot Switch	Place Holder to future testing of new device-Tracking Code
980	RHP - Ded. Intercom	Used ONLY in MDU Installs - Apply to indicate that suite contains a dedicated intercom system
981	RHP - PSTN Intercom	Used ONLY in MDU Installs - Apply to indicate that suite contains a PSTN intercom system
982	RHP - no free phone	Used ONLY in MDU Installs - Apply to indicate that suite contains a intervoice intercom system but did NOT require a 'free' phone (available 2nd pair)
983	RHP - Free Phone	Used ONLY in MDU Installs - Apply to indicate that suite contains a intervoice intercom system and provided 'free' phone (no 2nd pair available)
984	Alarm Verified	To be used to indicate tech has tested and confirmed alarm operational with customer. The steps to have alarm disabled/enabled and tested are part of the emta installation code
480	NBH - Native	Used only for Native Installs (i.e customer requested brand new phone number)
481	Cancel at Door - Native	Used only for Native Installs (i.e customer requested brand new phone number)
482	Cust. Resch. - Native	Used only for Native Installs (i.e customer requested brand new phone number)
483	NBH - LNP	Used only for Ported Installs (i.e customer requested that their old number to xferred to Rogers service)
484	Cancel at Door - LNP	Used only for Ported Installs (i.e customer requested that their old number to xferred to Rogers service)
485	Cust. Resch. - LNP	Used only for Ported Installs (i.e customer requested that their old number to xferred to Rogers service)

486	Cutover Failure - LNP	Used only for Ported Installs - to indicate that a cut-over failure occurred during the installation - Technicians' MUST ensure that they contact the Back Office for all cut-over failures. This code is NOT a replacement for this activity
487	RHP Install - Ref. to Main.	N/A
380	Disco- Phone Jack	Used to indicate disconnection of a phone jack (Disconnect Order)380 is like 353, 367 not to be used with 381
381	Disco- RHP Service	Used to indicate disconnection of DPS Service (Disconnect Order) Use with 368 ONLY! NO 230 for truck roll. Like 350 Code

TC	Desc.	Long Descriptions
400	Nobody home	Nobody Home. TC230 not to be applied to this code
401	Cancel at door	Cancel at Door/confirmed. TC230 not to be applied to this code
402	Rescheduled by cust.	Rescheduled by Customer. TC230 not to be applied to this code
403	Rescheduled by Inst.	Rescheduled by Installer. TC230 not to be applied to this code
404	cancel at door	Cancel at Door/Not confirmed. TC230 not to be applied to this code
405	No sign, ID etc	No Signature, ID etc. TC230 not to be applied to this code
406	Wrong address	Wrong Address. TC230 not to be applied to this code
407	Office cancel	Office Cancels Order. TC230 not to be applied to this code
408	Referred	Referred to Supervisor -use with 651 if temp run and original drop can not be identified.
409	Non billable	Not Billable. TC230 not to be applied to this code
906	Cust. Rescheduled - Internet	Customer Rescheduled / Hi-Speed. TC230 not to be applied to this code
907	No answer - Internet	No Answer / Hi-Speed. TC230 not to be applied to this code
908	Cancel at door - Internet	Cancel at Door / Hi-Speed. TC230 not to be applied to this code

TC	Desc.	Long Descriptions
260	Conf.HOT/DISC	Verify hot, requested RECN at tap or traveler tickets RECN's. Used in conjunction with code 230
311	Pick up arrears	Pick-up arrears
312	Non pay left active	Non-pay Active
313	Non pay misc	Non-pay Misc.
350	Disconnect	Disconnect of basic service and any additional EO's at CSE, tap or pedestal. Used in conjunction with code 230
352	Disc: Non Pay	Disconnect Non-pay. Used in conjunction with code 230
353	Disc EO	Disconnect EO separate trip -one code for all outlets with notes indicating how many lines disc'd or left active.
357	Rem Drop/Rise	Remove Drop/Riser
358	Disc Conv/Decode	Disconnect EO
367	Disc @H EO Disconnect	Disconnect Hi-Speed EO
368	Pickup Equipment	Pick-up any type of equipment -see 132 for dish hunter or wimback dish p/u (368 n/a to p/u of a hand unit). USED ONCE PER TECHNOLOGY

TC	Desc.	Long Descriptions
272	Standard RSR Install	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts, One task code per active account.</p> <p><b>Work Activity</b> Install and activate a new coax riser from TAP to HTD</p> <p><b>Detail Description / Scope of Work</b>  <ul style="list-style-type: none"> <li>- Includes installation of a 6U cable less than 150'. (i.e. attaching, clipping, fishing cable in conduit, to building and unit, repair or installation of ground &amp; CSE, toning coax, etc.)</li> <li>- Also includes any related filter activity required to satisfy work order requirements and labeling of drop</li> <li>- Includes installation to meet Rogers Commercial Quality Assurance standards.</li> <li>- Includes RG11 installation, and subsequent RG6 connection for internal connectivity to HTD over 150' during a standard RSR install (2.5 hrs).</li> <li>- During this installation, applicable 608 will be applied for RG11 connections.</li> <li>- Includes FSC compliance to provide confirmation number to be placed on the notepad.</li> </ul> </p> <p><b>Exceptions / Exclusion</b>  <ul style="list-style-type: none"> <li>- Stand alone filter codes (Residential) can not be used in conjunction with 272.</li> <li>- When placing an RG11 installation over 150 ft, subsequent 285 can be utilized.</li> </ul> </p> <p><b>Task Code Usage / Rules</b>  <ul style="list-style-type: none"> <li>- Can be used for each instance of home run/partial riser installation from TAP to HTD per 3C0 account.</li> <li>- FSC confirmation number must be included.</li> <li>- Use trap task code (570/571/572) when it's required.</li> <li>- If multiple 272's have been charge, the excess over one will be removed if there is no authorization from the management</li> <li>- If there are extenuating servicing circumstances that require multiple use per account, prior approval is required with reasons notes to be placed indicating managers authorization.</li> <li>- Task Code 608 can not be used in conjunction with the 285.</li> <li>- During PSI (277), a 272 can be used when pre installing the line only when the line is left active for the DOI.</li> </ul> </p>
273	Install - Extra Outlets (1)	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts.</p> <p><b>Work Activity</b> Install and activate additional outlets on original order. Rewire over 40 ft must be quoted.</p> <p><b>Detail Description / Scope of Work</b>  <ul style="list-style-type: none"> <li>-Install and activate a new outlet from point of entry</li> <li>-Includes RF testing and any work required to provide connectivity to the drop.</li> <li>-Includes rewires and relo's, proper tagging.</li> </ul> </p> <p><b>Exclusion</b> NA</p> <p><b>Task Code Usage / Rules</b>  <ul style="list-style-type: none"> <li>- Use task code 281 if this task is performed on a separate truck roll.</li> <li>- Cannot be used with 279 - Unless customer requests additional new outlet on reconnect work order.</li> <li>- If additional outlet is sold, techs need to call PSSG to generate a new work order, if PSSG process is not followed the additional 273 will be removed.</li> <li>- Installation of additional cable outlets - notes must indicate final amount of outlets installed.</li> </ul> </p>

274	Install - Activate DCT (Digital Terminal)	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts.</p> <p><b>Work Activity</b> Install or activate digital terminal.</p> <p><b>Detail Description / Scope of Work</b> - Install and authorize company supplied Digital/HD/PVR/HD PVR Box and channel packages. - Includes connecting the terminal to customer's equipment and programming of remote hand unit for the DSTB. - Verify signal strength with signal level meter and ensure the terminal is in spec and two way. - The levels and IP address to be noted in the order comments and customer account.</p> <p><b>Exclusion</b> N/A</p> <p><b>Task Code Usage / Rules</b> - Use Task Code 281 if performed on separate trip</p>
275	Install - Modem (HiSpeed)	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts.</p> <p><b>Work Activity</b> Install and bind/activate internet modem</p> <p><b>Detail Description / Scope of Work</b> -Install and bind Internet modem. Check diagnostics i.e. LED sequence to confirm proper operation. -Check for proper signal levels and tag outlet. -Check and record Modem MIB levels in the order comments and customer account. *NOTE* Customer's email info and client CD must be provided / communicated to customers on every call</p> <p><b>Exclusion</b> N/A</p> <p><b>Task Code Usage / Rules</b> - Use Task Code 281 if performed on separate trip</p>
276	Install Router	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts. One task code per active account.</p> <p><b>Work Activity</b> Install or activate router</p> <p><b>Detail Description / Scope of Work</b> Install, bind, connect and plug in router and ensure it gains connectivity. Check diagnostics i.e. LED sequence to confirm proper operation. Check for proper signal levels and tag outlet. Check and record Router MIB levels in the order comments and customer account.</p> <p><b>Exclusion</b> N/A</p> <p><b>Task Code Usage / Rules</b> - Use Task Code 281 if performed on separate trip</p>

277	Site Survey	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts. One task code per active account to be used on a misc presurvey or re-booked order.</p> <p><b>Work Activity</b> Pre - Site- Inspection Process&gt; Technician dispatched on a Misc Order for a PSI, IBLC Misc, Internet. Pre-survey must be completed on the PSI Web tool</p> <p><b>Detail Description / Scope of Work</b> - Our primary goal for Rogers's Commercial Customers is to provide an opportunity for the order to be completed same day, critical defined as the network can support the installation, and the requirement of a native number to be installed. - To ensure we continue to encourage and support this, technicians have the opportunity to review this opportunity with the customers during the PSI, they are accountable to check with dispatch to confirm it can be completed without jeopardizing other booked calls. Then move forward with installation once approved. - **If the call is pulled forward, the following Task Code Rules would apply. - The misc call would be completed with the 277 code only. The Installation order pulled forward will have the technician's truck roll 281 and subsequent installation task codes for this order. If the technician is unable to complete during the same timeframe, and returns same day then both orders would have the 281 truck roll. All Other 3C0 Orders Any primary 3C0 inst, recnn, chang, commercial order that is re booked due to access issues, LOPs, Off Plant, Permission from property management etc. the technician can use the 277 in addition to the truck roll (does not apply to misc order that are not PSI). *Validation: 292 or tech comments indicating the call re- booking.</p> <p><b>Exclusion</b> N/A</p> <p><b>Task Code Usage / Rules</b> - Only used with code 281 (Truck Roll) - Use trap task code (570/571/572) when it's required - During a PSI 277 a 272 can be used when pre installing the line only when the line is left active for the DOI.</p>
278	Test Managed Router	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts. One task code per active account.</p> <p><b>Work Activity</b> Test managed router and software to demark.</p> <p><b>Detail Description / Scope of Work</b> Managed router's activity include following: - ensure port is working and all static IP's are working - perform Rogers.com test and confirmation - Provide relevant information to customer Static IP _____ Usable IPs _____ Subnet _____ Gateway _____</p> <p>Check diagnostics (i.e. LED sequence) to confirm proper operation. Check for proper signal levels and tag outlet. Check and record Gateway MIB levels in the order comments and customer account.</p> <p><b>Exclusion</b> NA</p> <p><b>Task Code Usage / Rules</b> - Used in conjunction, where applicable, with Task Code 281 (Commercial Truck Roll) or 276 (Install Router).</p>

279	Reconnect RSR	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts, One task code per active account.</p> <p><b>Work Activity</b> Reconnect service at the point of disconnection.</p> <p><b>Detail Description / Scope of Work</b> - Includes activation of pre-wired outlet(s) and associated toning / testing, and aesthetic and/or technical repairs to satisfaction to Rogers standards - Also includes any related filter activity required to satisfy work order requirements and labeling of drop and each riser.</p> <p><b>Exclusion</b> - Stand alone filter codes (Residential) can not be used in conjunction with 279</p> <p><b>Task Code Usage / Rules</b> - Can be used with code 277 - Can be claimed with 282 if labor and material is more than \$15, but it needs to have c-code with managers approval and tech needs to put additional comments on their MPA/MDA notepad or code will be removed.</p>
280	Commercial Install - Tap or Taps (4 Way or 8 Way)	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts, One task code per active account.</p> <p><b>Work Activity</b> Install a new TAP (Applies to 4 or 8 Way) Red Lines must be sent to appropriate OPE department for mark ups based on weekly 280 report.</p> <p><b>Detail Description / Scope of Work</b> Install - Tap or Taps (4 Way or 8 Way). Activities include following: - Tech contacts NOC to open a service ticket. The wait time to obtain a ticket and proceed is approx 35 mins. - While the tech is waiting he completes the prep work for cutting the tap. - When the ticket is issued the tech has 3 hrs of downtime (planned outage) however usually only takes 15 - 20 minutes to physically cut the tap. - The tech may be required to shut the power off and restart the power. - After cutting the tap the tech is required to ensure the next tap (and/or tap at the end of the line) is working. Avg Duration: 1.5 hrs to complete a survey of the area (and determine that a cut tap is required and location) and wait for ticket &amp;.5 hrs to physically cut the tap and verify end of line is working.</p> <p><b>Exclusion</b> N/A</p> <p><b>Task Code Usage / Rules</b> - To be used as per CBU specific requirement - Must send in change control request for approval - Can be used with Task Code 272. - Use task code 281 if this task is performed on a separate truck roll.</p>
281	Commercial Truck Roll	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts.</p> <p><b>Work Activity</b> Commercial Truck Roll.</p> <p><b>Detail Description / Scope of Work</b> Commercial Truck Roll</p> <p><b>Exclusion</b></p> <p><b>Task Code Usage / Rules</b> - only allowed once per address. - used once on every work order.</p>

282	Miscellaneous Extensive Work	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts.</p> <p><b>Work Activity</b> This is applicable to all inside wire placement after the demark (TAP, EMTA and Router)</p> <p><b>Detail Description / Scope of Work</b> Any technician using the 282 task code must be approved by a Manager prior to performing the activities. Manager authorization must be placed on the FSMS tech completion comments and MDA notepad. Minimum of 2 X 282</p> <p>Disposition coding must be placed on the FSMS tech completion comments and/or MDA notepad.</p> <ul style="list-style-type: none"> <li>· C1 --- Extensive time with FSC</li> <li>· C2 --- Extensive Clipping</li> <li>· C3 --- Extensive run through (Multiple floors)</li> <li>· C4 --- Conduit fishing</li> <li>· C5 --- Disconnect orders &amp; Equipment pick ups, access related.</li> </ul> <p><b>Exclusion</b></p> <ul style="list-style-type: none"> <li>- Not to be used for any additional drop related activities related to distance or material</li> <li>- Can be use when required time goes beyond standard install 272 (&gt;3 hours)</li> <li>- Can also be claimed if any other task codes exceeded (&gt;0.5 hour) with time allotted, due to additional work effort/activities during installations</li> <li>- No authorization and disposition code the 282 will be removed</li> </ul> <p><b>Task Code Usage / Rules</b></p> <ul style="list-style-type: none"> <li>- If a technician has been authorized to use the 282 the corresponding C code above must be noted on the order. This will provide an opportunity for your internal Quality Audit &amp; Rogers Audits to confirm the correct usage. If the C code is not placed on the order the 282 will be removed.</li> <li>- Team Manager are accountable to validate usage utilizing reporting.</li> </ul>
283	Tech Assist	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts.</p> <p><b>Work Activity</b></p> <ul style="list-style-type: none"> <li>- Provide authorized assistance to an installer where the installation work requires the assistance of the 2nd technician. (i.e. Safety Issues during installation of aerial cable, road crossings, fishing long EMT conduit runs...)</li> <li>- This code cannot be used on the installation order and should only be claimed by the 2nd technician assigned to assist the installer.</li> </ul> <p><b>Detail Description / Scope of Work</b> Technician must obtain approval from manager prior to starting work Can be used to a maximum 4 Contact COE Dispatch Create Misc. populate approvers name, populate tech assisting. Miscellaneous work order must reference to the original work order.</p> <p><b>Exclusion</b> N/A</p> <p><b>Task Code Usage / Rules</b></p> <ul style="list-style-type: none"> <li>- This task code will be paid on miscellaneous work order only</li> <li>- W/O time charged must validate CLICK start comp. time failure to provide appropriate time stamping task codes will be removed.</li> <li>- Can only be used in conjunction with task code 281</li> </ul>

284	After Hours Call	<p><b>Description</b> After hours activities, based on increasing hourly rate to 1.5x</p> <p><b>Detail Description / Scope of Work</b> This code can be only used for shift starting time in between 10:00 P.M. - 6 A.M.</p> <p><b>Exclusion</b> - Can not be used outside of 10:00 P.M. - 6 A.M.</p> <p><b>Task Code Usage / Rules</b> - Based on start time only - Can be used per hour</p>
285	Miscellaneous Difficult Drop	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts One instance per active account.</p> <p><b>Work Activity</b> RG 11 Difficult drop &gt;150' . Used when required time goes beyond the standard RSR install 272 (&gt;2.5 hours). Standard Charge: 3 X 285 Technician must indicate RG 11 in comments. Manager approval not required.</p> <p><b>Detail Description / Scope of Work</b> Apply to difficult drop / outlet</p> <p><b>Exclusion</b> N/A</p> <p><b>Task Code Usage / Rules</b> - Cannot be used with task code 279. - Cannot be used in conjunction with task code 608. - Manager's approval required prior to the completion of the work if more than 3 X 285s are being requested. - If manager approval is received for more than 3 X 285 then both the manager's name and RG11 must be indicated in the notes. - This code will not be paid if the appropriate approval and notes are not included.</p>
286	Reconnect Extra Outlet	<p><b>Description</b> This task code is to be used exclusively on 3C0 accounts.</p> <p><b>Work Activity</b> Reconnect and activate existing or additional outlets from the point of disconnection.</p> <p><b>Detail Description / Scope of Work</b> - Reconnect / activate existing outlet(s) for an active customer or in a business where Rogers service was previously active. - Includes RF testing to confirm cable is working within specs. - Connectors checked and replaced if required and any work required to provide connectivity to the drop. - Includes rels where material is not required and proper tagging. - This code is applicable to existing coax used for eouts, wout, and/or tout.</p> <p><b>Exclusion</b> NA</p> <p><b>Task Code Usage / Rules</b> - Use task code 281 if this task is performed on a separate truck roll. - Cannot be use with a 272/279 unless customer requests additional outlets that are pre-existing or an additional service is to be installed. - Reconnect of additional cable outlets - notes must indicate final amount of outlets.</p>

287	Reconnect Modem	<p><b>Description</b> Reconnect and bind/activate internet modem</p> <p><b>Detail Description / Scope of Work</b> -Install and bind Internet modem. Check diagnostics i.e. LED sequence to confirm proper operation. -Check for proper signal levels and tag outlet. -Check and record Modem MIB levels in the order comments and customer account. *NOTE* Customer's email info and client CD must be provided / communicated to customers on every call</p> <p><b>Exclusion</b> NA</p> <p><b>Task Code Usage / Rules</b> - Use Task Code 281 if performed on separate trip - Can be used with a 368 when a swapped is performed on a change of service</p>
288	Reconnect Router	<p><b>Description</b> Reconnect or activate router</p> <p><b>Detail Description / Scope of Work</b> Install, bind, connect and plug in router and ensure it gains connectivity. Check diagnostics i.e. LED sequence to confirm proper operation. Check for proper signal levels and tag outlet. Check and record Router MIB levels in the order comments and customer account.</p> <p><b>Exclusion</b> NA</p> <p><b>Task Code Usage / Rules</b> - Use Task Code 281 if performed on separate trip - Can be used with a 368 when a swapped is performed on a change of service</p>
289	Install - SOHO eMTA	<p><b>Description</b> Installation of Rogers Home Phone Terminal for a RHPc SOHO service</p> <p><b>Detail Description / Scope of Work</b> - Install RHPT (Rogers Home Phone Terminal) at the Hydro panel or near customer's computer(preferred location) or near a telephone outlet. - Check for proper signal levels and label/tag outlet. - Connect the terminal to a RHP dedicated coaxial outlet and check the LED sequence to confirm proper operation. - Check and record RHPT MIB levels in the order comments and customer account. - Connect test phone to the terminal and confirm RHPT is fully operational. - Includes any troubleshooting to ensure the RHPT is fully operational and where appropriate, disconnecting a 3rd party phone service at NID. - Must validate ground block is installed and in good condition and coaxial cable is properly grounded. - Contact FSC to obtain Compliance verification number</p> <p><b>Exclusion</b> - does not including activation of 1st dedicated line</p> <p><b>Task Code Usage / Rules</b> - Use with code 879 per physical line installed and activated. - 879 is in IBLc TC and 879 is a dedicated jack from RHPT to TP Distribution block - Can be used with task codes 272, 273, 279, 286</p>

290	Reconnect - SOHO eMTA	<p><b>Description</b> Reconnection of Rogers Home Phone Terminal for a RHPc SOHO service</p> <p><b>Detail Description / Scope of Work</b></p> <ul style="list-style-type: none"> <li>- Reconnect RHPT (Rogers Home Phone Terminal) at the Hydro panel or near customer's computer(preferred location) or near a telephone outlet.</li> <li>- Check for proper signal levels and label/tag outlet.</li> <li>- Connect the terminal to a RHP dedicated coaxial outlet and check the LED sequence to confirm proper operation.</li> <li>- Check and record RHPT MIB levels in the order comments and customer account.</li> <li>- Connect test phone to the terminal and confirm RHPT is fully operational.</li> <li>- Includes any troubleshooting to ensure the RHPT is fully operational and where appropriate, disconnecting a 3rd party phone service at NID.</li> <li>- Must validate ground block is installed and in good condition and coaxial cable is properly grounded.</li> <li>- Contact FSC to obtain Compliance verification number</li> </ul> <p><b>Exclusion</b></p> <ul style="list-style-type: none"> <li>- does not include activation of 1st dedicated line</li> </ul> <p><b>Task Code Usage / Rules</b></p> <ul style="list-style-type: none"> <li>- Use with code 879 per physical line installed and activated.</li> <li>- 879 is In IBLc TC and 879 is a dedicated jack from RHPT to TP Distribution block</li> <li>- Can be used with task codes 272, 273, 279, 286</li> <li>- Can be used with a 368 when a swapped is performed on a change of service</li> </ul>
291	Reconnect DCT (Digital Terminal)	<p><b>Description</b> Reconnect or activate digital terminal.</p> <p><b>Detail Description / Scope of Work</b></p> <ul style="list-style-type: none"> <li>-Install/exchange and authorize company supplied Digital/HD/PVR/HD PVR Box and channel packages.</li> <li>-Includes connecting the terminal to customer's equipment and programming of remote hand unit for the DSTB.</li> <li>-Verify signal strength with signal level meter and ensure the terminal is in spec and two way.</li> <li>-The levels and IP address to be noted in the order comments and customer account.</li> </ul> <p><b>Exclusion</b> N/A</p> <p><b>Task Code Usage / Rules</b></p> <ul style="list-style-type: none"> <li>- Use Task Code 281 if performed on separate trip</li> <li>- Can be used with a 368 when a swapped is performed on a change of service</li> </ul>
292	Referral to Off Plant	<p><b>Description</b> Referral to Off Plant Activities</p> <p><b>Detail Description / Scope of Work</b> Referral to Off Plant Activities Technician must call COE dispatch to place all codes.</p> <p><b>Exclusion</b> NA</p> <p><b>Task Code Usage / Rules</b></p> <ul style="list-style-type: none"> <li>- Use with Commercial Truck Roll 281; Site Survey 277</li> </ul>

293	COMM - Config Gtwy & PCs	<p><b>Description</b> COMMERCIAL: Configure Gateway and PC(s)</p> <p><b>Detail Description / Scope of Work</b> This activity should be performed once the Commercial Gateway has been installed, authorized, and proper operation has been confirmed (Task Code 276/288).</p> <p>Have the Customer restart their computer before connecting the Gateway to their computer and look for computer errors.</p> <p>Using the provided Networking Installation CD, configure the Gateway using the 'Setup' Option. Use the 'Add' option to connect up to three computers in total via Ethernet Cable or wirelessly.</p> <p>Open Internet browser, visit ocf.rogershelp.com click Find my IP Address, record Customer's IP Address in order comments and customer account. NOTE! Customer's email information and client CD must be provided / communicated to customers on every call.</p> <p><b>Exclusion</b> - This code should not be used for exchanging a faulty Gateway.</p> <p><b>Task Code Usage / Rules</b> - Used in conjunction, where applicable, with task code 281 (Commercial Truck Roll) - Used in conjunction with task code 276/288 where applicable</p>
865	IBL Battery Replacement	<p><b>Description</b> Installation of an IBLc EMTA battery.</p> <p><b>Detail Description / Scope of Work</b> Remove old EMTA battery. Insert new EMTA battery. Verify functionality by verifying LEDs and MIBs.</p> <p><b>Exclusion</b> - Cannot be used during a new installation order.</p> <p><b>Task Code Usage / Rules</b> - customer must have an EMTA. - can only be used on commercial battery replacement order. - can not be used in conjunction with task code 866</p>
866	IBL EMTA Replacement	<p><b>Description</b> Replacement of a faulty RHPc eMTA as identified in the Battery Program.</p> <p><b>Detail Description / Scope of Work</b> Remove faulty eMTA. Insert new working eMTA. Verify functionality by verifying LEDs and MIBs.</p> <p><b>Exclusion</b> - Cannot be used during a new installation order.</p> <p><b>Task Code Usage / Rules</b> - customer must have an eMTA. - can only be used on commercial EMTA replacement order. - can be used with task code 368 for equipment swaps on Battery Replacement orders - can not be used in conjunction with task code 865</p>

867	Repair Telephone Jacks	<p><b>Description</b> This task code is to be used exclusively on 3CO accounts and is billable to the customer.</p> <p><b>Work Activity</b> Billable Relocate or Repair telephone jacks and wiring. Rewire over 40 ft must be quoted.</p> <p><b>Detail Description / Scope of Work</b> - Inform customer of Service Charge or alternative options to contact there interconnect to place ISW and Jack - Repair telephone jacks and twisted pair telephone wiring. Repair wiring includes identify the fault, and splice the wires. - Also, used for relocating jacks by less than 15ft from the original location - Contact PSSG to initiate a billable order for the customer to be pulled forward by COE dispatch. - Location of installed Jack must be noted on the note pad.</p> <p><b>Exclusion</b> - Use 871 for new jacks or relocating more than 15ft.</p> <p><b>Task Code Usage / Rules</b> - Customer must be a 3CO customer . - 281 not applicable will be on primary order - Failure to call PSSG will result in the loss of this task code. - Location of jack must be indicated or task code will be removed.</p>
871	Billable Ph. Jack	<p><b>Description</b> This task code is to be used exclusively on 3CO accounts and is billable to the customer</p> <p><b>Work Activity</b> Billable Installation of a new Jack and wiring maximum 40ft from demark or other active connectivity point</p> <p><b>Detail Description / Scope of Work</b> Inform customer of Service Charge or alternative options to contact there interconnect to place ISW and Jack Install telephone jacks and twisted pair telephone wiring. Install wiring includes identify the fault, and splice the wires Contact PSSG for a billable order for the customer to be pulled forward by COE dispatch. Location of installed Jack must be noted on the note pad.</p> <p><b>Exclusion</b> N/A</p> <p><b>Task Code Usage / Rules</b> Customer must be a 3CO customer 281 not applicable will be on primary order Failure to call PSSG will result in the loss of this task code. Location of jack must be indicated or task code will be removed.</p>

872	Install IBLc EMTA	<p><b>Description</b> Installation and activation of an IBLc EMTA.</p> <p><b>Detail Description / Scope of Work</b> Install EMTA at the Hydro panel, near a KSU/PBX or near a telephone outlet. Check for proper signal levels and label/tag outlet. Connect the terminal to the outlet and check the LED sequence to confirm proper operation. Check and record EMTA MIB levels in the order comments and customer account. Connect test phone to the terminal and confirm EMTA is fully operational. Includes any troubleshooting to ensure the EMTA is fully operational. Test up to 5 phone jacks before and after installation. Includes disconnecting existing phone service NID (Network Interface Device). Ensure ground block is installed or repaired and coax properly grounded. Ensure alarm is function before and after installation. Contact the Test and Turn up to verify all the features are provisioned and configure hunting. Can be used multiple times if multiple EMTAs are installed.</p> <p><b>Exclusion</b> - does not including activation of 1st dedicated line. Use code 879. - Cannot be used with 873.</p> <p><b>Task Code Usage / Rules</b> - Use with task codes 272/279/273/286 where applicable. - Use with 879 if lines are activated.</p>
873	Reconnect IBLc EMTA	<p><b>Description</b> Installation and activation of an IBLc EMTA.</p> <p><b>Detail Description / Scope of Work</b> Install EMTA at the Hydro panel, near a KSU/PBX or near a telephone outlet. Check for proper signal levels and label/tag outlet. Connect the terminal to the outlet and check the LED sequence to confirm proper operation. Check and record EMTA MIB levels in the order comments and customer account. Connect test phone to the terminal and confirm EMTA is fully operational. Includes any troubleshooting to ensure the EMTA is fully operational. Test up to 5 phone jacks before and after installation. Includes disconnecting existing phone service NID (Network Interface Device). Ensure ground block is installed or repaired and coax properly grounded. Ensure alarm is function before and after installation. Contact the Test and Turn up to verify all the features are provisioned and configure hunting. Can be used multiple times if multiple EMTAs are installed.</p> <p><b>Exclusion</b> - does not including activation of 1st dedicated line. Use code 879. - Cannot be used with 872</p> <p><b>Task Code Usage / Rules</b> - Use with task codes 272/279/273/286 where applicable. - Use with 879 if lines are activated. - Can be used with task code 368 when a swap is performed on a change of service</p>
875	Toning for Partial DSL	<p><b>Description</b> Toning for partial DSL or alarm</p> <p><b>Work Activity</b> Toning for Spare Twisted Pair wiring in unit where the subscriber has existing DSL service. EMTA and Demark must be in the different room.</p> <p><b>Detail Description</b> to be used when any toning is required for extra pair.</p> <p><b>Exclusion</b> N/A</p> <p><b>Task Code Usage / Rules</b> can be used only once per order, if required to tone for more then one pair will still only be paid 1 time per order</p>

879	IBL Demarcation	<p><b>Description</b> Install dedicated twisted pair jack for IBLc / IBL Demarcation point.</p> <p><b>Detail Description / Scope of Work</b> Install dedicated RJ11 jack and twisted pair wiring from main distribution block or existing Jack to EMTA (IBL Terminal). Includes any work associated to connect EMTA to the customer premise TP wiring. Includes TP wire extension from alternate room or use of spare pair to reroute the EMTA feed back to alarm panels or main distribution block. Includes all appropriate tagging and Stickers.</p> <p><b>Exclusion</b> - For additional phone jacks at the location, use code 871.</p> <p><b>Task Code Usage / Rules</b> - Can be used multiple times if multiple lines are installed. - Can be use standalone, if customer already has an EMTA. - Can not be used on a separate order following the original failed RHP LNP install order to complete the TP wiring cut over if completed by the original install technician/contracting company.</p>
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