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Addendum to 120 Day Notice of Workplace Change
Filed February 8, 2006
Aliant Test and Dispatch Consolidation

Notice of Creation of the Atlantic Regional Test Centre Operation
July 9, 2008

Business Owner: Andrew Hines

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Background:
The original Workplace Change notice filed in 2006, defined plans to transition consumer wireline test functions to an external vendor. This business change was not completed and during the interim period, the service model for consumer voice testing has been re-examined. In conjunction with this review, a project team also examined how we are delivering testing within the entire organization, including business voice testing, and broadband testing.

The Change:
The result of the review of each of these testing functions is that they be consolidated and integrated into one Regional Centre, located in Halifax, responsible for all Residential, Small and Medium Business and Broadband Testing.

Within Aliant today, the testing function is concentrated within two classifications:
- The Service Support Technician classification, which is responsible for Residential and Small to Medium Business Customer Voice Testing
- The Network Technician classification, which is responsible for all Broadband Testing and some Consumer and Business testing

Over a period of time, through attrition, the Network Technician classification will be prime for the testing function.

In the Regional Centre, to be located on the 3rd Floor of 5788 North Street, 16 technician positions will be added to the existing staff and the entire group will then take on the Residential, SMB and Broadband Testing for Bell Aliant Customers. The Centre will be under the management and direction of the CSO organization, moving from Regional Services, when the change is made. This integration will begin in August and is expected to be complete by the end of QIII, 2008.

Implementation:
This new centre will be resourced by employees impacted by the original Workplace Change notice of February, 2006. Had the decision been made to create a Regional Centre for Testing in 2006, some of the employees on the

original Workplace Change notice given to Test and Dispatch, would have had an opportunity to move into one of the 16 required positions. Because that option was not available, a decision has been made to go back to those employees, who were impacted by the original WPC notice of February, 2006. Each employee on the original WPC notice (in the SST classification) will be contacted. SST's on the original WPC notice may be offered/permanently reassigned to one of 13 SST roles and/or offered one of 3 NT roles in the centre, on the following basis:

- Employees will be contacted in order of seniority
- Current SST's in Halifax will be offered an NT role if one is available and if they are qualified or **they will be permanently reassigned** (Article 33.01 will apply) to one of the 13 SST roles in the Regional Centre, if it is available
- Current SST's outside of Halifax will be offered an NT role if one is available and if they are qualified or **they will be offered** one of the 13 SST roles in the Regional Centre, if it is available
- Former SST's, who moved to other roles as a result of the February 2006 WPC notice, will be offered an NT role if one is available and if they are qualified or they will be offered one of the 13 SST roles in the Regional Centre, if it is available
- This process will continue until all of the 16 positions are offered or filled
- No employee will have more than one opportunity through this process
- Employees will have 24 hours to make a decision from the point of contact by a Recruiter. Any failure to make a decision within this time period will mean that the Recruiter will go on to the next employee on the list

Transition Plan:
Testing work performed in the Atlantic Regional Test Centre will be performed by both Network Technicians and Service Support Technicians. When Service Support Technicians in the Test Centre, transition out of the role for any reason, they will not be replaced by an SST. Any required vacancy will be posted as Network Technician.

Should growth occur in the voice testing area in the next 18 months (ending March 31, 2010), resulting in a job posting, then the Company commits to resourcing this growth by adding SST positions to the Regional Centre. We will return to the list of employees initially impacted by the February 2006 Workplace Change notice and offer any new positions to the next employee on the list, who had no opportunity to select one of the 16 positions in this Addendum. Growth in the Broadband area will be resourced, as required, by adding Network Technician positions. Should any job postings occur within the next 18 months for positions within the Regional Centre, they will be reviewed with the Council.

Communications:

All SST's currently working in the Test and Dispatch groups will be advised of this change first by local management and union representation. Following that communication, arrangements will be made to communicate the details of this addendum to all other former SST employees originally impacted by this change.

Next Steps:

Recruitment will be involved to contact those employees in the SST classification, who were impacted by the WPC notice, in order of seniority.

Upon completion of the changes described in this addendum, the original Workplace Change notice, dated February 2006, and this Addendum will be considered closed.

For the Council: _____

Date: _____ July 16, 2008 _____

For the Company: _____

Date: _____ July 16, 2008 _____

Voice Test Communications -- Questions and Answers:

1. Why are we taking on this project?
   - Bell Aliant does not have a permanent test function in place for Residential and SMB voice repair. Voice test is currently staffed with 7 39 week temporary resources.

2. Wasn't voice test part of the workplace change notice back in 2006 with a plan to outsource voice test? What has changed?
   - Yes it was. This program has expanded beyond voice to include business, DSL and TV. After careful analysis based on this expanded scope, the decision has been made to retain this work in-house performed by our own folks.

3. Why move the voice test function and group to CSO?
   - Voice test is the only advanced testing function that resides outside of CSO today. Moving this to CSO, increases the ownership and accountability of CSO within the end to end Service Assurance process.

   - Broadband Tier II and the Switch Maintenance Center (SMC) reside in CSO. The ultimate plan is combine voice and broadband test such that a tester becomes a tester. All tickets not resolved at ICT (Repair answer) will be routed to 1 group (not 2 separate groups like today).

4. Why co-locate the group in Halifax? Why Halifax Toll?
   - Both BB Tier II and SMC are 100% co-located in Halifax at Halifax Toll. Having voice reside there also will greatly benefit the employees who work in those groups and improve the results they are responsible to deliver. All folks will be able to learn from each other. Pattern management will be improved, job enrichment opportunities will be plentiful (cross training, daily functions such as testing, commissioning, outside technician support etc…

5. Where in Halifax Toll??
   - 3rd floor co-located with BB Tier II and SMC. The location will undergo a renovation to support the new group. New workstations will be purchased to support the additional Full Time Employees to Toll.

6. Why change the voice test function from SST to NT?
   - Alignment - All forms of advanced testing except for voice testing are performed by NTs today. Also, our goal is to enhance the quality of the actual job that a tester will do. By having voice and broadband test and SMC all as NTs, a revolving working model can be developed to enhance the work for the employees involved. The new model will

allow job enrichment; testing, equipment commissioning, field technician support, new technology introduction etc…

7. Why combine the voice and broadband test functions?
   - As we move towards an IP world we must ready ourselves for support. Today we segregate the function by the type of service trouble reported. In the IP world we need to ensure that we are able to test the entire suite of services residing on that IP connection; proactively and reactively.

8. What are the hours of operation planned for this group?
   - Recommended 7 a.m. – midnight 365 days per year to align with Broadband Tier II.

9. When will this new group be created?
   - The goal is to have the new group up and running by end of Q3 2008.

10. What will happen to the work currently being done by the 6 EWT folks in Regional?
    - This work will be absorbed by Dispatch Operations in NL under the Leadership of Lisa Butt.

11. How do I get a copy of the Original Workplace change notice, and/or the addendum?
    - All previously affected employees did receive a copy of the original workplace change notice. However, if you do need a copy of the original notice or the addendum, please contact a Recruitment Consultant or your union office.

12. Where would I find a copy of the Seniority List?
    - If you have any questions regarding the seniority list, please contact a Recruitment Consultant or your union office. The original list can also be found in the original workplace change notice.

13. Will employees be required to work 12 hour shifts?
    - Through the collective agreement, we reserve the right to ask employees to work 12 hour shifts. However, the employees currently working in the Broadband test centre have not yet been asked to work 12 hour shifts.

14. How does the vacation schedule work?
    - The vacation schedules will be developed by the Managers working in the new test centre and will not be determined until we know which employees accept positions in the new facility.