

Pursuant to Article 4.05 of the Collective Agreement:

Letter of Agreement

Incentive Program for Retention Consumer Service Representatives

Whereas the Company and the Council agree that providing incentives to the Retention CSR's is likely to have a positive impact on the Company's ability to retain customers;

And whereas it has been determined that retaining existing customers is just as important as attracting new ones;

And whereas, a Sales Incentive Plan, currently in place for Inbound Consumer Service Representatives is having a positive impact on the Company's ability to attract new customers;

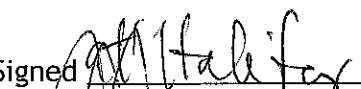
The parties therefore agree as follows:

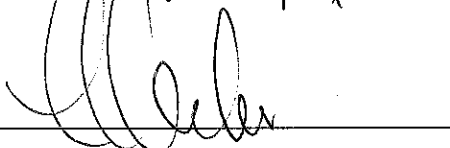
The incentive program for Retention Consumer Service Representatives will continue until December 31, 2013.

The Company and the Council will agree on whether an incentive program should continue for Retention CSR's and what form that will take prior to December 31, 2013.

Each Retention CSR will have retention specific targets to meet in order to be considered eligible for any incentive payout under the program.

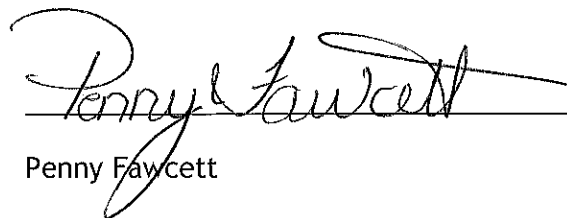
The retention specific targets must be met before incentive payouts can be made to CSR's. Targets and payouts will follow the same processes as those developed for the Inbound Consumer Service Representative Sales Incentive Program.

Signed  , this 29 of November, 2012



Fred Crooks

For the Company



Penny Fawcett

For the Council