

**Letter of Agreement**  
**Classification Flexibility by Geographic Area**



- 1) **Community Technicians:** Technicians with Reporting Centres within Rural Areas (as defined by an Agreement between the parties) will be referred to as Community Technicians, and the following rules will apply to the assignment of work to Community Technicians:
  - a) Each Community Technician will have a primary classification of either Consumer Service Technician (CST), Business Service Technician (BST), Cable Technician (CT), or Network Technician (NT). Incumbents at the time this Agreement is implemented will retain their current classification as the primary classification.
  - b) Each Community Technician will receive equipment and training, including safety training, to ensure they are able to safely perform a reasonable number functions within their non-primary classifications.
  - c) Where classification is relevant for any Collective Agreement purpose (eg. vacation, wages, SELQs) the primary classification will be used for any Community Technician; however, Scale 13 rather than Scale 13a will be used where the Community Technician's primary classification is CST.
  - d) To the greatest practical extent, Community Technicians will be assigned work in their primary classification.
  - e) Within the service area covered by their Reporting Centre, a Community Technician may be assigned any work within the CST, BST, CT, or NT classification, provided that they are trained for the work and able to do the work safely.
  - f) Where, over the course of one year or longer, a Community Technician works 2080 hours in any of their three non-primary classifications, they will meet the SELQs for that classification.
  - g) Where, over the course of one year or longer, a Community Technician works 120 hours in any of their three non-primary classifications, they will meet the definition of "actual experience" in that classification for the purposes of Article 12.11.
  - h) If a Community Technician is temporarily re-assigned outside of their Reporting Centre, the assignment of work will be as follows:
    - i) If the assignment is to backfill for a particular employee, the Community Technician will perform all of the work of that employee (i.e. as a Community Technician or Combination Technician as appropriate) so long as the Community Technician has sufficient ability to safely perform the work;
    - ii) In any other case, the Community Technician will perform only the work of a single classification.
  - i) If another employee is temporarily re-assigned to backfill for a Community Technician, that employee will also perform the work of a Community Technician provided that the employee can do so safely.
  - j) Where a Community Technician position becomes vacant and is posted, the posting will make clear that the position is a Community Technician

position. The presumption will be that the posting will be for the primary classification of the previous incumbent, unless there has been a significant change in the nature of the work performed by that position, in which case the Council will be notified of the change.

- 2) **Combination Technicians:** Where the technician is neither in a Rural Area nor one of the Ten Cities (both of which are defined in an Agreement between the parties), the technician may, in accordance with this Agreement, be designated a Combination Technician.
  - a) Each Combination Technician will have a primary classification of either CST, BST, CT, or NT. Incumbents at the time this Agreement is implemented will retain their current classification as the primary classification.
  - b) Each Combination Technician will also have a designation secondary classification of either CST, BST, CT, or NT.
  - c) Each Combination Technician will receive equipment and training, including safety training, to ensure they are able to safely perform a reasonable number functions within their secondary classification.
  - d) Where classification is relevant for any Collective Agreement purpose (eg. vacation, wages, SELQs) the primary classification will be used for any Combination Technician; however, Scale 13 rather than Scale 13a will be used where the Combination Technician's primary classification is CST.
  - e) To the greatest practical extent, Combination Technicians will be assigned work in their primary classification.
  - f) Within the service area covered by their Reporting Centre, a Combination Technician may be assigned any work within their secondary classification, provided that they are trained for the work and able to do the work safely.
  - g) Where, over the course of one year or longer, a Combination Technician works 2080 hours in their secondary classification, they will meet the SELQs for that classification.
  - h) Where, over the course of one year or longer, a Combination Technician works 120 hours in their secondary classification, they will meet the definition of "actual experience" in that classification for the purposes of Article 12.11.
  - i) If a Combination Technician is temporarily re-assigned outside of their Reporting Centre, the assignment of work will be as follows:
    - i) If the assignment is to backfill for a particular employee, the Combination Technician will perform all of the work of that employee (i.e. as a Community Technician or Combination Technician as appropriate) so long as the Combination Technician has sufficient ability to safely perform the work;
    - ii) In any other case, the Combination Technician will perform only the work of a single classification.

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- j) If another employee is temporarily re-assigned to backfill for a Combination Technician, that employee will also perform the work of a Combination Technician provided that the employee can do so safely.
- k) **Designation of Combination Technicians:** The designation of Combination Technicians, including both the identification of Combination Technicians and the determination of primary and secondary classification, will only occur where there is agreement between the Company and the Council. With respect to incumbents at the time this Agreement is implemented, that designation will be done by a sub-committee of CIF. After the implementation of this Agreement, the designation will be done by a permanent Joint Committee, consisting of 4 Council Representatives (one from each of the 4 provinces) and up to 4 Company representatives.
  - i) The designation will include confirmation of both the primary and secondary classifications for the Combination Technician.
  - ii) A Combination Technician will be designated by the Joint Committee where it is necessary in order to provide cost-effective customer service. This will be determined based on the following criteria:
    - (1) Technician workload within the service area;
    - (2) The pattern of using classification flexibility within the service area;
    - (3) Input from the incumbents in the area in question.
  - iii) The Company will not unreasonably request a designation of a Combination Technician where it cannot demonstrate that the designation is necessary in order to provide cost-effective customer service. Where accurate, objective data shows that the designation is necessary in order to provide cost-effective customer service, the Joint Committee will not unreasonably refuse designation.
  - iv) Where an incumbent Combination Technician is replaced through a job posting, the posting will automatically be for a Combination Technician without the need for a new designation by the Joint Committee. The presumption will be that the posting will be for the same primary and secondary classifications as the previous incumbent, unless there has been a significant change in the nature of the work performed by that position.
  - v) If the Company determines that an incumbent Combination Technician will not be replaced by a job posting, the Joint Committee will still need to approve the designation of any other employee in that Reporting Centre as a Combination Technician.
- 3) The parties acknowledge that the Company will be required to track the number of hours worked by a Community or Combination Technician in their non-primary classification(s). Before the implementation of this Agreement, the Company will report to the Council on the mechanism it develops to track such hours, and will seek the Council's input. After the

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first six months of implementation of this Agreement, the parties will revisit this tracking mechanism, consider whether it has proven effective, and revise if necessary.

**4) Ten Cities:**

- a) There will be no Community or Combination Technicians within the Ten Cities (defined by an Agreement between the parties.)
- b) Where a Community or Combination Technician is temporarily re-assigned to a Reporting Centre within one of the Ten Cities, they will only be assigned the work of only one classification for the period of the temporary re-assignment, and they will be compensated according to Article 17.07.