

Bell Aliant Regional Communications, L.P.
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BellAliant

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October 8, 2014

Mr. Bobby MacDonald
President Unifor Local 401 and Chair- Unifor ACL
14881 Northside Road ,
St. Peter's, PEI
C0A 2A0

Dear Mr. MacDonald,

This is further to the tentative collective agreement effective January 1, 2015 ("tentative agreement") which the Union and Bell Aliant signed on October 2, 2014 and which is subject to ratification by vote of the membership of the Union on or before October 31, 2014.

As you know, the current collective agreement, which expires on December 31, 2014, includes a temporary limitation on workplace change (Article 1(a) of Appendix II) which expires on December 31, 2014, does not carry forward beyond that date and is not included in the tentative agreement. In addition, an assurance about the closure of contact centres given by me in a letter to the Council dated August 4, 2010 also expires on December 31, 2014.

During negotiations leading to the tentative agreement, we continued our discussion of many years about how the parties might approach the future design and implementation of a new model of work and compensation for the customer service representative role which would make it economic and practical for the company to hire new employees into that role. It was agreed that the best approach for this subject was to defer it until as soon as possible after a favourable ratification vote of the Union membership on the tentative agreement. This was in part because in 2012 and 2013, the parties had extensive negotiations about such a model which resulted in a tentative agreement that in turn was presented to the Union membership rejected by it in votes held in June and September 2013. In light of that, it was thought by both parties that it would be premature to present another such model to the union membership at this time. In addition, changes in the company's contact centre operations consequent on the membership rejection of the previous model, together with the announced privatisation of Bell Aliant by BCE, meant that a fresh approach would be required.

The purpose of this letter is to confirm that, in the event the tentative agreement is ratified, the company is prepared to consider a proposal from the Union for terms and conditions relating to a new model of work and compensation for new hires into the customer service representative role. The company further confirms that it would enter into good faith discussions about any such proposal. The union acknowledges that key benchmarks for such terms and conditions are

current cost structures, operational and sales/retention performance, Quality programs and Customer Satisfaction (CVM).

Yours very truly,

A handwritten signature in black ink, appearing to read 'Fred Crooks', written in a cursive style.

Fred Crooks