

USW LOCAL 1944-TELUS 2022 NEGOTIATIONS

Article	Title	Status	Union Proposed Language	Company Proposed Language
Master				
Article 1	SCOPE	AGREED	• Company provided list of job titles under the level of director to be added to list of excluded titles	
Article 2	DEFINITIONS	AGREED	• Apply gender neutral language by eliminating masculine and feminine language.	
Article 3	SENIORITY AND COMPANY SERVICE	NO CHANGES		
Article 4	DISCRIMINATION	AGREED	• Added gender identity, expression and genetics to discrimination article.	
Article 6	DUES DEDUCTION AND INFORMATION PROVIDED TO THE UNION	AGREED	<ul style="list-style-type: none"> • Company to provide members home telephone numbers on the monthly report provided to the Union. • Change to a digital collective agreement format. • A physical copy will be provided upon request. 	
Article 7	TIME-OFF	HOUSEKEEPING	• Consequential change to remove the 2016 date from 7.04 (b)	
Article 8	MANAGEMENT RIGHTS	AGREED	• Added that management can do up to 15 minutes of Bargaining Unit work when "addressing customer escalations."	
Article 9	NO STRIKES OR LOCKOUTS	NO CHANGES		
Article 11	GRIEVANCES	AGREED	<ul style="list-style-type: none"> • Telus proposed the elimination of a 3 step grievance process and reduce it to a 2 step process. • Adding video conference language so that grievances can be held virtually when one of the parties to the meeting are unavailable. • Consequential changes to reflect 2 step grievance process • Gender neutral change. • Change from 28 to 30 days 	
Article 12	ARBITRATION	HOUSEKEEPING	<ul style="list-style-type: none"> • Consequential change to reflect 2 step grievance process • Gender neutral change. 	
Article 13	PAYMENT OF WAGES	NO CHANGES		
Article 17*	PAY PROVISIONS FOR EMPLOYEES ABSENT FROM DUTY	AGREED	<ul style="list-style-type: none"> • Move all Absent from Duty provisions into the Master section to cover all employees. • Expand leave provisions to all reg employees. Removed 3 year restriction. 	
Article 18*	LEAVES OF ABSENCE	AGREED	<ul style="list-style-type: none"> • Expanded leaves of absence to all regular employees. • Consequential change to reflect renumbering □ 	
Article 19*	MATERNITY LEAVE, PARENTAL LEAVE AND COMPASSIONATE CARE LEAVE	NO CHANGES		
Article 20*	SERVICE APPAREL	NO CHANGES		
Article 21*	COMPANY COURSES	NO CHANGES		
Article 23*	TECHNOLOGICAL CHANGE	AGREED	• Expanded consistent tech change language to all appendices.	
Article 24*	TWU-USW EMPLOYEE LIFE AND HEALTH PLAN	NO CHANGES		
Article 25*	COLLECTIVE BARGAINING PROCEDURE	NO CHANGES		
Appendix A - BC & Alberta				
Article A1	APPLICATION OF THIS APPENDIX	NO CHANGES		
Article A2	WAGE ADMINISTRATION	AGREED	<ul style="list-style-type: none"> • Added wage protection due to workplace accommodation. • Cleaned up language to allow for more than 30 days notice. 	

USW LOCAL 1944-TELUS 2022 NEGOTIATIONS

Article	Title	Status	Union Proposed Language	Company Proposed Language
Article A4	ANNUAL VACATIONS	AGREED	<ul style="list-style-type: none"> Decrementing Vacation entitlement due to absence in following calendar year rather than current year. Related to Code Changes. Increase to Vacation pay. 	
Article A5	HOURS OF WORK AND SCHEDULING	AGREED	<ul style="list-style-type: none"> Employees on workstyles can now work split shifts. Remove 'for urgent personal business'. 	
Article A6	OVERTIME	NO CHANGES		
Article A7	DIFFERENTIALS, PREMIUMS, AND STANDBY PAY	AGREED	<ul style="list-style-type: none"> Increase to In charge differential. 	
Article A8	HEADQUARTERS	NO CHANGES		
Article A9	HOME DISPATCH	NO CHANGES		
Article A11	RETURNING HOME MID ASSIGNMENT	AGREED	<ul style="list-style-type: none"> Mileage may be claimed at either 0.46c/km or the corporate rate, whichever is greater. 	
Article A12	TRANSPORTATION	AGREED	<ul style="list-style-type: none"> Mileage may be claimed at either 0.46c/km or the corporate rate, whichever is greater. 	
Article A13	TRANSFERS AND CHANGE OF ASSIGNMENTS	NO CHANGES		
Article A14	JOB POSTING PROCEDURE	NO CHANGES		
Article A15	TRANSFER EXPENSES	NO CHANGES		
Article A16	LAY-OFFS	NO CHANGES		
Article A18	PAY PROVISIONS FOR EMPLOYEES ABSENT FROM DUTY	HOUSEKEEPING	<ul style="list-style-type: none"> Moved to Master, delete article. 	
		HOUSEKEEPING	<ul style="list-style-type: none"> Article renumbering. 	
Article A19*	PROVISIONS THAT APPLY TO CUSTOMER SALES, SERVICE & SUPPORT - WEST	AGREED	<ul style="list-style-type: none"> Increase to \$1.50 for in-charge differential. 	
Article A20*	PROVISIONS THAT APPLY TO RETAIL OPERATOR SERVICE - WEST	AGREED	<ul style="list-style-type: none"> Increase to \$1.50 for in-charge differential. Consequential renumbering. 	
Attachment A-1	HEADQUARTERS AREAS	AGREED	<ul style="list-style-type: none"> Redrawing of lower mainland HQ boundary maps. 	
Attachment A-2	BRITISH COLUMBIA OPERATING AREAS	NO CHANGES		
Attachment A-3	ALBERTA OPERATING AREAS	NO CHANGES		
Attachment A-6	CUSTOMER SALES, SERVICE & SUPPORT - WEST JOB TITLES	HOUSEKEEPING	<ul style="list-style-type: none"> Addition of Deployment Clerk 3 	
Attachment A-7	CUSTOMER SALES, SERVICE & SUPPORT - WEST QUASI JOB TITLES	AGREED	<ul style="list-style-type: none"> Moving from Quasi to Job Evaluation; Data and Network Client Rep, Customer Help Rep, Data and Network Support Rep. 	
Attachment A-8	CUSTOMER SALES, SERVICE & SUPPORT - WEST WAGE SCHEDULES	AGREED	<ul style="list-style-type: none"> Wage Schedules for the move in Attachment A-7. 	

USW LOCAL 1944-TELUS 2022 NEGOTIATIONS

Article	Title	Status	Union Proposed Language	Company Proposed Language
Attachment A-9	RETAIL OPERATOR SERVICES - WEST JOB TITLES	NO CHANGES		
Attachment A-10	RETAIL OPERATOR SERVICES - WEST WAGE SCHEDULES	NO CHANGES		
Appendix B - Ontario and Quebec				
B1	APPLICATION OF THIS APPENDIX	NO CHANGES		
Article B4	ANNUAL VACATIONS	AGREED	<ul style="list-style-type: none"> • Related to code changes. Increase to vacation pay. • Decrementing vacation entitlement due to absence in following calendar year rather than current year. 	
Article B5	HOURS OF WORK AND SCHEDULING	AGREED	<ul style="list-style-type: none"> • Company proposed to expand split shift to AHA and also expand split shift for weekends. • Add a new section on B5.06c to allow for a 10 min break if employee were to work on a visual display unit continuously for 2.5 hours 	
Article B7	DIFFERENTIALS AND STANDBY PAY	AGREED	<ul style="list-style-type: none"> • Reviewed modifications to the list that attracts this differential. 	
Article B8	TOOLS	NO CHANGES		
Article B9	EXPENSES	NO CHANGES		
Article B10*	LAYOFFS	AGREED	<ul style="list-style-type: none"> • Modified table to allow Technological Change to be moved into the Master section. 	
Appendix C - Competitive Operator Services				
Article C1	APPLICATION OF THIS APPENDIX	NO CHANGES		
Article C2	WAGE ADMINISTRATION	NO CHANGES		
Article C3	HOLIDAYS	AGREED	<ul style="list-style-type: none"> • Mandatory change to add Truth and Reconciliation Holiday. • Proration for employees of less than 30 days service. • Holiday substitution expanded. (Previously religious substitution) 	
Article C4	ANNUAL VACATIONS	AGREED	<ul style="list-style-type: none"> • Related to Code changes for vacation pay. 	
Article C5	HOURS OF WORK AND SCHEDULING	AGREED	<ul style="list-style-type: none"> • Employees can start a split shift before 6:00 AM. 	
Article C6	OVERTIME	AGREED	<ul style="list-style-type: none"> • Compulsory OT to meet critical service demands. 	
Article C7	GENERAL	NO CHANGES		
Article C8	LAY-OFFS	NO CHANGES		
Article C9	PAY PROVISIONS FOR EMPLOYEES ABSENT FROM DUTY	AGREED	<ul style="list-style-type: none"> • Delete Article as Master 17 covers Paid Provisions for Leave. 	
Article C9*	CALL ANSWER AGENT	AGREED	<ul style="list-style-type: none"> • Renumber Article to C9. • Delete reference to CTO bank. • Renumbering of reference to PDO. 	
Article C10	CTO	AGREED	<ul style="list-style-type: none"> • Delete this article and add the \$0.35 to wages, there is a transitional MOA to address the outstanding CTO balances. 	
MOA				
MOA	LUMP SUM PAYMENTS FOR 2016-2018	AGREED	<ul style="list-style-type: none"> • Delete as MOA is spent. 	
MOA	LUMP SUM PAYMENTS FOR CHANGES TO COLLECTIVE AGREEMENT TERMS AND CONDITIONS	AGREED	<ul style="list-style-type: none"> • Delete as MOA is spent. 	

USW LOCAL 1944-TELUS 2022 NEGOTIATIONS

Article	Title	Status	Union Proposed Language	Company Proposed Language
MOA	LUMP SUM PAYMENT IN LIEU OF PAID SICK LEAVE FOR TERM EMPLOYEES	AGREED	• Delete as MOA is spent.	
MOA	PERFORMANCE BONUS PROGRAM (APPENDIX A- WEST AND APPENDIX C- COMPETITIVE OPERATOR SERVICES)	NO CHANGES		
MOA	PERFORMANCE BONUS PROGRAM (APPENDIX B - EAST)	NO CHANGES		
MOA	COMPENSATION ADJUSTMENTS (APPENDIX B - EAST)	NO CHANGES		
MOA	COMMISSION/ INCENTIVE PAY PLANS	NO CHANGES		
MOA	MARKET BASED COMPETITIVE COMPENSATION	AGREED	• Added language to remove the premium after 2 years if appropriate, also provides wage protection for members receiving this premium prior to the effective date of the CA, also 90 day notice for the removal of the premium.	
MOA	ADDITIONAL PENSION CONTRIBUTIONS TO THE TWPP	AGREED	• Delete as MOA is spent.	
MOA	PAY EQUITY	NO CHANGES		
MOA	WORKPLACE ACCOMMODATION	AGREED	• Remove the date from the last CA as it has passed.	
MOA	COMPRESSED WORK WEEK	AGREED	• Added language for short term temporary Compressed Work Week by mutual agreement.	
MOA	AVERAGING HOURS OF WORK	AGREED	• Reduce OT rate after 48 hours to 1/2 time. • Updated the averaging periods. • Updated when time can be banked and taken. • Increased the maximum amount of weeks that can be taken to 3.	
MOA^	CRIMINAL RECORD AND OTHER CLEARANCES REQUIRED TO PERFORM SECURITY WORK	AGREED	• Team members performing security work will undergo a Criminal Record and Background Check.	
MOA	MERGERS, ACQUISITIONS AND DIVESTITURES	NO CHANGES		
MOA	VOLUNTARY SEVERANCE PROGRAMS	NO CHANGES		
MOA	LUMP SUM PAYMENT TO THE TWPP - FUNDING FOR THE IMPACT OF ERIP AND ERIP EQ DEPARTURES ASSOCIATED WITH A VSP	AGREED	• Article is not spent, renewed.	

USW LOCAL 1944-TELUS 2022 NEGOTIATIONS

Article	Title	Status	Union Proposed Language	Company Proposed Language
MOA	VOLUNTARY SEVERANCE PROGRAMS - POTENTIAL IMPACT ON THE TWPP	NO CHANGES		
MOA	GO EAST APPLICATION	NO CHANGES		
MOA	COLLECTIVE AGREEMENT TERMS APPLICABLE TO EMPLOYEES ADDED TO BARGAINING UNIT MID-CONTRACT	NO CHANGES		
MOA^	TRANSITION TO A DIGITAL GRIEVANCE FORM (not part of the CA)	AGREED	<ul style="list-style-type: none"> • Outlines the process of transitioning to a digital form. 	
MOA^	PRINTED COPIES OF THE 2022 - 20XX COLLECTIVE AGREEMENT (not part of the CA)	AGREED	<ul style="list-style-type: none"> • Outlines the number of printed copies, and how many will be distributed to each party. 	
LOA				
LOA	CASUAL EMPLOYEES	AGREED	<ul style="list-style-type: none"> • Related to Code changes for vacation pay. Decrement language. 	
LOA	VACATION SCHEDULING - INCREMENTS OF LESS THAN ONE WEEK (APPENDIX A - WEST)	AGREED	<ul style="list-style-type: none"> • Delete LOA. 	
LOA	CONSULTATIVE MEETINGS	NO CHANGES		
LOA	CONSULTATIVE MEETINGS FOR DISCUSSING GRIEVANCE AND ARBITRATION PROCESS AND ACTIVITY	NO CHANGES		
LOA	CONSULTATIVE FORUM FOR DISCUSSING CONTRACTING OUT AND OFFSHORING	AGREED	<ul style="list-style-type: none"> • Amend LOA to update who can attend from the Union and Company, • Add that contracting out will be discussed as a topic, and increase the frequency of the meetings. 	
LOA	JURISDICTIONAL ISSUES IN QUEBEC BETWEEN BARGAINING UNITS REPRESENTED BY THE TWU AND SQET	NO CHANGES		
LOA	EMPLOYMENT EQUITY	NO CHANGES		
LOA	LANGUAGE ALLOWANCE	NO CHANGES		

USW LOCAL 1944-TELUS 2022 NEGOTIATIONS

Article	Title	Status	Union Proposed Language	Company Proposed Language
LOA	TRANSFERS BETWEEN PROVINCES - RETIREMENT PLANS	NO CHANGES		
LOA^	HIRED INTO THE AT HOME AGENT (AHA) OR WORK STYLES PROGRAM	AGREED	<ul style="list-style-type: none"> • Outlines the conditions for new hires into the AHA program. 	
LOA^	DOMESTIC AND FAMILY VIOLENCE	AGREED	<ul style="list-style-type: none"> • Added a new LOA to cover Domestic and Family Violence leave. 	
LOA^	REMOVAL OF NON-DISCIPLINARY LETTERS	AGREED	<ul style="list-style-type: none"> • Provides for automatic removal on non disciplinary letter other than for attendance to be removed after 2 years. 	
OUTSTANDING ITEMS				
MASTER				
Article 5	UNION RECOGNITION	AGREED	<ul style="list-style-type: none"> • Expanded information the Union provides to the Company. • We will provide quarterly list containing: Unit Chairs, numbers, shop stewards and a description of each Unit • New hires will be provided an electronic link to the Collective agreement. 	
		OUTSTANDING	<ul style="list-style-type: none"> • Union proposes standardized new hire orientation during onboarding process at Telus. 	<ul style="list-style-type: none"> • The Company agrees to inform new employees they are represented by a Union and a collective agreement is in effect.
Article 10	JUST CAUSE	AGREED	<ul style="list-style-type: none"> • Adding Shop Steward from unit will be present during discipline and investigative meetings. • Adding video conference language for discipline and investigative meetings. • Added that absences will extend the sunset clause for removal of discipline letters. • Added that absences extend removal of discipline letters. 	
		OUTSTANDING	<ul style="list-style-type: none"> • Add surveillance protection language. • Limiting surveillance programs to 3 months unless an issue of a similar nature occurs. (GPS, ACW etc) 	
Article 14	HEALTH AND SAFETY	OUTSTANDING	<ul style="list-style-type: none"> • Increase boot allowance to \$150/\$300, or \$200/\$400 for employees who regularly climb. 	<ul style="list-style-type: none"> • Telus countered with an increase to \$150/year or \$300/ 2 years.
Article 15*	AT HOME AGENT AND WORK STYLES PROGRAMS	AGREED	<ul style="list-style-type: none"> • Codify current guidelines on ergonomics 	
		OUTSTANDING	<ul style="list-style-type: none"> • We have agreed in principle to the move to hiring directly into AHA, but must have agreement on 5.06 which states we will have a new hire orientation with every employee. • Codify existing internet subsidy policy to protect current AHA legacy accounts with a free business internet account and the current \$35 per month in internet subsidy for AHA. 	<ul style="list-style-type: none"> • Expand AHA to initial offer of employment. New employees would be hired from home to work from home. Recently Telus lifted the restriction of employees being within 150km of a HQ area. • Telus proposes to reduce the internet subsidy to \$250 per year and add this amount to employees existing well being account. This is not in place for members who are currently in Benefits Appendix A.
Article 16*	PERSONAL DAYS OFF	OUTSTANDING	<ul style="list-style-type: none"> • Union does not believe this reaches the code. • We proposed to add 2 unpaid days. • Personal Leave by its very nature would need to be at the employee's discretion not my mutual agreement. 	<ul style="list-style-type: none"> • Company proposes language that would have the Union agree that Article 16,17 and 18 fulfill the requirements of personal leave under the Canada Labour Code.
Article 22*	CONTRACTING OUT	OUTSTANDING	<ul style="list-style-type: none"> • Expand notice period to 60 days, include subcontractors name and reasons for contracting out. • Added good faith discussions to maintain bargaining unit employees. • Article was subject to grievance and arbitration procedure. 	
Article 26*	DURATION	OUTSTANDING	<ul style="list-style-type: none"> • 5 year agreement. 	<ul style="list-style-type: none"> • 6 year agreement.
Article 27*	COST OF LIVING ALLOWANCE	OUTSTANDING	<ul style="list-style-type: none"> • Proposed to update dates and percentages. 	<ul style="list-style-type: none"> • Telus proposes to delete article
Appendix A - BC & Alberta				
Article A3	HOLIDAYS	AGREED	<ul style="list-style-type: none"> • Proration for employees of less than 30 days service. • Holiday substitution expanded. (Previously religious substitution) 	
		OUTSTANDING	<ul style="list-style-type: none"> • Union proposes to add T&R Holiday. 	<ul style="list-style-type: none"> • Company propose to trade T&R for Easter Monday. Losing the 4 day weekend around Easter.
		OUTSTANDING	<ul style="list-style-type: none"> • Union proposes Holidays in lieu are at employee discretion. 	<ul style="list-style-type: none"> • Company proposes Holidays in lieu by mutual agreement or paid out.

USW LOCAL 1944-TELUS 2022 NEGOTIATIONS

Article	Title	Status	Union Proposed Language	Company Proposed Language
Article A10	BOARD AND LODGING	OUTSTANDING	<ul style="list-style-type: none"> • Union proposed increases to per diems. • Consequential change related to Company's A10.05 proposal. 	<ul style="list-style-type: none"> • Company proposes removing reasonable and actual meal expenses in favour of per diems only. • Increase from \$50 to \$60 per day. • A top up allowance of \$20 can be made for exceptional circumstances and with prior approval.
Attachment A-4	TECHNOLOGY OPERATIONS - WEST JOB TITLES	OUTSTANDING		<ul style="list-style-type: none"> • Change job titles from DHT and Rackperson to Service Professional and Customer Connections Technician.
Attachment A-5	TECHNOLOGY OPERATIONS - WEST WAGE SCHEDULES	OUTSTANDING	<ul style="list-style-type: none"> • Proposed to graduate DHT into Service Tech role over two years tenure and with training. • Limited the scope to be plug and play install. No repair work. • Tied amounts of DHT's to Service Techs. 	<ul style="list-style-type: none"> • Telus' proposed wage schedule for Service Professional, and Rackperson. • Service pro would move to wage steps with some pay linked to skills and training. • Management would control who gets the training and what qualifies for extra pay. • Brackets can be taken away when that skill is no longer required. • Current DHT members would move into this role automatically • Removes Demarcation limitation.
Appendix B - Ontario and Quebec				
Article B2	WAGE ADMINISTRATION	OUTSTANDING	<ul style="list-style-type: none"> • Maintain wages for 1 year when employees are downgraded. • Covers wage treatment when employees are temporarily transferred. 	<ul style="list-style-type: none"> • An employee who is permanently assigned or successfully bids to a position with a higher maximum hourly rate will receive the greater of the minimum hourly rate of the new position, or a 3.5% increase to their hourly rate (up to the maximum hourly rate of the new position), after which they will progress in accordance with Company practices. • Min increase of 3.5% for anyone who bids to higher paying position.
Article B3	HOLIDAYS	AGREED	<ul style="list-style-type: none"> • Mandatory change to add Truth and Reconciliation Holiday. • Proration for employees of less than 30 days service. • Holiday substitution expanded. (Previously religious substitution) 	
		OUTSTANDING	<ul style="list-style-type: none"> • Union proposes Holidays in lieu are at employee discretion. 	<ul style="list-style-type: none"> • Company proposes Holidays in lieu by mutual agreement or paid out.
Article B6	OVERTIME	OUTSTANDING	<ul style="list-style-type: none"> • Add ability for employees to earn overtime after basic hours have been worked instead of working additional 30m at straight time. 	
Attachment B-1	TECHNOLOGY OPERATIONS - EAST JOB TITLES	OUTSTANDING		<ul style="list-style-type: none"> • Change job titles from DHT to Service Professional.
Attachment B-2	TECHNOLOGY OPERATIONS - EAST WAGE SCHEDULES	OUTSTANDING		<ul style="list-style-type: none"> • Telus' proposed wage schedule for Service Professional.
Attachment B-3	CUSTOMER SALES, SERVICE & SUPPORT - EAST JOB TITLES	OUTSTANDING		<ul style="list-style-type: none"> • Proposed merger of job titles; Loyalty and Retention Rep, DNA Specialist, Help Desk Specialist, CAM rep.
Attachment B-4	CUSTOMER SALES, SERVICE & SUPPORT - EAST WAGE SCHEDULES	OUTSTANDING	<ul style="list-style-type: none"> • Union counter with Tier 2 LNR being a higher wage rate than LNR 3. 	<ul style="list-style-type: none"> • New wage ranges for the jobs in Attachment B3, LNR3 Reps currently not doing EMT work will be grandparented at current wage rate.
Appendix C - Competitive Operator Services				
Article C9*	CALL ANSWER AGENT	OUTSTANDING		<ul style="list-style-type: none"> • Move Appendix C members to Telus Flex Benefits.
Attachment C-1	WAGE SCHEDULES	OUTSTANDING	<ul style="list-style-type: none"> • Wage schedules, COLA has been added to reflect current wages. 	<ul style="list-style-type: none"> • Updated wage schedules.
MOA				
MOA	FEDERAL PAY EQUITY	OUTSTANDING	<ul style="list-style-type: none"> • New MOA to comply with the new Pay Equity legislation. Withdrawn and referred to the Health and Safety Policy Committee. 	<ul style="list-style-type: none"> • Review the terms of reference for the Pay Equity committee.

USW LOCAL 1944-TELUS 2022 NEGOTIATIONS

Article	Title	Status	Union Proposed Language	Company Proposed Language
MOA	PENSION PLAN FOR EMPLOYEES IN BRITISH COLUMBIA	OUTSTANDING		•Telus proposes to close the TWPP to new entrants.
MOA	BENEFITS (APPENDIX A - WEST)	OUTSTANDING	• Changes to the Benefits Plan may only be done with the agreement of both parties.	• Delete MOA and move Appendix A members to Telus Team Flex Benefits. • Reduction in STD Benefit. • Reduction in LTD Benefit.
MOA	TEAM TELUS FLEX BENEFITS (APPENDIX B - EAST)	OUTSTANDING	• Changes to the Benefits Plan may only be done with the agreement of both parties	• Amend MOA to add Appendix A - West members to the plan
MOA	BENEFITS (APPENDIX C - COMPETITIVE OPERATOR SERVICES)	OUTSTANDING	• Amend MOA to add Term employees to the Flex Benefit plan.(\$1200) move to the Temp,Term employee Flex Benefit Plan	• Amend MOA to add Term employees to the Flex Benefit plan.(\$1200) move to the Temp,Term employee Flex Benefit Plan
MOA	BENEFITS FOR TEMPORARY EMPLOYEES	OUTSTANDING		• New MOA to provide temporary employees in Appendix A and B Telus Flex Benefits.
MOA	DIGITAL HOME TECHNICIAN	OUTSTANDING	Combine the LOA and MOA on Digital Home Technician, limit the scope of work, limit the percentage of DHT vs Service Technicians, and add a progression model for DHT into the Service Technician role.	• Update to reflect change in job title, scope of work / core duties.
MOA	OPERATOR SERVICES	OUTSTANDING		• English call traffic may be handled by SQET employees in Quebec where deemed necessary.
MOA	TELUS RETAIL STORES ORGANIZATIONS	OUTSTANDING	• Delete MOA.	• Renew MOA.
MOA	TWU OFFSHORING CAMPAIGNS (does not form part of the CA)	OUTSTANDING	• Delete MOA.	• Renew MOA.
MOA	TRANSITION ISSUES	OUTSTANDING		• Working document.
LOA				
LOA	CONTRACTING OUT (APPENDIX A - WEST)	OUTSTANDING	• Added wage protection language for an employee who is redeployed to a lower wage group due to Contracting Out.	
LOA	CONTRACTING OUT (APPENDIX B - EAST)	OUTSTANDING	• Added wage protection language for an employee who is redeployed to a lower wage group due to Contracting Out.	
LOA	DIGITAL HOME TECHNICIAN	OUTSTANDING	• Merge the LOA and MOA for Digital Home Technician. Add limitations to scope of role.	• Update the job title, remove the limitation on the scope of work they are able to perform.
LOA^	SERVICE WORK	OUTSTANDING	Bargaining Unit employees will have exclusive jurisdiction to perform repair and maintenance work on Telus infrastructure.	
	DISMISSAL OR WITHDRAWAL OF PROCEEDINGS 2011-	OUTSTANDING		• List of grievances Telus wants the Union to withdraw. 2021.130 COLA outstanding, Board complaint #34180-C & #034911-C
	COMPENSATION	OUTSTANDING	• 3 year 5%, 5%, 5%, Total 15% over 3 years.	• 6 year 0% for 2022, 3%, 2.5%, 2%,2%,2% Total 11.5% over 6 years.
MOA^	LUMP SUMS FOR 2022 & 2023	OUTSTANDING	• Counter \$10,000 on ratification.	• \$5,000 upon ratification and \$5,000 in October 2023.
^: New Article				
*:Renumbered				