

November 18, 2003

“WITHOUT PREJUDICE”

John Carpenter
Business Agent
Telecommunications Workers Union
#255 525 28th Street SE
Calgary, Alberta T2A 6W9

Dear Mr. Carpenter:

LETTER OF AGREEMENT: *ARB 2002-62*
Direction to Log-In to Company Systems – TWU Grievance #2002.29

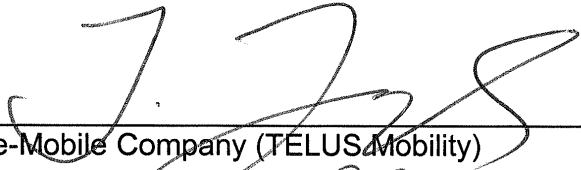
WHEREAS: The Union filed grievance #2002.29 alleging that the Company had violated Clerical Division, Article 1 of the Collective Agreement between TELUS Mobility and CEP, Local 237 (May 1, 1999 to December 31, 2000) by directing that employees commence the log-in process prior to the commencement of their shift; and

WHEREAS: The parties have agreed to settle the grievance without prejudice to either party's position

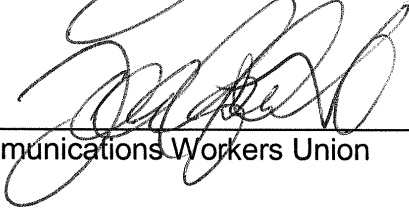
THE PARTIES AGREE TO THE FOLLOWING:

1. Management will discontinue its practice of requiring that front-line employees begin the log-in process prior to the commencement of their shift.
2. Employees will not be disciplined for failure to begin the log-in process prior to the commencement of the shift. Where the log-in process exceeds a typical time frame, employees are expected to follow the established process of reporting system problems. See attached guidelines for handling and reporting system problems.
3. Employees who do not begin the log-in process prior to the commencement of their shift will not be negatively impacted. Where schedule compliance/adherence is used in the job posting/canvass selection process the Company will exception the time required to log-in to the system at the commencement of a shift.

4. This agreement is made by the parties on a without prejudice or precedent basis to the terms of the Collective Agreement, or any other agreement between the parties, and will not be referred to by either party in respect of any other matter including in any future grievance, arbitration or other hearing between the parties except for the enforcement of the terms herein.



Tele-Mobile Company (TELUS Mobility)



Telecommunications Workers Union

Date: November 18/03