

LETTER OF AGREEMENT

Between

Telecommunications Workers Union and Shaw Cablesystems GP

Allowing for installation of Shaw Wireless Modems Using the 047 Code

It is understood that one computer will be direct wired to the Wireless Modem using the supplied rj45 cord unless this is completely unnecessary (all computers being wireless).

The SSID and Password will be supplied on a sticker with the modem. This SSID and Password shall be preloaded in the modem.

Each wireless computer will have an internal wireless NIC card that can be enabled, and the computer is capable of viewing the wireless networks available.

The proper network will be selected, the SSID number and Password shall be entered, and the computer then directed to connect to the network in the appropriate manner.

MAC Computers will be set up through the "Airport" setting and configured much the same as PC units.

We do not support games, printers, Blackberries or items that are not commonly home computers.

We do not connect to customers' hard-wired networks.

- Support home computer to computer networks.
- USB wireless connections unless they configure the same as an internal NIC card.

We are not responsible for driver issues with internal NIC cards or USB devices.

We will not be required to install NIC cards when installing wireless modems.

When setting up a wireless computer, we will demonstrate to the customer the proper procedure to achieve wireless connectivity. We will provide the instructions for changing SSID and Passwords to the customer.

With these understandings, we agree to install the SMC Wireless Modem.

The Union agrees to install the SMC wireless modem using the 047 code rate with the following conditions: The wireless modem includes if required the connection of one computer wired directly to the customers' co-located computer. The installation will also include the connection of up to four fully-compatible wireless computers present within the home at the time of modem installation. The SSID and Password shall be supplied with each modem. Total time required for the setup of four wireless computers shall not exceed twenty minutes.

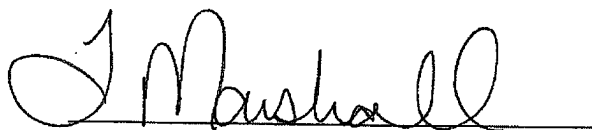
Where training and this agreement are in conflict, this agreement shall take precedence unless agreed otherwise by the Union.

Shaw Cablesystems GP



Chris Kucharski

Telecommunications Workers Union



Date

October 12, 2010

