



Date: January 27, 2009
To: All Expertech Employees
From: Lynn Loewen, President & Chief Executive Officer
Subject: Retirement Incentive and Bonus Days

Retirement Incentive for Unionized Employees

Today Expertech announced a new retirement incentive offer for unionized employees who are eligible to retire this year or next and meet certain qualifying criteria. This initiative will help us address some of the current staffing issues in the face of reduced demand and will allow us to better align our workforce with the forecasted Bell and Bell Aliant requirements. This supports our strategic objectives by enabling us to improve our operational performance and productivity. It also recognizes the contribution of our longest-serving employees by allowing them to retire sooner than they may have planned.

The incentive will be available to approximately 180 qualifying Craft and Clerical employees represented by the CEP. The employees must be eligible for a pension, be at least 55 years old and have at least 85 points (age + service) on or before December 31, 2010.

These employees will be offered a lump-sum incentive when they retire in 2009 or 2010. All eligible employees who apply will be approved, though departure dates will be aligned with our business needs to ensure there is no impact on the quality or level of service to our customers.

The retirement incentive offer will begin February 21, 2009 and runs until March 20, 2009. I encourage all eligible employees to consider this offer.

Bonus Days

I am also pleased to announce a special thank-you for our Canadian-based employees.

All employees currently employed in Canada (as of today, January 27, 2009) by Expertech will receive the equivalent of a bonus week of vacation in 2009. These Bonus Days work like this: If your standard work week is five days, as is the case with most employees, you will receive five Bonus Days off; if you have a four-day work week, you will receive four workdays off; and so on. Bonus Days are a one-time grant of extra days off, and can be taken only in 2009.

Bonus Days are a special recognition to underline all of your efforts to meet our customers' needs and achieve our targets in the exceptionally challenging times we have experienced in the past years. Karen Hunt, VP, Human Resources and her team will provide you with an update outlining the guidelines on how to book this time off.

Again many thanks. I will count on your continued support in 2009 as we intensify our efforts to achieve operational excellence and efficiency in health & safety, quality, productivity, customer service and profitability.

Lynn