



Dear CSIONet Subscriber;

As you are aware, the CSIONET infrastructure is being migrated from the existing BEBN network at Bell to a new infrastructure, hosted by TELUS. CSIO has been working with TELUS on the implementation of the new infrastructure, and we are approaching the final solution and testing deadlines. This package is to assist in detailing the testing CSIO has identified as important for your business needs, and to help CSIO in determining the state of test coverage and success rates.

The Testing Approach

CSIO has developed a multiple-stage approach to testing the new TELUS environment for CSIONET. Each stage progressively will include more of the CSIONET subscriber community, to ensure total coverage of the connectivity and functionality required.

Phase 1: High Level Testing

During this phase of testing (already underway), CSIO and an extremely limited subscriber group will perform basic connectivity testing (including dial-up, high-speed, on-demand VPN, and hardware VPN) to the environment and basic services (smtp and pop3). CSIO and TELUS will perform basic email transfer testing, using standard email client software.

Phase 2: Limited Testing

During this phase of testing (now scheduled for February 2-13, 2009), a slightly expanded group of approximately 12 CSIONet subscribers will be fully testing the new infrastructure. The intent of this phase is to help ensure that the overall infrastructure is behaving as expected, prior to opening testing to the entire community. Functional testing will be run on a loopback basis and between the testing companies involved.

Phase 3: Open Testing

During the Open Testing phase, test accounts for all Insurance Company and BMS Vendors will be available for use. CSIO is inviting all the Companies and Vendors to perform functional loopback and point-to-point messaging tests, including limited load testing. If possible, one or more Brokers will be involved in this test phase, to validate message flow in a complete end-to-end format. Due to limitations in most broker companies' availability of test environments or data, Broker testing will be severely restricted. This phase is expected to run from February 16 through 27, 2009.

Phase 4: Stress Testing

The Stress Testing methodology is currently being developed. However, the direction CSIO is taking is to work several subscribers to understand the normal daily transaction load of the system, and then to generate a test pattern of messaging to emulate this load. As the load capabilities of the BMS and Company systems are already well-known, CSIO may endeavour to test using purely test accounts and more standard SMTP and POP3 mail clients. Stress Testing is planned to occur over a one-week period from March 2 through 6, 2009.

During the Open Test phase of the testing cycle, CSIO is asking that each BMS Vendor involve at least one Broker in joint testing with the Insurance Companies. CSIO recognizes, however, that most broker installations do not include a "test" environment, and it may be impossible for brokers to perform testing without a severe risk of duplicated or, worse, missing data transfers to or from the insurers. If a broker cannot be found who is willing to entertain these risks for testing, then the broker-level testing must be avoided.

Test Results Reporting

Attached to this package is a Test Results Form, which indicates the general results of the CSIO-requested testing for each test phase. We ask that you return a copy of this form on the date indicated below, to allow CSIO to track testing progress and the success rate. Please note that a failure to return the form by that date will be taken to imply that testing has all passed or that you have elected not to test. An election not to test will be counted as a "pass" for the purposes of authorizing a go-forward on the transition.

In the event of failed tests, we ask that you contact CSIO support at 800-463-2746, or via email at helpdesk@csio.com. We will then address the reported issue and involve TELUS resources if required.

Test Reporting Dates:

Limited Test

Interim Update: February 6, 2009

Final Update: February 13, 2009

Open Test

Interim Update: February 20, 2009

Final Update: February 27, 2009

Stress Test

Interim Update: March 3, 2009

Final Update: March 6, 2009

If considered necessary due to delays in problem resolution, these dates may be extended at the sole discretion of the CSIO project team.

It is important to note that, while every effort will be made to accommodate testing requirements, the BEBN network closure is set by Bell Canada for a fixed date, and CSIO is unable to extend past that time. A subscriber's inability to complete testing during the stated test windows can not be accepted as a reason to delay final implementation.

The Test Package

Included with this test package are several pieces of documentation, which you may need in order to perform the test suite.

http://www.csio.com/en/about/csionet_info.html

Reference this site for information about connecting to the TELUS infrastructure and new CSIONET VPN Solution.

"Limited and Open Test Cases.doc"

This document details the test cases for use in the Limited Test and Open test phases.

"TestReport.doc" This is the Test Reporting Form, used to advise CSIO of your overall testing status.

Not included with this package, but forthcoming from CSIO, will be information for use during the actual production cutover, when the Bell BEBN network will be disabled and all CSIONet activity will transition to TELUS.

Thank you for your support during this critical phase of the CSIONET Transition project.