



January 16, 2006

Telecommunications Workers Union  
5261 Lane Street  
Burnaby, BC  
Canada  
V5H 4A6

Attention: Peter Massy

RE: Contracting Out – Retail Directory Assistance

Please be advised that Operator Services is currently and will be continuing to contract out a small amount of Retail Directory Assistance work. As part of a bid process to secure a major Directory Assistance client, TELUS is required to demonstrate an ability to deliver traffic using an external supplier.

If you have any further questions or concerns please call me.

Yours truly,

A handwritten signature in black ink, appearing to be 'Bruce Smith', written over a horizontal line.

Bruce Smith  
Director – Operator Services

cc: R. Cleveland, Labour Relations  
K. Nemeth, Labour Relations  
Operator Services Leadership Team