



TELUS Corporation
10020 100 St NW
Edmonton, AB
Canada T5J 0N5

780.493.2443 Telephone
780.493.5388 Facsimile
patricia.green@telus.com

July 18, 2006

Mr. Bruce Bell
President
Telecommunications Workers Union
5261 Lane Street
Burnaby, BC
V5H 4A6

Subject: Article 29 – Notice of Contracting Out (Internal to the Company)

- **Imaging of New Desktop and Laptop Computers**
- **Installation of New/Replacement Desktop and Laptop Computers, Printers, Monitors and Peripherals**
- **Diagnostics and Hardware Repairs of Desktop and Laptop Computers, Printers, Monitors and Peripherals**

Suppliers of Desktop and Laptop computers will be shipping these computers with TELUS image installed. This will reduce the delivery time to our team members and reduce the costs associated with the handling and re-imaging of these computers.

Contract Partners will be responsible for the Installation of New/Replacement Desktop and Laptop Computers, Printers, Monitors and Peripherals (Tech Rollover). As well, Contract Partners will be responsible for the diagnostics and repair of Desktop Computers, Laptops, Printers, Monitors and Peripherals (Break Fix).

Presently this work is performed by Contractors in all Provinces other than British Columbia.

TELUS team members will continue to maintain, upgrade, and respond to trouble tickets associated with the operating system and other TELUS approved installed software.

Yours sincerely,

Patricia Green
Director, Technology Management