



TELUS Client Care  
1795 Willingdon Avenue  
Burnaby BC V5C 6E3

604 432 2088 Telephone  
604 430 4342 Facsimile  
roger.meloche@telus.com

February 2, 2009

John Carpenter  
Vice-President  
Telecommunications Workers Union  
Suite 255 - 525 28th St. SE  
Calgary, AB T2A 6W9

**Re: Contracting Out**

Dear Mr. Carpenter:

In accordance with article 29.02 of the Collective Agreement between TELUS and the Telecommunications Workers Union (TWU), we are hereby providing notice that during 2009, starting in February, we will outsource portions of our Client Care work to TELUS International.

This decision arises from our requirement to maintain and improve service levels and refocus our resources on other activities.

Please contact Kevin Werstiuk at (780) 493-5179 if you require further information.

Sincerely,

A handwritten signature in black ink that reads 'R. Meloche'.

Roger Meloche  
Director – Client Care SBS

c Kevin Werstiuk