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**TELUS**  
Floor 15, 411 1<sup>st</sup> Street S.W.  
Calgary, Alberta  
Canada T2G 4Y5

**Dave McMahon**  
Member of the TELUS team

March 9, 2009

Mr. George Doubt  
President  
TWU  
5261 Lane Street  
Burnaby, B.C. V5H 4A6

Dear Mr. Doubt:

As per Article 29.02 we hereby notify you of TELUS' intent to move a portion of the following work to external service providers:

- **Complex Business Voice Fulfillment**, plus related activities
- **Data Services Fulfillment**, plus related activities
- **Mass Market Fulfillment**, plus related activities – this is an expansion of the Mass Market Fulfillment work activities already performed by TELUS International - Manila.

This decision represents part of our continuing effort to reduce operational costs, improve business processes, focus team members on work in high-value growth areas, and gain additional flexibilities to help us better meet our customers' needs and stay ahead of the rapidly changing technology and competitive landscape in the telecom industry. This proactive efficiency measure will help ensure our company's performance and economics remain strong.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. McMahon'.

Dave McMahon  
Vice-president  
National Resource Management and Fulfillment  
Cc: Juanita Lomax – Senior Labour Relations Consultant