



TELUS
5 - 2700 Matheson Blvd E.
Mississauga, Ontario
Canada L4W 4V9

March 10, 2009

Mr. George Doubt
President
Telecommunications Workers Union
5261 Lane Street
Burnaby, BC V5H 4A6

Re: Contracting Out

Dear Mr. Doubt:

In accordance with Article 29.02 of the Collective Agreement between TELUS and the Telecommunications Workers Union (TWU), this letter serves as notice that we will be contracting out some of the manual order work currently performed within the Customer Care National Business Office (NBO). The work will be performed by TELUS International.

We have made this decision based on several business factors. We are working to increase our operational efficiencies and to take advantage of a global marketplace with ever increasing customer expectations.

This initiative is intended to supplement the work currently performed by our Client Care Representatives. Please contact Tess Moore if you wish to discuss or require further information.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Southey', written over a circular stamp or seal.

Robert Southey
Vice President, Customer Care
TELUS Partner Solutions

cc: Tess Moore, Senior Labour Relations Consultant