



TELUS Commission & Incentive
Management
411 1 Street SE
Calgary AB T3G 4Y5

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780 493 8086 Facsimile
lynn.salekin@telus.com

May 12, 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 August, we will outsource portions of our Commission & Incentive Management 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, appearing to read 'Lynn Salekin', written over a horizontal line.

Lynn Salekin
Sales Compensation Director

c Kevin Werstiuk