



**Bill Sayles**  
**Member of the TELUS team**

July 28, 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 contract out a portion of the following work:

- Hardware and software server operations, plus related activities

This decision represents part of our continuing effort to reduce operational costs, improve business processes, focus team members on work in high-value areas, and gain additional flexibilities to help us better meet our customers' needs.

Sincerely,

A handwritten signature in dark ink, appearing to be "Bill Sayles", written in a cursive style.

Bill Sayles  
Chief Information Officer  
Business Transformation & Technology Operations

Cc: Juanita Lomax – Senior Labour Relations Consultant