



BTTO – Supply Operations
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March 18th, 2010

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

Dear Mr. Doubt,

As per Article 29.02 we hereby notify you of TELUS' intent to contract out the following work:

- Purchasing – material purchase order processing and related administrative functions
- MMDA – master data creation, maintenance and related administrative functions

This decision represents part of our continuing efforts to reduce operating costs and focus team members on business process improvements. This proactive efficiency measure will help ensure our company's performance and economics remain strong.

Sincerely,

A handwritten signature in black ink that reads 'Frank' with a long horizontal stroke underneath.

Frank Gallagher
VP – Supply Operations