



TELUS
4 - 4519 Canada Way
Burnaby, British Columbia
Canada V5G 4S4
telus.com

November 22, 2010

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 off-contact and manual order work currently performed within the Customer Experience area of Customer Solutions. This decision has been made based on a number of business factors including the need to optimize existing resources and increase operational efficiencies.

If you require further information please contact Kate Nemeth in Labour Relations.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Wade Domries', enclosed within a large, horizontal oval scribble.

Wade Domries
VP, Future Friendly Home

/mf

cc: Kate Nemeth – Labour Relations