



April 27, 2011

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 pre-staging, programming and related functions for our voice and data equipment for Business Customer Installs.

This decision represents part of our continuing effort to reduce operational costs, improve business processes, and gain additional flexibilities to help us to better meet customer demand, and stay ahead of the rapidly changing technology and competitive landscape within the telecom industry. This proactive efficiency measure will help ensure our company's performance and economics remain strong.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. McMahon'.

Dave McMahon
VP, National Business Delivery
Customer Solutions Delivery

cc: Glen Westerhof, Director Customer Solutions Delivery
Juanita Lomax – Senior Labour Relations Consultant