



TELUS  
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November 19, 2012

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

Dear Mr. Doubt

In accordance with Article 19.02, this letter is to notify the TWU of TELUS' intent to contract out remaining physical security systems installation and support related work.

This is national in scope and the company is proceeding in this direction to achieve nationally consistent processes, reduce operational costs and gain additional flexibility to help us better meet the security needs of our TELUS team.

Yours truly,

A handwritten signature in black ink, appearing to read 'K. Haertling'.

Kenneth Haertling,

CSO and VP

Technology Strategy