



May 28, 2013

George Doubt  
President  
Telecommunications Workers Union  
5261 Lane Street  
Burnaby, BC V5H 4A6

**Re: Contracting Out**

Dear Mr. Doubt:

In accordance with article 19.02 of the Collective Agreement between TELUS and the Telecommunications Workers Union (TWU), this letter serves as notice that we will be contracting out our National Sales Contact Centre (NSCC) Inside Sales wire-line work to TELUS International.

This decision represents our continuing effect to reduce operational costs, improve business processes, focus team members on work in high-value growth areas, and gain additional flexibility to help us better meet our customers' needs and stay ahead of the rapidly changing technology and competitive landscape in the telecom industry.

Please contact Cheryl Fraser at (403) 384-3515 if you wish to discuss or require further information.

Sincerely,

A handwritten signature in cursive script that reads 'Suzanne Trusdale'.

Suzanne Trusdale  
Director, National Sales Contact Centre