



June 3, 2013

Lee Riggs  
President  
Telecommunications Workers Union  
5261 Lane Street  
Burnaby, BC V5H 4A6

**Re: Contracting Out**

Dear Mr. Riggs:

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 contract out a portion of the Enterprise IT Service Desk calls to TELUS International.

This decision represents part of our continuing effort to reduce operational costs, improve operational efficiencies, and provide flexibility to refocus on our wireless and IT support, while continuing to put our customers first.

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

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Richardson', with a long horizontal line extending to the right.

Dave Richardson  
Director, Service Assurance, Client Solutions