



May 4, 2015

Lee Riggs
President
Telecommunications Workers Union, United Steelworkers National Local 1944
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 be contracting out portions of our Enterprise and Medium Business Wireline Customer Care work to a third party.

This decision represents our continuing effort 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 myself at (587) 777-4236 if you wish to discuss or require further information.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cheryl Fraser'.

Cheryl Fraser, Senior Labour Relations Consultant

cc. Kevin Stickel - Vice President, Business Customer Care
Juan Merino - Director, Enterprise Client Operations
Dave Chapman - Director, National Medium Business Customer Care