



June 3<sup>rd</sup>, 2015

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 be contracting out a portion of our Client Account Management work to a third party company.

This decision aligns with our continued focus on the customer experience, improves business processes, reduces operational cost and focuses the work of our team members on assisting pre-suspend customers.

Please contact Nancy Ackerman at (705) 720-4132 or Erika Hogan at (604) 695-6930 if you wish to discuss further.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kim Katz'.

Kim Katz  
Director, Client Account Management