



July 19th, 2016

Lee Riggs  
President  
TWU-USW 1944  
5261 Lane St.  
Burnaby, B.C.

Dear Mr. Riggs

As per Article 19.02 we hereby notify you of TELUS' intent to contract out clerical functions associated with training in CSD such as scheduling, booking and coordination.

This decision represents part of our continued efforts to reduce operational costs, improve business processes and gain additional flexibilities to help us to better meet business demands and stay ahead of the rapidly changing technology and competitive landscape within the telecom industry.

Yours truly,

  
Sarah McKinnon  
Director, Customer Solutions Delivery

cc: Juanita Lomax