



Operator Services
10-10035-102 Ave
Edmonton, Alberta
Canada T5J 0E5

telus.com

780 493 2802 Telephone
780 493-7422 Facsimile
randy.eppy@telus.com

November 1, 2006

Bruce Bell
President
Telecommunications Workers Union
5261 Lane Street,
Burnaby BC V5H 4A6

Re: Contracting Out

Dear Mr. Bell:

In accordance with article 29.02 of the Collective Agreement between TELUS and the Telecommunications Workers Union (TWU), we are hereby providing notice that effective November 6, 2006 we will outsource a portion of our Operator Services calls to TELUS International.

This decision arises from our need to maintain customer service levels, facilitate on-going training initiatives, and provide appropriate time off, all within the confines of a tight labour market.

Please contact Randy Eppy at (780) 493-2802 if you wish to discuss or require further information.

Sincerely,

A handwritten signature in cursive script that reads 'Randy Eppy'.

Randy Eppy

cc. Labour Relations
Peter Massy, TWU

