



Fighting to keep jobs in Canada

“The reason we’re shifting the work to the Philippines is that we simply cannot find enough employees here in Canada.”

- TELUS spokesperson Shawn Hall
July 6, 2007

TELUS is shipping Canadian jobs overseas

- TELUS is currently employing 800 workers in Manila serving its customers in Canada. The number of lost Canadian jobs will grow to at least 1,000 by the end of 2007.

Why is TELUS doing this?

- The sole motivation is cost savings: TELUS pays foreign workers 80 to 90% less than it pays Canadian workers. This is one of the “benefits” of globalization.
- Meanwhile, the company is disregarding customers’ service needs. Have you called “611” lately? Try it. First you’ll often find that it is someone in the Philippines or India who answers. Next you’ll find that TELUS has not provided them with the training they need to actually fix your problem.

Regulatory slight of hand

- The CRTC requires TELUS to answer 80% of customers’ repair calls within 20 seconds. Moving Canadian jobs offshore to answer customer calls and underpaying workers helps the company to achieve this goal and they save money at the same time. But by doing this, the company is not providing quality service. Service is not merely answering the phone on time, it’s fixing the problem.

What you can do

- If you believe that companies earning money in Canada should provide employment in Canada and that they should provide their customers with the level of service they’re paying for, please take a moment to send a complaint to the CRTC.
Online: www.crtc.gc.ca/rapidsccm/register3.asp?lang=E
By Mail: CRTC Ottawa, Ontario K1A 0N2



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