

# What TELUS Says About Contracting Out

## *During Contract Negotiations*

“Front-line employees are the custodians of the TELUS brand — a responsibility that our team members embrace wholeheartedly.”

“[Cable & Wireless] contracted out its residential installation and repair activities to a third party and we quickly learned that entrusting one’s reputation to outsiders can have less than desirable results.”

“...I do not believe in contracting out key customer interfaces but that rather we should be continually enhancing our core competencies and capabilities in those areas”

“To be clear, in so far as our core functions are concerned, if TELUS needs to evolve practices or lift its performance to deal with changes in the marketplace *we will do it with our own people.*”

“...given that our contact centres represent a crucial customer touch point, coupled with the fact that we market contact centre solutions to our customers across Canada, this function represents another core element of our business that I would not support outsourcing.”

“Occasionally I have heard concerns expressed that TELUS would abuse its right to contract out non-core functions by expanding this activity to other areas. ...I would intend to be extremely explicit in defining for our employees what represents core and non-core business and adhere rigidly to the philosophy that I have expressed above...”

**January 2003 Letter to employees**

## *After Contract Signed*

**November 20, 2005**

TELUS gains right to contract out work.

**January 15, 2006**

TELUS notifies the TWU it plans to contract out Installation and Repair

**January 16, 2006**

TELUS advises that Operator Services will be continuing to contract out a “*small amount*” of Retail Directory Assistance work. Currently about 40% of calls.

**January 16, 2006**

Company advises Union it will contract out TELUS Consumer Solutions: Outbound Sales.

**November 1, 2006**

TELUS advises they will outsource additional Operator Services work to Manila.

**May 28, 2007**

TELUS says it will outsource a portion of the work done by Wireless Business Solutions Client Care reps to local dealerships in Calgary, Edmonton and Vancouver regions.

**June 12, 2007**

TELUS advises it will outsource a portion of its Mobility Call Centre work to the Philippines.

**July 6, 2007**

TELUS reports that it has so far moved 800 frontline customer contact jobs to the Philippines.

**Key customer-facing positions that TELUS has contracted out.**



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