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May 1, 2008

**George Doubt**  
**President**  
**Telecommunications Workers Union**  
5261 Lane Street  
Burnaby, BC V5H 4A6

**Re: Contracting Out**

Dear Mr. Doubt:

In accordance with Article 29.02 of the Collective Agreement between TELUS and the Telecommunications Workers Union (TWU), this letters serves as notice that effective May 5, 2008, we will be contracting out administrative / manual data entry work currently performed within Client Service Operations (CSO). The work will be performed by TELUS International.

This initiative is intended to supplement the work performed by our Operations Assistants and will not impact any existing TELUS team members in the CSO department. Please contact Todd Langley if you wish to discuss or require further information.

Sincerely,

A handwritten signature in cursive script that reads 'Scott McArthur'.

*for* **Scott McArthur**  
**Director, Client Service Operations**  
**TELUS Consumer Solutions**

cc: Todd Langley