



September 9, 2008

John Carpenter
Vice President
Telecommunications Workers Union
255 – 525 28th Street SE
Calgary, AB
T2A 6W9

Re: Contracting Out

Dear Mr. Carpenter:

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 March 31, 2009 we will outsource the processing of high volume Ontario customer mail payments to a contractor.

This decision arises from our requirement to maintain customer service in the event of a business interruption and generate cost savings.

Please contact Kevin Werstiuk at (780) 493-5179 if you require further information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Douglas Aird', written over the word 'Sincerely,'.

Douglas Aird
Director, Customer & Vendor Payments