



TELUS Client Care
1795 Willingdon Avenue
Burnaby BC V5C 6E3

604 432 2088 Telephone
604 430 4342 Facsimile
roger.meloche@telus.com

October 14, 2008

John Carpenter
Vice President
Telecommunications Workers Union
Suite 255 - 525 28th St. SE
Calgary, AB T2A 6W9

Subject: 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 November 26th, 2008 we will outsource Business Billing Inquiries functions from the Calgary Client Care team to TELUS International.

This decision arises from our requirement to relieve capacity concerns on this team and allow them to focus on high value customer contact activities.

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

Sincerely,

A handwritten signature in black ink that reads 'R. Meloche'.

Roger Meloche
Director, Small Business & Complementary Channel Support
TELUS Business Solutions

c Kevin Werstiuk