



TELUS
4819 Canada Way
Burnaby, British Columbia
Canada V5G 4S4
TELUS.COM

May 29, 2009.

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

Dear Mr. Doubt:

Re: Contracting Out

In accordance with article 29.02 of the Collective Agreement between TELUS and the Telecommunications Workers Union (TWU), this letter serves as notice that we will be contracting out a portion of our Client Account Management call centre work to TELUS International.

This supplements our regular growth plans, will increase operational efficiencies, and realize additional flexibilities to help us better meet our customer expectations.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Wade Domries', with a long horizontal line extending to the right.

Wade Domries
Vice-President Strategic Planning & Execution
Consumer Solutions

/mf