



TELUS National Business Delivery  
70 Gough Rd, Floor 01  
Markham, Ontario  
Canada L3R 0E9

Gerry Steiner  
Member of the TELUS team

May 10, 2010

Mr. George Doubt  
President  
TWU  
5261 Lane Street  
Burnaby, BC  
V5H 4A6

Dear Mr. Doubt:

As per Article 29.02 we hereby notify you of TELUS' intent to supplement our workforce installing certain types of orders at various stages as required to augment a portion of the work:

- Data Services Fulfillment, plus related activities for Business customer installs

We will be doing some test orders to qualify tasks that are in scope for the above.

This decision represents part of our continuing effort to reduce operational costs, improve business processes, and gain additional flexibilities to help us to better meet customer demand, and stay ahead of the rapidly changing technology and competitive landscape within the telecom industry. This proactive efficiency measure will help ensure our company's performance and economics remain strong.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gerry Steiner'.

Gerry Steiner  
Vice-president  
National Business Delivery  
Cc: Juanita Lomax – Senior Labour Relations Consultant  
Cc: Dan Davidoff – Director National Business Delivery  
Cc: Robyn McDonald – Business Consultant National Business Delivery