



July 9, 2010

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 TWU, this letter serves as notice that we will be contracting out a portion of the outbound sales work in the SMB (Small and Medium Business) area of Customer Solutions. At this time, the work will be performed by a Canadian based third party call centre.

This decision arises from our requirement to increase operational efficiencies, contain costs, and focus the department's efforts on higher value customer contact activities. Existing team members in Customer Solutions are not impacted by this development.

Sincerely,

A handwritten signature in cursive script that reads 'Suzanne Trusdale'.

Suzanne Trusdale
Director, Sales