



TELUS  
555 Robson St., 2 Flr  
Vancouver, BC  
Canada, V6B 3K9

604-453-2770 Telephone  
don.kennett@telus.com

August 25, 2011

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

Dear Mr. Doubt,

As per Article 19.02 we hereby notify you of TELUS' intent to contract out the coordination of the buried drop order function and related activities in Alberta. Existing team members are not impacted by this development.

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 'Don Kennett', written over a light blue horizontal line.

Donald Kennett  
VP, Engineering Operations & Impl Wireline  
Customer Solutions Delivery

cc: Tom Blackwood, Director – Planning & Engineering  
Debbie Lange – Senior Labour Relations Consultant