



TELUS
5- 3777 Kingsway
Burnaby, BC
V5H 3Z7

Andy Brauer
Member of the TELUS team

October 14, 2011

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

Dear Mr. Doubt:

As per Article 19.02 and further to previous letters, we hereby notify you of TELUS' intent to contract out remaining functions associated with:

- Installation, repair and/or removal of pay phones and/or pay phone booths.

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.

Sincerely,

A handwritten signature in black ink that reads 'Andy Brauer'.

Andy Brauer
Director – Products & Services
Business Products & Voice Services

Cc: Juanita Lomax – Senior Labour Relations Consultant