



August 3, 2012

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

Dear Mr. Doubt,

In accordance with Article 19.02, this letter is to notify the TWU of TELUS' intent to contract out portions of our Planning, Design and Engineering related work to external service partners.

This is national in scope and the company is proceeding in this direction to achieve nationally consistent processes, reduce operational costs, and gain additional flexibility to help us better meet our customers' needs.

Yours truly,

A handwritten signature in blue ink that reads 'Z Mansourati'. The signature is stylized and includes a long horizontal stroke at the end.

Zouheir Mansourati
Vice-President, Technology Strategy

cc: Jeffrey Foss, Labour Relations