



September 26, 2013

Lee Riggs
President
Telecommunications Workers Union
5261 Lane Street
Burnaby, BC V5H 4A6

Re: Contracting Out

Dear Mr. Riggs:

In accordance with article 19.02 of the Collective Agreement between TELUS and the Telecommunications Workers Union (TWU), this letter serves as notice that we will contract out a portion of the Enterprise Corporate activations.

This decision represents part of our continuing effort to improve capacity concerns on this team, and provide flexibility to refocus resources to support high value customer activities, while continuing to put our customers first.

Please contact Cheryl Fraser at (403) 384-3515 if you wish to discuss or require further information.

Sincerely,

A handwritten signature in cursive script that reads 'Cindy Easton'.

Cindy Easton
Director, Client Care
TELUS Business Customer Experience

c. Cheryl Fraser