

May 13, 2014

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

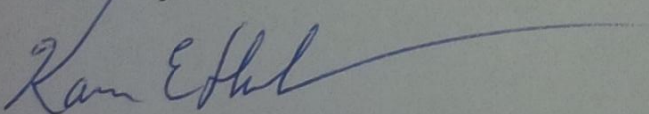
Re: **Article 19 – Contracting Out Notification**

Dear Mr. Riggs:

In accordance with Article 19.02, this letter is to inform you that the Company intends to contract out to TELUS International data entry, reporting, and other administrative functions currently being performed by our Training / Learning Support Coordinators.

This decision has been made based on several business factors, including reducing operational costs, improving business processes, and the desire to optimize existing internal resources.

Sincerely,



Karen Hencher  
Manager, Training

cc: Labour Relations