



November 5th, 2015

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 be transitioning to TELUS International Philippines, data assurance and other related support functions and activities associated with 411 listings, related to their US client base.

This decision aligns with our continued focus on alignment, operational efficiency, and reducing operational cost.

Please contact Erika Hogan at (604) 695-6930 if you wish to discuss further.

Sincerely,

A handwritten signature in black ink that reads 'Randy Eppy'.

Randy Eppy
Director, Products & Services- Operator Services