



January 7, 2016

Mr. Lee Riggs  
President USW Local 1944 (TWU)  
5261 Lane Street  
Burnaby, BC V5H 4A6

**RE: Contracting Out**

Dear Mr. Riggs,

In accordance with Article 19.02, this letter is to notify the TWU-USW Local 1944 of TELUS' intent to contract out portions of work associated with Customer Solutions Delivery administration support.

This is national in scope and the Company is proceeding in this direction to reduce operational costs and gain additional flexibility to help us better meet our customers' needs.

Yours truly,

A handwritten signature in black ink, appearing to read 'Mark Klotz', with a long horizontal stroke extending to the right.

Mark Klotz  
Director, National Construction Enablement

cc: Debbie Lange, Labour Relations