



July 6, 2016

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 contracting out of portions of our Implementation and Fulfillment Management work to a third party vendor.

This decision represents our continuing effort to reduce operational costs, improve business processes, focus team members on work in high-value growth areas, and gain additional flexibility to help us better meet our customers' needs and stay ahead of the rapidly changing technology and competitive landscape in the telecom industry.

Please contact Cheryl Fraser at (587) 777-4236 if you wish to discuss or require further information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Rob Bilyk', written over a light blue grid background.

Rob Bilyk
Director, Integrated Solutions Delivery

cc. Cheryl Fraser, Senior Labour Relations Consultant