



June 15, 2017

Lee Riggs
President
TWU - USW Local 1944
5261 Lane Street
Burnaby, BC V5H 4A6

Dear Mr. Riggs:

Re: Contracting Out

In accordance with Article 19.02 of the Collective Agreement between TELUS and the TWU-USW Local 1944, this letter serves as notice that we will be contracting out Client Account Management call center work to a third party vendor.

This supplements our regular growth plans, will increase operational efficiencies, and realize additional flexibilities to help us better meet our customer expectations.

Yours truly,

A handwritten signature in cursive script that reads 'Shari Gale'.

Shari Gale
Vice President
Future Friendly Home