



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 horizontal line extending to the right.

Mark Klotz
Director, National Construction Enablement

cc: Debbie Lange, Labour Relations