



TELUS  
3030 2<sup>nd</sup> Ave SE  
Calgary, AB  
Canada T2A5N7  
chandra.gunther@telus.com

June 7<sup>th</sup>, 2016

Lee Riggs  
President  
Telecommunications Workers Union, United Steelworkers Local 1944  
5261 Lane St.  
Burnaby, BC V5H4A6

Dear Mr. Riggs,

**RE: Contracting Out**

Further to previous contracting out letters that have been provided to the TWU, this letter is to provide clarification on our contracting out activities for your awareness.

As you know via previous notices dating back to 2006, our Mobility and FFH organizations have both contracted out additional call centre work to TELUS International (TI) locations for a number of years. With previously-announced organizational changes in relation to the Service 2.0 initiative, we will have a combination of Care, DNA, Assure, L&R and CAM functions performed by TI.

As communicated with prior initiatives, this allows us to increase operational efficiencies and realize additional flexibilities in operations and scheduling to enhance the customer experience.

Yours truly,

A handwritten signature in black ink, appearing to read 'Chandra Gunther', with a stylized flourish at the end.

Chandra Gunther  
Sr. Labour Relations Consultant