



March 26, 2020

Donna Hokiro
Acting President
USW – TWU Local 1944
5261 Lane Street
Burnaby, BC V5H 4A6

Re: Contracting Out

Dear Ms. Hokiro:

In accordance with article 19.02 of the Collective Agreement between TELUS and the USW - Telecommunications Workers Union (TWU) Local 1944, this letter serves as notice that we will contract out a portion of the Audio Conferencing Support functions to a third party.

This decision represents part of our effort to improve operational efficiencies, and provide additional flexibility to help us better meet our customers' needs and stay ahead of the rapidly changing work priorities, while continuing to put our customers first.

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

Sincerely,

A handwritten signature in black ink, appearing to read 'Chad Lawrence', with a long horizontal flourish extending to the right.

Chad Lawrence
Director, Complex Service Assurance

cc. Cheryl Fraser, Senior Labour Relations Consultant