



August 4, 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 be contracting out portions of work associated with Consumer Wireline Support to TELUS International.

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 Jennifer Rawluk at (587) 985-3577 if you wish to discuss or require further information.

Sincerely,

A handwritten signature in black ink, appearing to read 'Scott Wardrop', with a large, sweeping flourish extending upwards and to the right.

Scott Wardrop
Director, Client Care
Future Friendly Home

cc. Jennifer Rawluk, Senior Labour Relations Consultant