



July 20, 2020

Ms. Donna Hokiro  
Acting President  
TWU-USW Local 1944  
4262 91A St.  
Edmonton, AB  
T6E 5V2

Dear Ms. Hokiro

As per Article 19.02 of the Collective Agreement this letter is to inform you that we intend to off-shore support functions such as Call-Outs, IVR functionality and related work associated with Cable Repair and Network Support in BC and Alberta.

This decision represents part of our continuing effort to reduce operational costs, improve business processes, and gain additional flexibilities to help us to better meet internal customer demand, and stay ahead of the rapidly changing technology within the industry. This proactive efficiency measure will help ensure our company's performance and economics remain strong.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sal Shivji', written over a faint, illegible stamp or background.

Sal Shivji  
Manager - Operations

.cc  
Jordon West – Director CSD  
Juanita Lomax – Sr. Labour Relations Consultant