



June 25, 2007

Mr. George Doubt
President
TWU
5261 Lane St
Burnaby, B.C., V5H-4A6

Dear Mr. Doubt:

As per Article 29.02 we hereby notify you of TELUS' intent to move the following work to our TELUS International overseas office: Tier 1 Internal SPOC support. This is occurring in conjunction with an expansion of the National Client Support Centre (NCSC) and therefore there will be no job losses.

We have made this decision based on several business factors. We are working to reduce our internal costs while improving our service levels for our internal team members. The Canadian-based team members who currently provide the internal service will now provide support to our largest Data and Voice external customers, as well as the external IT customers that they currently support.

Sincerely,

Deb Durocher
Director, Enterprise Service Desk
National Service Assurance