



TELUS
7000 Lougheed Highway
Burnaby, British Columbia
Canada V5A 1W2
telus.com

August 31, 2009

George Doubt
President
Telecommunications Workers Union
5261 Lane Street
Burnaby, BC V5H 4A6

Re: Contracting Out

Dear Mr. Doubt:

In accordance with article 29.02 of the Collective Agreement between TELUS and the Telecommunications Workers Union (TWU), we are hereby providing notice that effective July 15, 2009 we have outsourced maintenance renewals quotes to Service Source Inc. (SSI).

This decision arises from our requirement to maximize revenue from maintenance renewals while ensuring efficient deployment of our bargaining unit team members.

Please contact Kevin Werstiuk at (780) 493-5179 if you require further information.

Sincerely,

A handwritten signature in cursive script that reads 'C Pavan'.

Christine Pavan
Business Manager
CPS Maintenance Contracts

cc: Kevin Werstiuk