

Operator Services restructuring

December 4, 2007

prepared by: Joanne Beaton and team

Operator Services restructure

Operator Services is restructuring to maintain our competitiveness and remain a strategic core business of TELUS. The decision to restructure follows a thorough review and audit of business functions and processes and consideration of all options available.

Our restructuring includes a targeted and limited voluntary package program ending January 12, 2008 based on three criteria:

- the team member's location
- the team member's position
- the team member's years of service

Calgary Retail is closing with a target date for closure of February 29, 2008. Our future state will be two Retail centres remaining in the west.

In Calgary, Edmonton, New Westminster and Prince George Retail we are offering a Voluntary Departure Incentive Package or Voluntary Early Retirement Incentive Package for regular full-time active team members with more than five years' service as of December 1, 2007 including call answer agents, CSA, Incharge and Scheduling.

Calgary Retail agents may also identify their interest in following the work to another geographic location.

Calgary, Edmonton, New Westminster and Prince George Retail agents and CSA, Incharge and Scheduling may identify their interest in moving to work in Consumer Customer Care.

Eligible team members will receive a letter outlining the details of the offer based on their unique circumstances and will have until January 12, 2008 to identify their interest.

contacts

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