

growing with the community



TELUS is committed to being Canada's premier corporate citizen. We are supporting Canadians by leveraging funding, technology and expertise to help make a difference. In 2006, TELUS launched a number of philanthropic initiatives that are building a friendlier future for the communities where we live, work and serve. We are growing together...

...by reaching out locally

In 2006, TELUS continued to roll out Community Boards across Canada. We now have seven fully operational Community Boards serving the local needs of Vancouver, Edmonton, Calgary, Toronto, Ottawa, Montreal and Rimouski.

Consisting of distinguished community leaders and local TELUS executives, the Community Boards seek out grassroots charitable projects and provide \$500,000 annually in each community. Since 2005, we have provided \$7 million, supporting 480 charities across Canada.

Community Board members bring valuable insight and local knowledge to decision-making, optimizing the benefits to the community. In addition to providing financial support, TELUS lends expertise and the power of its brand to help these organizations raise awareness, gain support from other organizations and be more sustainable. To apply for funding, charitable organizations can visit telus.com/community.

With a keen focus on maintaining good governance practices and top-level leadership on boards, in 2006, TELUS introduced Governance Essentials: A Program for Not-For-Profit Directors. The program, developed with the Institute of Corporate Directors and the Rotman School of Management, educates not-for-profit directors on key competencies and accountabilities associated with their role. TELUS also provides scholarships for eligible not-for-profit directors to underscore its commitment to accessible education.

...by pooling our collective energy

On Saturday, September 30, as part of the first-ever TELUS National Day of Service, more than 5,000 TELUS team members, alumni, family and friends donated their time and energy to approximately 1,400 volunteer projects and activities across Canada. Together, they donated about 15,000 hours of their time and participated in a variety of charitable activities.

These included preparing and serving meals at the Mission Bon Accueil in Montreal, helping to build a Habitat for Humanity project in Edmonton, doing garden maintenance at Vancouver's Canuck Place and reinforcing creek banks at the Toronto Zoo.

The TELUS National Day of Service celebrates the ongoing commitment team members have for making the future friendly for people across Canada. It also recognizes the tremendous impact thousands of TELUS team members can have, collectively, on their communities.

...by doing good in the community

The spirit of generous giving has a long history at TELUS. Over the past six years, TELUS and our team members have contributed more than \$76 million to charitable and non-profit organizations across Canada. In 2006 alone, contributions totalled \$13.5 million.

Through the TELUS Dollars for Dollars program, our newly revamped annual employee charitable giving campaign, team members and alumni donate funds to Canadian charities, which TELUS then matches dollar for dollar. Based on the latest campaign, TELUS and team members will donate \$5.5 million to more than 2,800 Canadian charities in 2007.

As well, through the TELUS Dollars for Doers program, team members and alumni are rewarded for their volunteer activities – either individual or team efforts – with a donation to their charity of choice. In 2006, TELUS donated \$441,800 to Canadian charities in recognition of the 2,209 team members and alumni who each volunteered more than 60 hours of their personal time. Collectively, our team members and alumni volunteered more than 390,000 hours of their time in 2006.

...through our leading volunteer program

In June, we launched the TELUS Community Ambassadors program, giving team members and alumni the necessary financial and organizational support to help them continue taking on volunteer projects in communities across Canada.

social responsibility

With a focus on arts and culture, education and sport, and health and well-being, TELUS invests in opportunities, which include the innovative use of technology, to make a difference for Canada's youth.



for more info

Visit telus.com/socialresponsibility... available online.

Under the new program, our team members and alumni are continuing to give through community programs such as Kits for Kids, which supplies backpacks of school supplies to children in need, and the Comfort Bears program, which provides teddy bears for children in traumatic situations.

...by focusing on social responsibility

TELUS has a long-standing commitment toward corporate social responsibility and helping to build sustainable communities. Using a triple bottom line approach, we strive to balance our economic growth with an unwavering dedication to our environmental and social goals.

This commitment continues to be recognized externally. In September, for the sixth consecutive year, the Dow Jones Sustainability Index (DJSI), a worldwide corporate sustainability ranking, recognized TELUS as a global economic, environmental and social leader. Once again, TELUS is the only North American telecommunications company included in this global index.

In January, for the second consecutive year, TELUS was named one of the 25 most respected corporations in Canada in an annual survey sponsored by KPMG and conducted by Ipsos Reid. In May, TELUS was named by Alberta Venture magazine as one of the most respected corporations in Alberta in two categories – Culture of Innovation and Community Involvement.



growing together with our customers



In 2006, the benefits of our integration and new business ownership culture became increasingly clear as our united team renewed its focus on our customers. For 2007, we are advancing TELUS' leadership position as a provider of integrated solutions that improve the competitiveness of business customers and enhance the lifestyle of consumers.

Growing together for businesses

In the business market, our delivery of leading solutions and superior end-to-end service is helping to differentiate TELUS. With a strong focus on key vertical markets, we are creating innovative solutions and demonstrating our capabilities to meet the needs of Canadian businesses.

- In the energy sector, we are providing a comprehensive range of communications and IT solutions that support the construction of oil sands operations, ensure the safety of oilfield workers and surrounding communities, improve efficiencies through integrated wireless field data collection, and track construction and transportation vehicles.
- In financial services, our managed IP network solution has become the communications model for large Canadian corporations, with an excellent track record for implementation.
- For government agencies, we are a partner of choice as we facilitate improved public services through IP technology.

As an example, we recently won a five-year \$140 million contract with the Government of Ontario to provide fully managed services for its entire network.

- In the healthcare industry, TELUS' technology is enabling healthcare providers to offer better access to care, enhance productivity and improve the patient care experience. Examples of our new offerings include Wireless Physician, an all-in-one wireless medical database for healthcare professionals, and Integrated Bedside Terminal, a solution that gives patients access to communication and entertainment services at their bedside while providing doctors with access to patient information.

For business customers on the go, the continued expansion of our wireless high-speed network (EVDO) opens the door to applications that provide greater productivity and efficiency. Our wireless high-speed network now serves approximately 50 regions in Canada, with roaming to 230 U.S. cities.

Business customers can connect at job sites, customer locations or on the road to access corporate intranets, e-mail servers and other online services, all at download speeds similar to basic broadband Internet access.

Our portfolio of wireless solutions was expanded during 2006 with services such as Business Inbox, a secure two-way e-mail service that offers customers instant access to critical corporate information from their mobile devices. We were also the first to launch the Motorola Q device in Canada, which includes a slim QWERTY keyboard, trackwheel navigation, high-resolution screen and access to Business Inbox.

We introduced TELUS Business One, which combines voice and high-speed Internet with powerful IP-based tools customized exclusively for small business.

We also launched TELUS SafetyNet services, a comprehensive set of emergency response communications and technology services that help government, security personnel and other emergency responders communicate and co-ordinate their efforts during urgent situations.

Growing together for consumers

In March, we introduced SPARK, the new name for our portfolio of mobile entertainment, information and messaging services, and added a number of offerings throughout the year. Here are some of our new wireless data services that bring customers the information they want, right to their mobile phones:

- TELUS Mobile Radio, powered by XM Canada, is the first service to offer Canadians wireless access to streaming satellite radio programming.
- TELUS Mobile Music allows clients to choose from hundreds of thousands of tracks from the world's largest music labels. TELUS was the first wireless carrier in North America to offer clients a monthly subscription service for unlimited downloads, in addition to a pay-per-use service.
- TELUS Navigator and TELUS Kid Find are two easy-to-use services that help users navigate destinations or locate their children using interactive mobile phone maps.

on call for disaster relief

To quickly establish radio and cellular phone and data service for emergency responders, TELUS SATCOLTs (satellite cellsite on light trucks) are deployed in disaster zones to provide critical communications for up to 1,000 users. In times of need, TELUS is ready to help protect our communities.



for more info

Visit telus.com for a listing of our products and services...available online.

- My Email provides customers with enhanced MSN Hotmail, enabling them to read, forward and reply to e-mails, as well as notifying them of new messages.

Our Future Friendly Promises were introduced in August, reaffirming to our clients our commitment to excellent customer service. The promises highlight our dependable networks, fast client service and cool new phones.

We invested \$10 million to expand our 1X digital network coverage to additional communities across Quebec. Our national 1X digital wireless network now reaches approximately 92 per cent of the Canadian population. We also continued to expand our wireless high-speed network (EVDO) in 2006, giving two-thirds of Canadians access to our extensive mobile data and entertainment solutions with broadband-like download speeds.

During 2006, our high-speed Internet customer base grew by 20 per cent, ending the year at 917,000 subscribers. To provide more choice and a better experience for customers, we introduced TELUS High-Speed Extreme Internet service, which offers download speeds of up to six megabits per second.

We announced a \$600 million three-year investment to enhance our broadband network in B.C., Alberta and Eastern Quebec, to facilitate increased high-speed Internet sales and prepare for additional Future Friendly Home services such as high-definition TELUS TV. We also continued to roll out TELUS TV to select markets in Alberta and B.C., and added Pay Per View service to give customers access to a variety of sporting and entertainment events.

