



the future is friendly






# 2005

second quarter review & conference call  
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Darren Entwistle  
member of the TELUS team



## Q2 2005 highlights

- TELUS consolidated results
  - Revenue  8%
  - EBITDA  10%
  - EBIT  24%
  - Net Income  10%
  - Net Income normalized  60%

## Q2 2005 highlights

- TELUS Communications industry-leading performance
- TELUS Mobility achieves record performance
- Positive update to 2005 wireless net additions
  - maintaining consolidated annual guidance

# Labour relations update

- TELUS measures\* escalated pressure for settlement
  - commenced implementing offer July 22
- TWU responded with multiple legal challenges, work to rule and rotating strikes
  - called full scale strike on July 21
  - TWU has not conducted votes on offer or this strike
- 2005 legal decisions\* have upheld TELUS actions and largely dismissed TWU challenges

\*see Appendices for chronological summary

# Labour relations update

- Comprehensive contingency plans activated to minimize customer impacts
  - meeting or exceeding call centre standards and ahead of expectations on field service
- Significant and increasing numbers of Alberta union members coming to work
- BC union members not being allowed to cross
- BC and AB court injunctions in place to allow facilities access and reduce intimidation

# TELUS' Comprehensive Offer

- Top quality Offer for compensation, benefits and employment security
- Lump sum and past payments, variable pay and certain benefit changes deferred until ratification
  - Approx. \$200M initial payment or avg. \$16K per employee
- Cost of Offer fully accrued
- Provides flexibility TELUS needs to compete on an even playing field with competitors