

Remarks by Darren Entwistle | President and CEO, TELUS

Investing in British Columbia, Vancouver, B.C.
Friday, March 2, 2012



Good morning and thank you to our distinguished guests for joining us today in our new TELUS Garden Presentation Centre.

You are our first guests to experience this exciting venue that has been designed to showcase our landmark development, TELUS Garden.

Today, on behalf of the 25,000 TELUS team members and retirees who call B.C. home, I am delighted to share our three-year, capital investment plan for British Columbia.

Our investments will create hundreds of new jobs, supporting economic and community development in every region of this province.

At TELUS, we draw inspiration from this quote by George Bernard Shaw.

“...The people who get on in this world are the people who get up and look for the circumstances they want and if they can't find them, make them.”

Following this principle, TELUS has invested over \$26 billion in British Columbia since 2000 to create the circumstances that enable the economic and social development of our province.

These investments have resulted in the hiring of 13,000 British Columbians who support local economies from Vancouver Island to the Peace; from the Lower Mainland to the Okanagan and from the Kootenay to the North.

By doing so, we have proudly created the circumstances to become the backbone of B.C.'s economy and its largest private sector employer.



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The TELUS team is extremely grateful to the communities across this magnificent province who partner with us for the benefit of our fellow citizens.

By way of example, in Kamloops, we are investing \$100 million over the next three years.

This includes a new \$75 million Internet Data Centre that will be built to the highest LEED standards, creating family supporting jobs in the region.

In Prince George, we invested \$11 million in 2011, including \$3 million to expand our Customer Care Centre to meet the growing demand for Optik TV, creating nearly 150 new jobs in B.C.'s Northern Capital.

In Burnaby, we hired an additional 200 people and completed a \$30 million property purchase to create one of TELUS' largest Customer Care Centres with more than 2,000 team members.

And in Vancouver, through our state-of-the-art technology solutions, we are enabling an unparalleled fan and entertainment experience inside BC Place.

Thanks to the skill and dedication of our team members, TELUS created the circumstances to develop Canada's first all-digital stadium, installing 500 kilometres of fibre optic cable, 800 Wi-Fi access points, 100 wireless cell sites and an unprecedented 1,150 high-definition digital screens.

BC Place is now one of the most technologically advanced stadiums in North America, rivalling revered icons such as Yankees Stadium in New York and Cowboys Stadium in Dallas.

Our commitment to British Columbia extends far beyond our urban centres however.

Building on the 320 rural communities we have already connected with broadband across our province, we are now further expanding our networks for the benefit of our fellow citizens.

Indeed, we are investing \$350 million to bridge the digital divide so that 97 per cent of all British Columbians have access to high speed internet, making B.C. the most connected province in Canada.

This investment will see fibre optic connectivity realised in 450 schools, providing our students and teachers with a global technology advantage in the information age.

Over 100 communities will have faster internet speeds and importantly, we will extend wireless coverage along 1,700 kilometres of remote highways, improving safety for the travelling public.



By way of example, for the first time, 3,500 residents of Blue River will have high-speed internet access and continuous cell phone coverage along the Yellowhead Highway.

Ultimately, these investments will provide businesses, educators, students, health professionals and families with the tools they need to build strong, healthy and sustainable communities.

Through our partnership with the All Nations Trust Company, we are creating the circumstances to connect 50 First Nations communities over the next three years.

This \$23 million investment is empowering First Nations communities such as the Doig River First Nation, located 70 kilometres northeast of Fort St. John.

The Band became the first community to receive high speed internet service this past summer and its 260 members now have greater access to education programs, economic development opportunities and healthcare information.

In an age when youth are captivated by social media, this digital technology will also enable the preservation of First Nations' stories, traditions and language that can be passed on to future generations.

Our strategic investments and community partnerships have enabled our company to deliver successive technology advancements for the benefit of British Columbians.

Thanks to the launch of our 4G Long Term Evolution network in February, our Vancouver customers are now empowered with the fastest and most advanced wireless technology in the world.

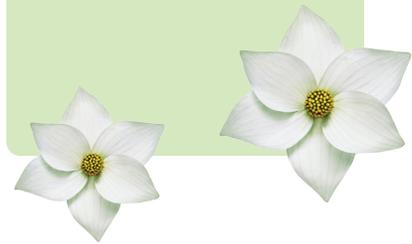
In 2012 alone, TELUS will invest \$90 million to expand our 4G LTE network to more than 4 million British Columbians in 20 communities.

TELUS has created the circumstances to be one of only five per cent of wireless carriers in the world to deploy 4G LTE technology.

Similarly, our Optik TV services offer Canadians a truly revolutionary home entertainment experience. Importantly, our team continues to introduce unparalleled innovations in this regard, expanding into even more communities.

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More than half a million Canadians have now subscribed to TELUS TV, earning our company the distinction of being the fastest growing IPTV provider in the world.

By the end of 2012, we will expand our Optik TV services to reach 1.3 million homes in B.C.

Indeed, our broadband wireline investment, that supports our Optik TV product, is \$265 million this year alone.

Notably, we are the first provider globally to offer voice and gesture navigation on both live and recorded TV through our Optik application on Xbox 360 with Kinect.

In addition to cool features such as PVR Anywhere and Remote recording, we have just launched Optik on the go. Optik on the go enables our customers to view TV-On-Demand programmes and movies on their smartphones and tablets.

TELUS is also leveraging our Optik TV success to give back to our communities.

With every new customer, we donate funds to a local cause in that customer’s community.

This has enabled us to contribute nearly \$8 million to local, grassroots fundraising projects over just the past 18 months.

The TELUS team is passionate about creating the circumstances to deliver the best technology solutions to all Canadians, which includes helping answer society’s most profound challenges.

A decade ago, TELUS made a defining decision to leverage our world-class innovation and technology to tackle the challenges facing our healthcare system.

Since then, TELUS has invested more than \$1 billion through our dedicated team of 1,500 health innovators to bring healthcare information technology to market.

Our healthcare agenda leverages technology to:

- Improve the flow of information across the continuum of care through the mobility of digital health records;
- Better connect patients with the best informed medical experts by leveraging Telehealth technology and remote patient monitoring for people in rural communities; and



- Drive a shift from the remediation to the prevention of disease by empowering people to better manage their health and the health of their families by providing them with one of the most important pieces of the healthcare puzzle – access to their health information.

TELUS' recent acquisition of a British Columbia healthcare company advances this agenda.

We are thrilled that Surrey-based Wolf Medical Systems, Canada's largest cloud-based, electronic medical record provider for physicians, has joined TELUS to create a new division called TELUS Physician Solutions.

Through such innovative partnerships, we will enable the integration of health records to help achieve better health outcomes for British Columbians and better productivity for medical practitioners, for less money spent.

TELUS' passion for healthcare, community giving and economic development is directly linked to our ability to build infrastructure that can support today's technology.

Today, I am pleased to announce that over the next three years, we will invest \$3 billion across British Columbia to implement new technology solutions and build state-of-the-art facilities.

To support this tremendous investment, TELUS will hire an additional 800 people this year alone.

Indeed, our 2012 investments will stretch across B.C.:

- In the Lower Mainland and Fraser Valley we will invest \$367 million;
- On Vancouver Island: \$129 million;
- In the Thompson Okanagan: \$96 million;
- In Northern B.C.: \$31 million; and
- In the Kootenay: \$27 million.

Included in our \$3 billion infrastructure investment is the construction of TELUS Garden, which will create an additional 520 jobs right here in Vancouver.

In total, TELUS will hire more than 1,300 British Columbians, further strengthening our position as the province's largest private sector employer.

Created with our innovative development partner, Westbank, TELUS Garden will be one of the most avant-garde, architectural masterpieces in all of North America, including a 53-storey residential tower and a 24-storey signature office tower.



Moreover, the office tower will be the first to meet Canada's LEED Platinum standard.

It is with tremendous enthusiasm that I announce today that construction for TELUS Garden has officially commenced.

Let us now look to the future to see our vision for TELUS Garden come to life.

Our journey to help create the circumstances to transform downtown Vancouver into one of the most technologically and environmentally advanced cities of commerce and urban living in the world has begun.

Accompanying us on this journey is one of Vancouver's most prestigious law firms, Bull Houser.

For over a century, they have successfully led major initiatives that have been essential to British Columbia's growth.

We are pleased to announce that Bull Houser has signed on as a commercial tenant in TELUS Garden and will move 250 employees to occupy three floors of the office tower.

Please join me in warmly welcoming Bull Houser to our new home.

As important as our infrastructure investments have been to our success, our commitment to local communities is near and dear to our hearts.

TELUS believes deeply in the symbiotic relationship between the success of business and the welfare of our communities.

We embrace a simple philosophy – we give, where we live.

Since 2000, our TELUS family has donated over \$100 million and, more importantly, volunteered 2.4 million hours, with our hearts and our hands, to B.C. community and charitable organisations.

We believe passionately that charitable giving decisions should be owned locally, particularly given that our philanthropic investments originate from our customers.

This is why, since 2005, we have founded 11 TELUS Community Boards across Canada.

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**“Jeneece’s passion
and drive inspired
us to donate \$1
million to help build
Jeneece Place.”**

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These boards are led by such luminaries as:

- Nini Baird in Vancouver;
- Mel Cooper in Victoria; and
- Senator Nancy Greene Raine in the Thompson Okanagan.

Together, our TELUS Community Boards have proudly contributed over \$30 million to 2,300 grassroots projects across Canada, including 540 projects in B.C.

We are inspired by the passion displayed by British Columbians dedicated to creating the circumstances to make life better for their fellow citizens.

One of those great visionaries, Jeneece Edroff, is with us today.

Jeneece had a dream to build a home away from home on Vancouver Island for families who must travel to Victoria for their child’s medical care.

Jeneece’s passion and drive inspired us to donate \$1 million to help build Jeneece Place. Jeneece, thank you for inspiring us and creating the circumstances to make your dream a reality.

I am humbled by the magnitude of the contributions made by our Community Boards, team members, retirees and charitable partners.

Moreover, I am grateful for our customers who enable us to give back to our local communities.

As a result of their efforts, I am pleased to announce that in 2012 TELUS will contribute an additional \$10 million to charitable organisations and communities across B.C.

Ladies and gentlemen, it will take all of us to create the circumstances that will inspire economic and community development throughout our province.

In this regard, I am honoured to share the following video highlighting the selfless efforts of our colleagues and friends in creating sustainable communities across British Columbia.

As beautiful and powerful as this video is, it does not begin to adequately capture the passion and selfless efforts of our team members in helping their fellow British Columbians in need.

Thank you for coming.

