

Remarks by Darren Entwistle | President and CEO, TELUS

Investing in Alberta, Edmonton, AB

Thursday, May 3, 2012



Good morning and thank you for joining us today in this spectacular building, housing the new Art Gallery of Alberta. I would like to welcome our distinguished guests including:

- Representatives from the provincial government; and
- Mayor Stephen Mandel.

On behalf of the 14,000 TELUS team members and retirees who call Alberta home, I am delighted to share our three-year, capital investment plan for Alberta.

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 Alberta since 2000 to create the circumstances that support the economic and social well-being of Alberta citizens.

These investments have resulted in the hiring of almost 18,000 Albertans who support local economies from Lethbridge and Medicine Hat in the south, to Grande Prairie and Fort McMurray in the north.

By doing so, we have proudly created the circumstances to become a leading employer in Alberta.



" Following this principle, TELUS has invested over \$26 billion in Alberta since 2000 to create the circumstances that support the economic and social well-being of Alberta citizens."

– Darren Entwistle



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

Our commitment to Alberta extends to both our urban centres and our smaller communities.

By way of example, we have installed more than 1,000 cell sites – 60 percent of which are outside Edmonton and Calgary – to provide wireless coverage to 99 percent of Alberta's population.

We are also improving the quality of life for mobile workers in the oil and gas industry in the northeastern region of the province through our innovative TELUS Camp in a Box.

This extraordinary suite of services delivers phone, High Speed Internet and TELUS TV to oil sands camps, providing workers with some of the comforts of home as well as connectivity with their family and friends.

Furthermore, we are outfitting camps in the north with TelePresence, making it possible for employers to host team meetings and provide job training and educational outreach programmes to their mobile workforce.

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

Thanks to the launch of our 4G Long Term Evolution network in February, our Edmonton and Calgary customers are empowered with the fastest and most advanced wireless technology in the world. TELUS has created the circumstances to be one of only five per cent of wireless carriers globally to deploy 4G LTE technology.

Similarly, our Optik TV services offer Canadians a truly revolutionary home entertainment experience.

Our team members in Edmonton play a remarkable role in Optik TV's success. In the late 1990s, it was here that a team of 100 innovators designed, built and launched our ground-breaking IPTV service.

Today our advanced Optik services offer portability of content from your living room to your smartphone or iPad, as well as the ability to use your television to interact on Facebook and Twitter whilst watching your favourite show.

From its inception involving only 2,200 homes in Edmonton and Calgary, there are now more than half a million Canadians subscribing to TELUS TV, earning our company the distinction of being the fastest growing IPTV provider in the world.



To date, we have invested \$500 million to expand our Optik TV footprint to nearly one million Alberta households.

Today, I am pleased to announce that over the next three years, we will invest \$2 billion across Alberta to implement new technology solutions.

This includes \$140 million to bring our 4G LTE network to 80 percent of all Albertans.

To support this tremendous investment, TELUS will hire an additional 750 people this year alone.

Indeed, our three-year investment will stretch across Alberta including:

- \$58 million dollars in Lethbridge;
- \$20 million dollars in Medicine Hat;
- \$66 million dollars in Red Deer;
- \$46 million dollars in Grande Prairie;
- \$128 million dollars in Fort McMurray;
- \$700 million dollars in Calgary; and
- \$760 million dollars right here in Edmonton.

We are also bringing greater connectivity to residents living in rural areas, connecting 50 small communities to our High Speed Internet service by 2014.

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

Additionally, we are continuing to expand our Optik TV reach and by year-end, 70 per cent of all homes in the province will have access to our remarkable home entertainment service.

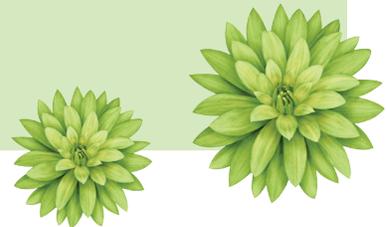
The TELUS team is passionate about creating the circumstances to deliver the best technology solutions to all Canadians, which includes helping answer society's most profound challenges.

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.

“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.”

– Darren Entwistle





“With every new customer, we donate funds to a local cause in that customer’s community.”
– Darren Entwistle

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.

Alberta is at the forefront of healthcare transformation.

TELUS recently signed an agreement with Alberta Health Services, the first of its kind in Canada, to support an electronic Personal Health Record solution for all Alberta residents.

With our help, Alberta Health Services is enabling Albertans to easily collect, store and manage their health information and that of their families in a safe, secure online environment.

This includes moving personal health information quickly across the healthcare continuum whether you are at home, on the move or at a hospital.

TELUS is also partnering with the University of Alberta to develop new and innovative technology to further support medical professionals and patients across the continuum of care.

I am pleased to announce today that we are providing up to \$1.3 million over the next three years to carry out joint research projects that include:

- Extending the use of Personal Health Records to patients and their families living with chronic conditions such as diabetes, heart failure, lung disease and mental health;
- Integrating Remote Patient Monitoring devices such as glucometers, weight scales and blood pressure monitors, to bridge time and distance, save healthcare dollars and export intellectual knowledge from urban centres to smaller communities; and
- Supporting physicians and other members of the care team by integrating care plans and health data in Electronic Medical Records, and making them accessible on tablets and smart phones.



Early research shows that these patient-centered applications are improving health outcomes and reducing the number of patient visits to emergency departments.

Indeed, communities that have embraced this technology and these services have seen emergency room visits and re-admissions reduced by 40 per cent for patients with chronic diseases.

Moreover, medical professionals who once provided home care to 20 patients per week are now able to monitor 120 patients per day.

These findings are extremely exciting and we are continuing to build momentum by working with the University of Alberta to establish a National Centre of Excellence for consumer health technology, which will further showcase Alberta's leadership in healthcare innovation.

I would like to take this opportunity to thank Dr. Martin Ferguson-Pell, Dean of the Faculty of Rehabilitation Medicine, for his leadership and commitment to making this partnership with the University of Alberta possible.

As important as our infrastructure and healthcare 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 \$82 million and, more importantly, volunteered 1.2 million hours, with our hearts and our hands, to Alberta 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 we developed the TELUS Community Board blueprint here in Edmonton.

Dr. Bob Westbury, the first Chair of our first TELUS Community Board is with us today and I want to acknowledge his tremendous contributions.

Indeed, the TELUS Edmonton Community Board, established in 2005, has served as a model for the 10 additional boards launched in cities from coast-to-coast.

Today, our Alberta boards are led by community champions Doug Goss in Edmonton and Ken King in Calgary.



Together, our 11 boards have proudly contributed over \$30 million to 2,300 grassroots projects across the nation, including 500 projects in Alberta.

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

Last spring, when wildfires ravaged the community of Slave Lake, the TELUS team worked around the clock to ensure communications were maintained for firefighters and other emergency personnel.

When residents were forced to abandon their homes and flee to evacuation centres in nearby communities, the TELUS team was there, handing out mobile phones, chargers, and prepaid calling cards as well as 1,600 comfort kits filled with toiletries and essential supplies.

And when four TELUS team members each won the opportunity to direct \$5,000 to a charity of their choice through our friends and family referral programme, they donated all \$20,000 to the Red Cross relief effort in Slave Lake.

Indeed, our donations to the community now stand at more than \$1.5 million.

Moreover, this year TELUS will invest \$1.3 million to bring our advanced technology to more homes and businesses, ensuring Slave Lake continues to be a remarkable place to live and raise a family. The TELUS team is further contributing to the health and well-being of Albertans through our longstanding support of programmes such as:

- The Stollery Children's Hospital and Alberta Children's Hospital;
- TELUS World of Science in Edmonton and TELUS Spark in Calgary; and
- STARS, which provides emergency care and air transport to seriously injured and sick patients throughout the province.

I am humbled by the magnitude of the contributions made by our team members, retirees, Community Boards 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 TELUS will contribute an additional \$10 million to charitable organisations and communities across Alberta in 2012 alone.



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

– Darren Entwistle



“ Ladies and gentlemen, at TELUS we believe it will take all of us to create the circumstances that will inspire economic and community development throughout our province.”

– Darren Entwistle



We are also creating the circumstances to provide a future friendly park space for team members, residents and visitors in the provincial capital.

We have partnered with the amazingly talented students of NAIT's Landscape Architecture programme by inviting them to participate in a design contest to develop a park beside our TELUS House Edmonton.

Some of these students and faculty are with us today. I extend my heartfelt appreciation to all the students for your submissions, which showcased your creative talents and technical skills.

I would now like to ask the three finalists to please join me – Em Poole, Kira Hunt and Sam Pyper.

Congratulations on your magnificent designs, which exceeded our expectations and reflected the vibrancy of nature alongside our modern, urban culture.

We are pleased to present each of you with an iPad 3 as well as an iPhone 4S.

We hope these devices will inspire creativity in your landscape design careers.

I now have the great privilege of announcing the winning design.

And the winner is... with a design that will bring TELUS Park to life with a festival vibe that includes seating and open spaces for live performances and art shows... Em Poole. Em, let's show the audience your design.

Thank you, Em. We look forward to collaborating with you to make this vision a reality. In honour of your winning submission, TELUS will donate \$1,000 in your name to a charity of your choice. Furthermore, as an expression of appreciation to all the students who participated in our contest, we have donated \$5,000 to NAIT's Students Association.

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

It is my honour to now invite Mayor Mandel to say a few words.



Mayor, thank you for joining us today and for your generous comments and support of the TELUS team.

It is my honour to now invite the Honourable Minister of Education and Edmonton-Castle Downs MLA, Thomas Lukaszuk to say a few words.

Minister Lukaszuk, thank you for celebrating with us today. We truly appreciate your kind support and commitment to the TELUS team.

I would now like to share this video, which highlights the selfless efforts of our colleagues and friends in creating sustainable communities across Alberta.

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 Albertans in need.

Thank you for coming.

**“Minister Lukaszuk,
thank you for
celebrating with
us today. We truly
appreciate your
kind support and
commitment to the
TELUS team.”**

– Darren Entwistle

