



Investor Presentation

May 2021

Disclaimer

Forward Looking Statements

This presentation contains forward-looking statements concerning our expected financial results for full year 2021, business, operations and financial performance and condition, as well as our plans, objectives and expectations for our business operations and financial performance and condition. Any statements contained herein that are not statements of historical facts may be deemed to be forward-looking statements. In some cases, you can identify forward-looking statements by terminology such as "aim", "anticipate", "assume", "believe", "contemplate", "continue", "could", "due", "estimate", "expect", "goal", "intend", "may", "objective", "plan", "predict", "potential", "positioned", "seek", "should", "target", "will", "would" and other similar expressions that are predictions of or indicate future events and future trends, or the negative of these terms or other comparable terminology. These forward-looking statements are based on our current expectations, estimates, forecasts and projections about our business and the industry in which we operate and management's beliefs and assumptions, and are not guarantees of future performance or development and involve known and unknown risks, uncertainties and other factors that are in some cases beyond our control. As a result, any or all of our forward-looking statements may turn out to be inaccurate. Factors that may cause actual results to differ materially from current expectations include, among other things, those factors listed under "Risk Factors" in our Annual Report on Form 20-F filed with the SEC on EDGAR and on SEDAR.

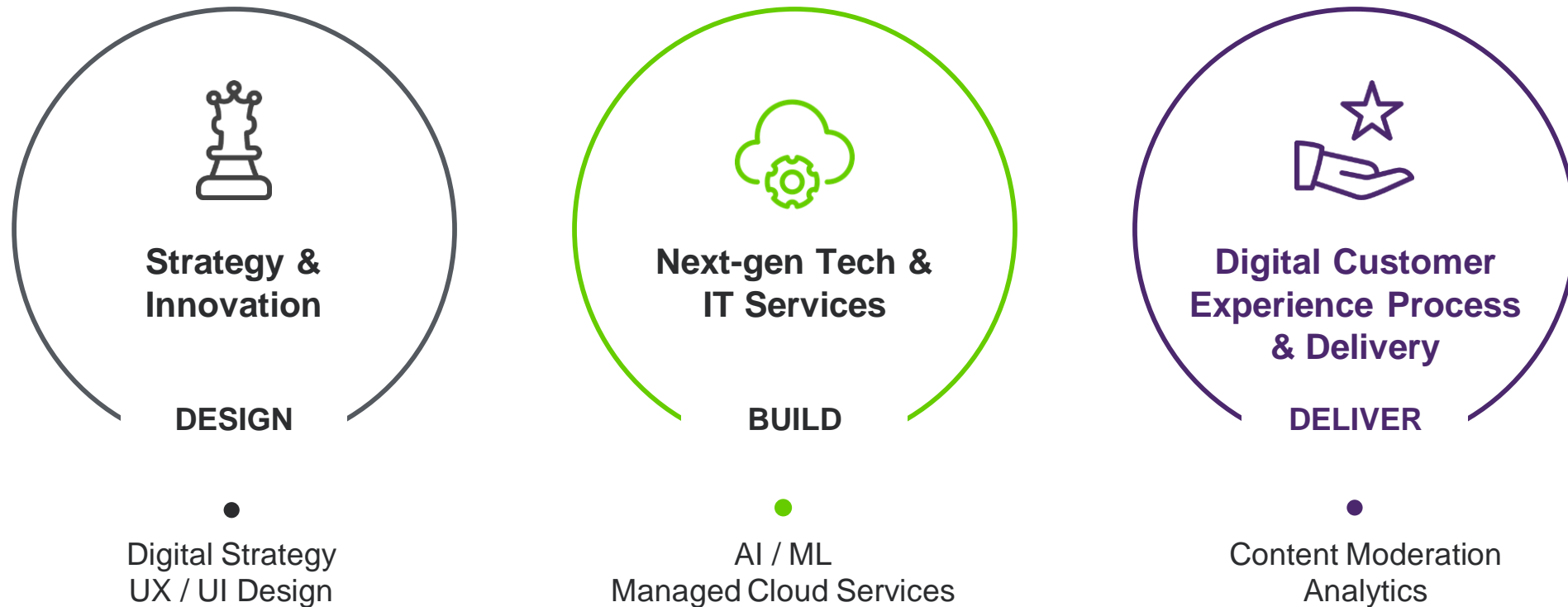
Non-GAAP Financial Measures

This Presentation also contains certain non-GAAP financial measures, which are not measures of financial performance in accordance with GAAP and may exclude items that are significant in understanding and assessing our financial results. Therefore, these measures should not be considered in isolation or as an alternative to GAAP measures. You should be aware that our presentation of these measures may not be comparable to similarly-titled measures used by other companies. Management believes that these measures are commonly reported by issuers and widely used by investors as an indicator of a company's operating performance. These non-GAAP financial measures which should be considered only as a supplement to, and not as a superior measure to, financial measures prepared in accordance with GAAP. For an explanation of these non-GAAP measures and a reconciliation to the most comparable GAAP measure, please see the appendices to this presentation.

Currency

All financial information in this presentation is stated in U.S. dollars.

We are a leading digital customer experience innovator that designs, builds, and delivers next-generation solutions for global and disruptive brands



The TELUS International difference



Note: CX (Customer Experience). Employee engagement scores by Kincentric. All data as of December 31, 2020.

¹ Total addressable market is an estimate based on industry reports, market surveys and our own knowledge of the industry.

² Top 10 clients, excl. TELUS.

³ Financials exclude the Lionbridge AI acquisition, which closed on December 31, 2020.

⁴ Non-GAAP measure, calculated by dividing TI Adjusted EBITDA by Revenue. See Appendices for a reconciliation of TI Adjusted EBITDA to Net Income and Adjusted EBITDA Margin to Net Income Margin.

Q1 2021 | Strong operating momentum



Diverse digital capabilities drove operational resilience and strong growth



New logos wins in core high-growth verticals and expansion from existing clients



Acquisitions, digital and client mix, and efficiencies drove strong margins



Significant de-leveraging provides available liquidity to amplify future growth



Integration of Lionbridge AI progressing well, backed by proven M&A playbook

Continuous investment in our people



Talent Acquisition

- **174k** candidates screened and **300** university partnerships¹
- More than **48%** referral-based hires²

¹ Annually, in 2020.
² Of total new hires in 2020.

Training and Coaching

- Create thought leaders with deep industry acumen
- **3,499** degrees completed through **TI University** globally

Diversity and Inclusion

- Women represent **~46%**³ of our total workforce⁴

³ Excludes CCC and Lionbridge AI.
⁴ As of January 31, 2021.

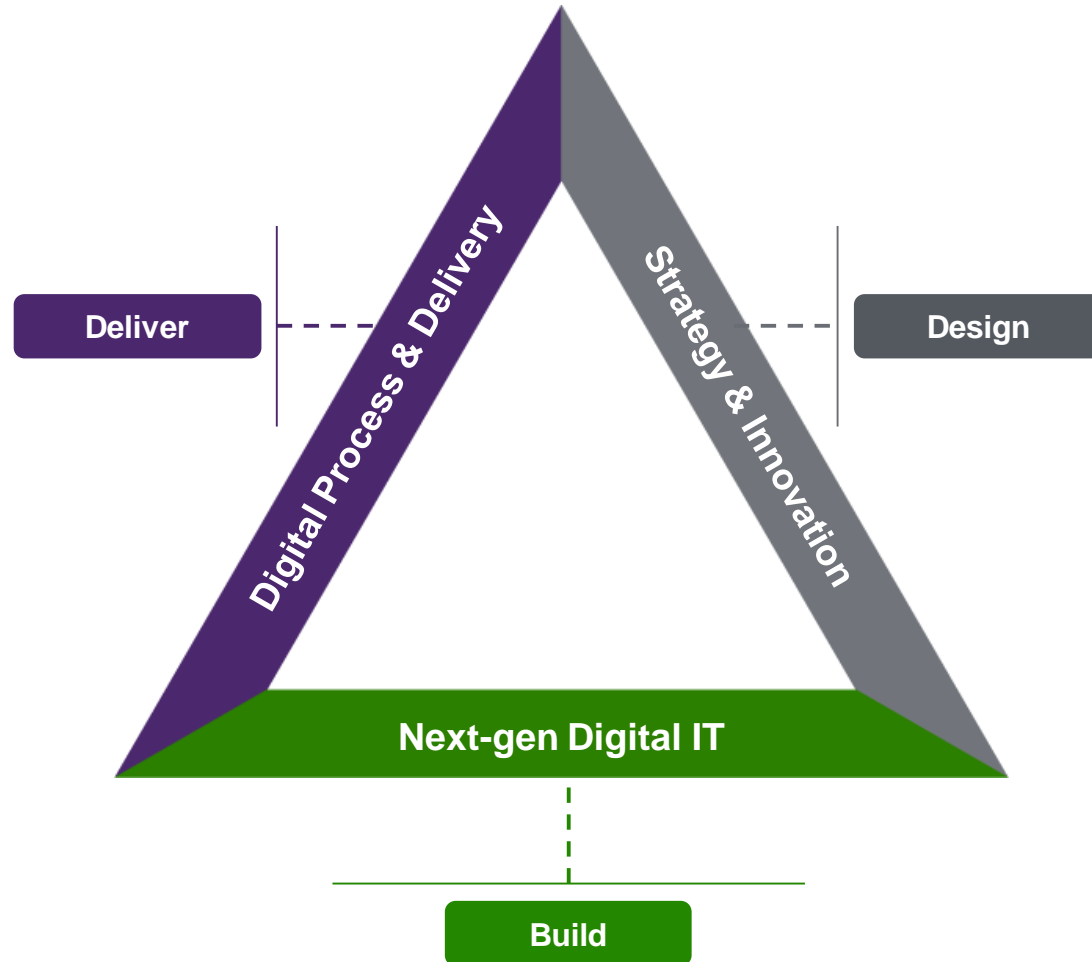
Corporate Social Responsibility

- **TELUS Days of Giving**
- Nearly **150k** lives impacted
- **Over \$2.5mm** donated through community boards since 2011

Culture of inclusion, diversity, and respect drives our success

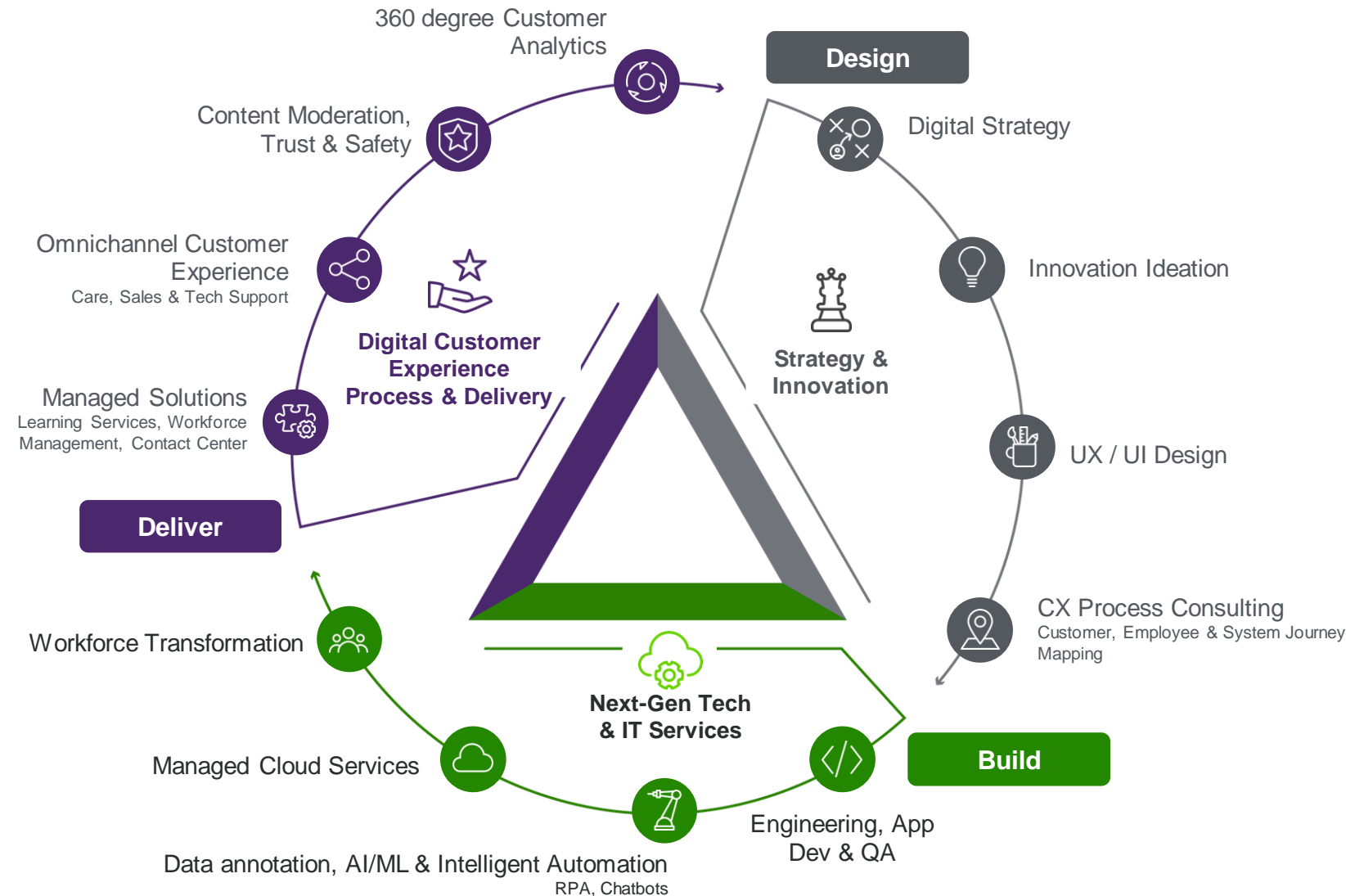


Category-defining value proposition for Digital Transformation and CX



- Differentiated portfolio of integrated digital IT and CX solutions spanning the design, build, deliver lifecycle
- Combine digital technologies with human talent to drive better outcomes
- Strategic partner to clients where CX differentiation is mission-critical

Comprehensive, end-to-end capabilities with digital technology expertise



Domain Expertise | iLabs | Digital CoEs | Vertical Solutions | Tech Partnerships | Global Delivery

Increasing revenue diversification: strategic partner to a diverse set of leading clients

600+
clients



High-Growth
End-Markets



Partner With
Disruptors &
Market Leaders



Long-Term,
Entrenched
Relationships

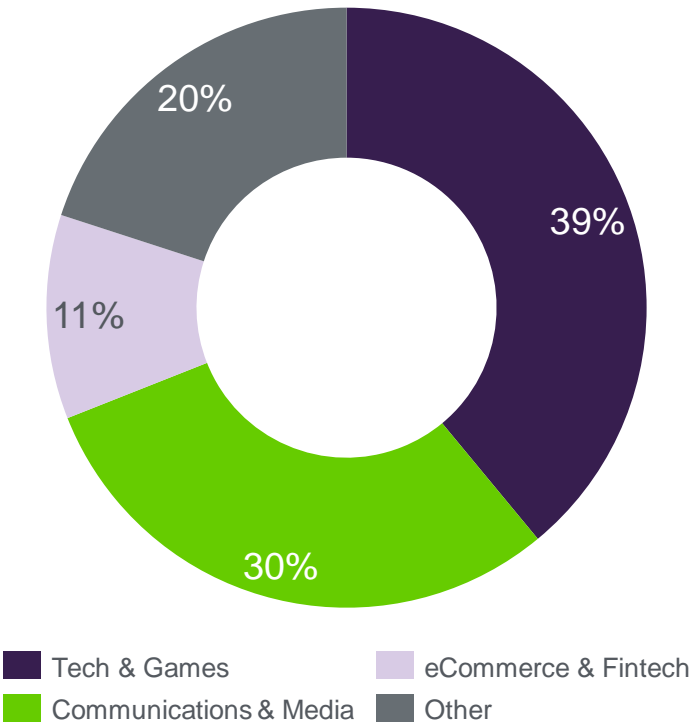


Mission-Critical
Partner, Driving
Revenue For
Clients

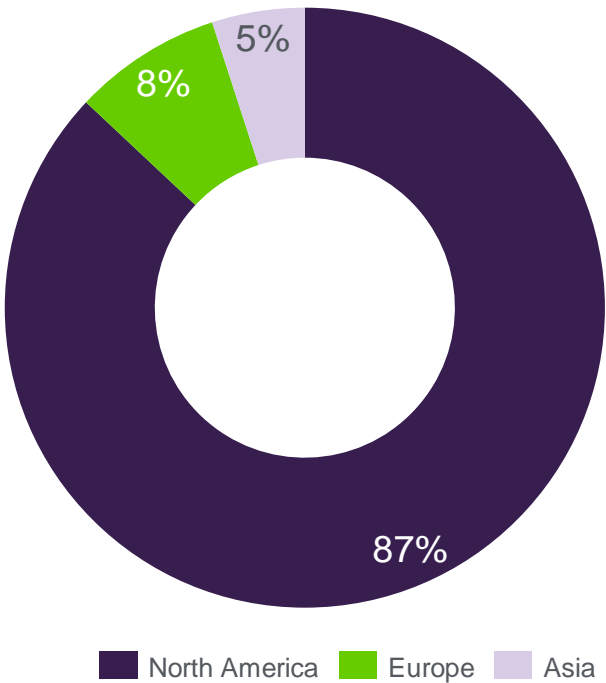


Shared
Cultural Values

By vertical (FY 2020)

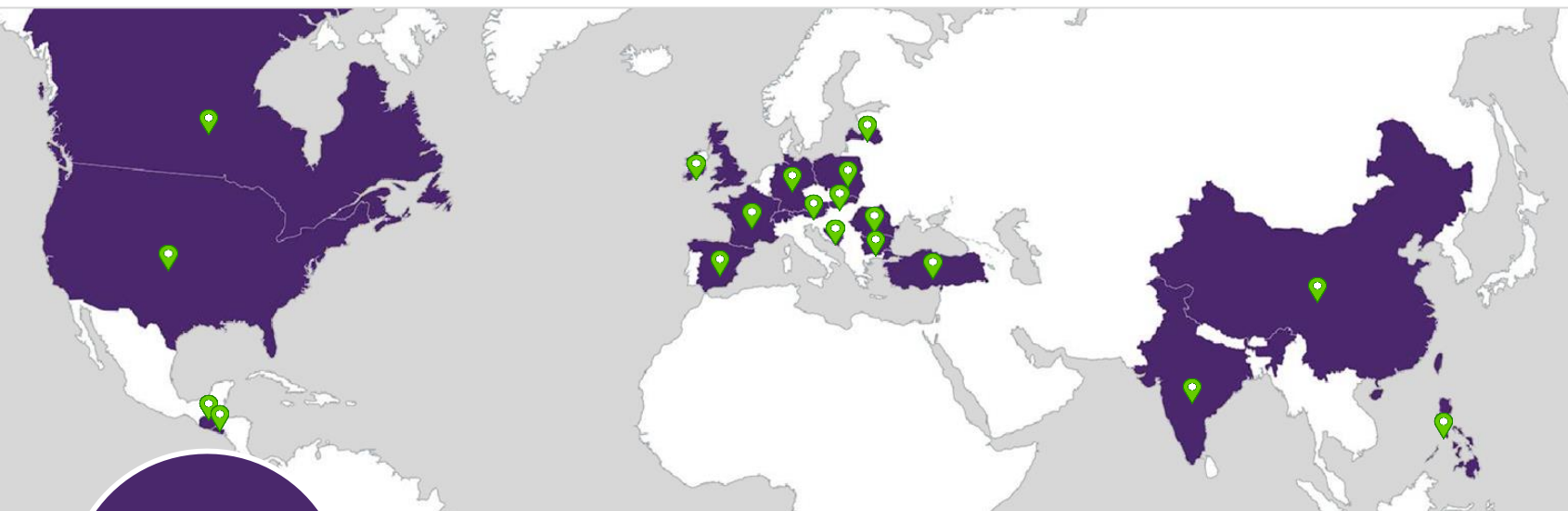


By customer location (FY 2020)



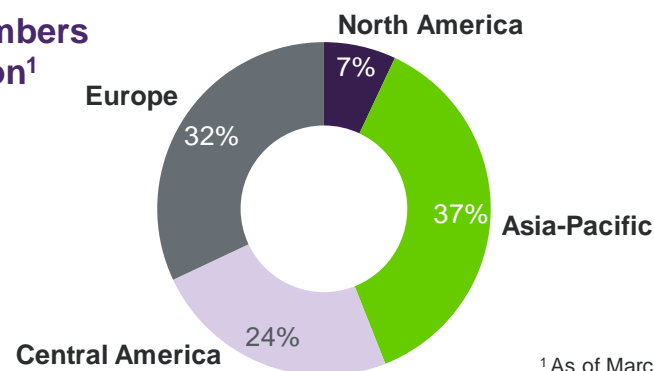
Note: All charts are shown on an as reported basis for full year 2020, excluding the Lionbridge AI acquisition, which closed on December 31, 2020.

Globally-scaled, agile delivery model, supported by best-in-class technology



>51k Team Members
>80% WFH-enabled

Team members by region¹



¹ As of March 31, 2021.

Best-in-class technology



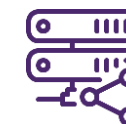
Built on **next-generation** cloud infrastructure



Next-gen tools capable of self learning



Deep expertise in **AI and automation**



API connectivity to clients' data

Technology partnerships



Experienced senior leadership team with robust execution track record



Jeffrey Puritt

President and
Chief Executive Officer



Vanessa Kanu

Chief Financial Officer



Michel Belec

Chief Legal Officer and
Corporate Secretary



Ed Jay

President, Lionbridge AI



Charles Koskovich

Chief Operating Officer

Over **225 years** of combined experience, including extensive industry experience within **digital IT and customer experience management**



Christian Legat

Chief Executive Officer,
CCC



Maria Pardee

Chief Commercial Officer



James Radzicki

Chief Technology Officer



Mike Ringman

Chief Information Officer



Marilyn Tyfting

Chief Corporate Officer

Multiple levers of continued organic growth



Expand volume and services with existing clients



Win new logos in core verticals



Leverage technology expertise to innovate new solutions



Drive efficiency through continuous improvement



Expand geographic presence

Inorganic growth: proven, disciplined approach to M&A

Key strategic priorities



Augment
capabilities



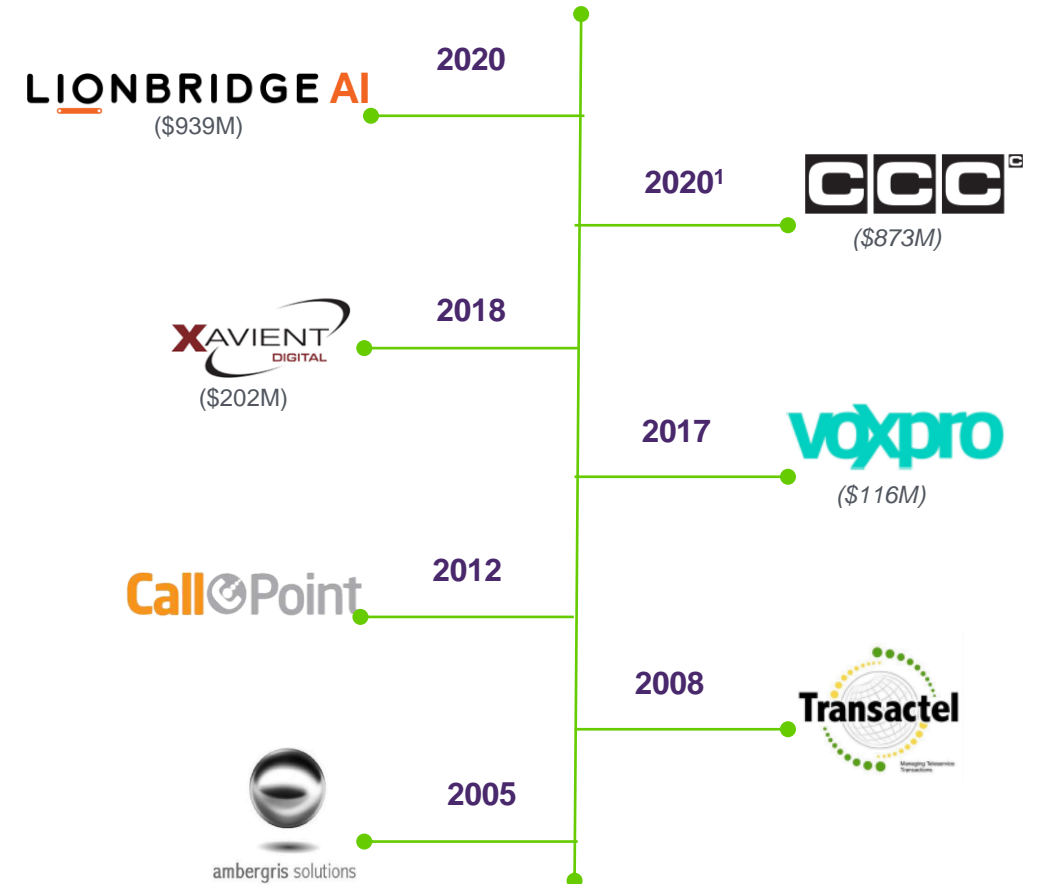
Add
scale



Diversify
geos & clients

Integration best-practices

- Process expertise
- Operational excellence
- Cultural alignment
- Talent/leadership retention



Proven track-record of value creation

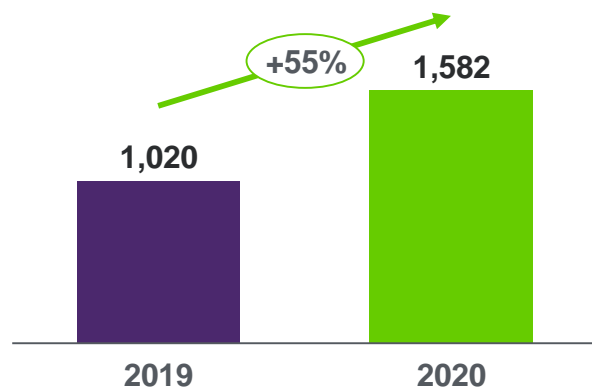
¹ CCC acquisition was announced on December 4, 2019 and closed on January 31, 2020.

Full-year 2020 financial highlights

Strategic acquisitions and continued operating momentum drove revenue growth and profitability, supporting strong free cash flow generation

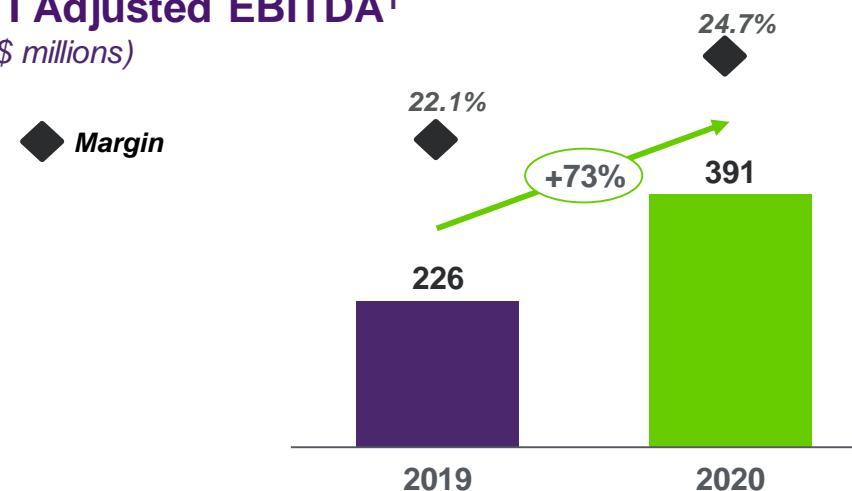
Revenue

(\$ millions)



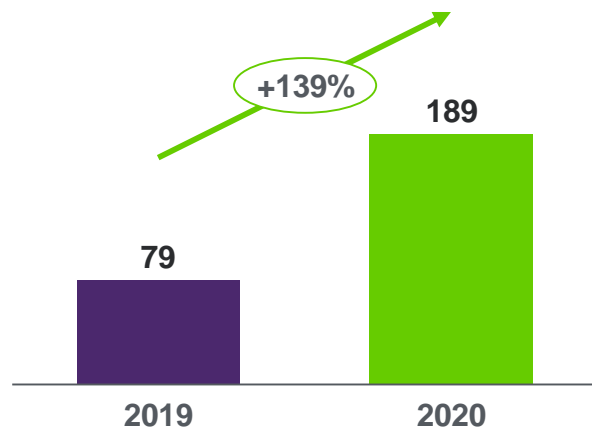
TI Adjusted EBITDA¹

(\$ millions)



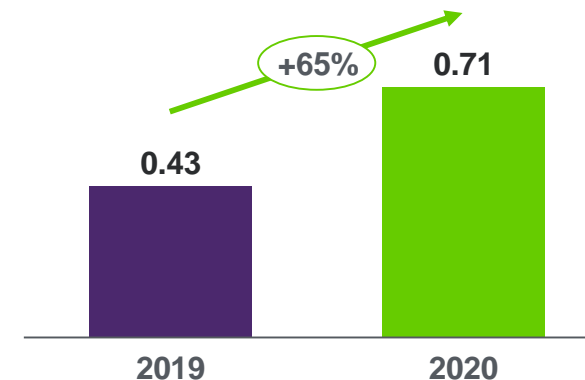
TI Free Cash Flow²

(\$ millions)



TI Adjusted Diluted EPS³

(\$)



Note: Excluding the Lionbridge AI acquisition, which closed on December 31, 2020.

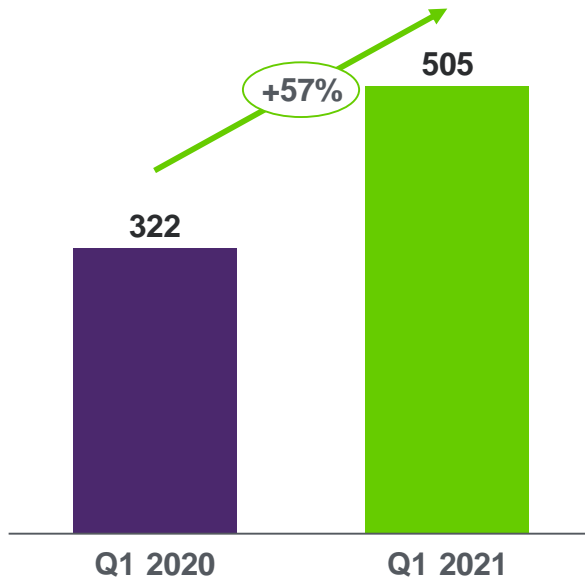
¹ TI Adjusted EBITDA and TI Adjusted EBITDA Margin are non-GAAP financial measures. See Appendices for a reconciliation of TI Adjusted EBITDA to Net Income and TI Adjusted EBITDA Margin to Net Income Margin.

² TI Free Cash Flow is a non-GAAP financial measure. See Appendices for a reconciliation of TI Free Cash Flow to Cash provided by operating activities.

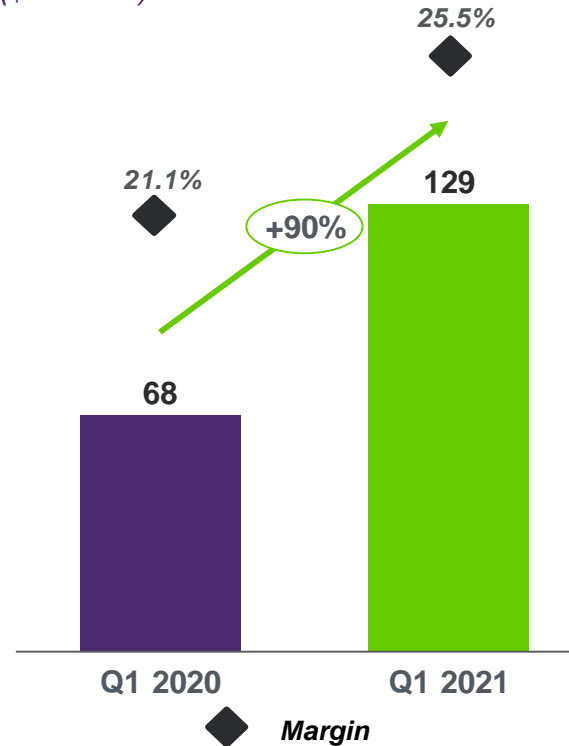
³ TI Adjusted Diluted EPS is a non-GAAP financial measure. See Appendices for a reconciliation of TI Adjusted Net Income to Net Income.

Q1 2021 financial highlights

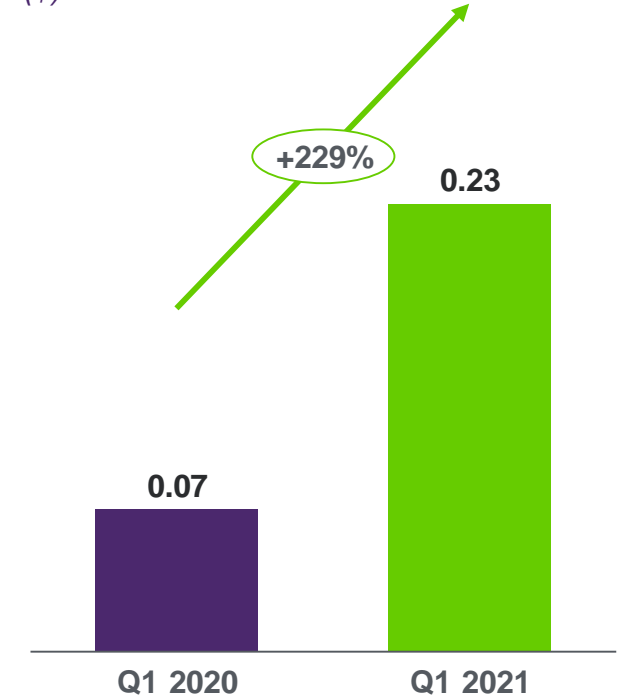
Revenue (\$ millions)



TI Adjusted EBITDA¹ (\$ millions)



TI Adjusted Diluted EPS² (\$)



	December 31, 2020	March 31, 2021
Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement ³	4.1x	2.7x

¹ TI Adjusted EBITDA and TI Adjusted EBITDA Margin are non-GAAP financial measures. See Appendices for a reconciliation of TI Adjusted EBITDA to Net Income and TI Adjusted EBITDA Margin to Net Income Margin.




² TI Adjusted Diluted EPS is a non-GAAP financial measure. See Appendices for a reconciliation of TI Adjusted Net Income to Net Income.

³ Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement is a non-GAAP financial measure, calculated by dividing Net Debt as per credit agreement by Adjusted EBITDA and other adjustments as per credit agreement. See Appendices for a calculation of Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement and a reconciliation of TI Adjusted EBITDA to Net Income. Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement target range excludes the impact of potential future acquisitions.

Continued focus on profitable growth






Growth and operating leverage

- Revenue growth 
- Operating leverage / margin expansion 
- Investment for growth 



Optimized capital structure

- Target Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement¹ of 2-3x 
- Flexibility to increase debt 
- Opportunistic M&A 

¹ Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement is a non-GAAP financial measure, calculated by dividing Net Debt as per credit agreement by Adjusted EBITDA and other adjustments as per credit agreement. See Appendices for a calculation of Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement and a reconciliation of TI Adjusted EBITDA to Net Income. Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement target range excludes the impact of potential future acquisitions.



Appendices

TI Adjusted Net Income reconciliation

	First Quarter (unaudited)		Full Year	
(US\$ millions except earnings per share)	2021	2020	2020	2019
Net income	\$3	\$11	\$103	\$69
Add back (deduct):				
Changes in business combination-related provisions	--	(23)	(74)	(14)
Acquisition, integration and other	5	19	59	7
Share-based compensation	26	2	29	13
Foreign exchange loss (gain)	3	--	(2)	(3)
Amortization of purchased intangible assets	33	12	74	15
Tax effect of the adjustments above	(11)	(6)	(30)	(5)
TI Adjusted Net income	\$59	\$15	\$160	\$82
Basic EPS	\$0.01	\$0.05	\$0.46	\$0.36
Diluted EPS	\$0.01	\$0.05	\$0.46	\$0.36
TI Adjusted Basic EPS	\$0.23	\$0.07	\$0.71	\$0.43
TI Adjusted Diluted EPS	\$0.23	\$0.07	\$0.71	\$0.43
Total Weighted Average Shares Outstanding (millions)				
Basic	257	209	224	190
Diluted	259	210	226	190

TI Adjusted EBITDA reconciliation

	First Quarter (unaudited)		Full Year	
(US\$ millions, except margin percentages)	2021	2020	2020	2019
Net income	\$3	\$11	\$103	\$69
Add back (deduct):				
Changes in business combination-related provisions	--	(23)	(74)	(15)
Acquisition, integration and other	5	19	59	6
Share-based compensation	26	2	29	13
Foreign exchange loss (gain)	3	--	(2)	(3)
Depreciation and amortization	63	34	182	92
Interest expense	14	13	46	36
Income taxes	15	12	48	26
TI Adjusted EBITDA	\$129	\$68	\$391	\$226
Net income margin	0.6%	3.4%	6.5%	6.8%
TI Adjusted EBITDA margin	25.5%	21.1%	24.7%	22.1%

TI Free Cash Flow reconciliation

	First Quarter (unaudited)		Full Year	
(US\$ millions)	2021	2020	2020	2019
Cash provided by operating activities	\$36	\$34	\$263	\$142
Less: Capital expenditures	(18)	(13)	(74)	(63)
TI Free Cash Flow	\$18	\$21	\$189	\$79

Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement reconciliation

As at (US\$ millions except for ratio)		
(unaudited)	March 31, 2021	December 31, 2020
Outstanding credit facility	\$1,038	\$1,568
Contingent facility utilization	7	7
Net derivative	37	56
Cash balance ¹	(100)	(100)
Net Debt as per credit agreement	\$982	\$1,531
TI Adjusted EBITDA	\$129	\$391
Adjustments to annualize TI Adjusted EBITDA and other adjustments as per credit agreement	\$241	\$(20)
Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement	2.7	4.1

¹ Maximum cash balance of \$100 million is used for the period ended March 31, 2021 in accordance with the credit agreement.



Investor Relations Contact

Jason Mayr

Senior Director, Investor Relations & Treasury

(604) 695-3455

ir@telusinternational.com