TELUS® Digital

Investor Presentation

Disclaimer

Forward-Looking Statements

This presentation contains forward-looking statements concerning our 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. We assume no obligation to update or revise any forward-looking statements, whether as a result of new information, future events, uncertainties or otherwise, except as required by law. Factors that may cause actual results to differ materially from current expectations include, among other things, those factors described in our “Risk Factors” section of our Annual Report filed on SEDAR+ and in “Item 3D – Risk Factors” of our Annual Report on Form 20-F filed on EDGAR, each dated February 13, 2025, as updated by our management’s discussion and analysis for the three-month period ended March 31, 2025, which was filed on SEDAR and as Exhibit 99.2 to our Form 6-K filed on EDGAR, each dated May 9, 2025.

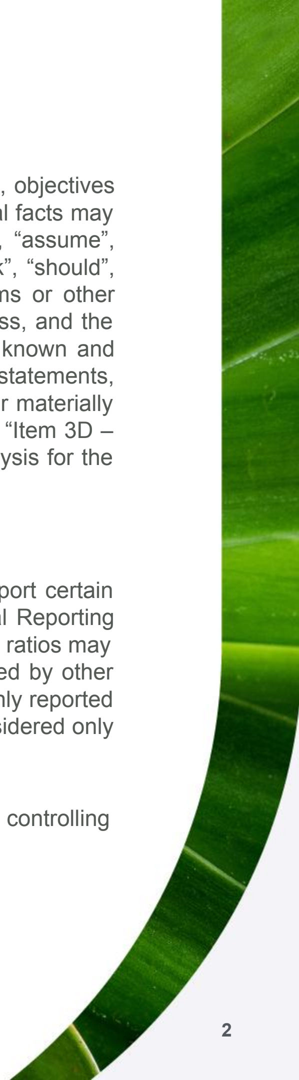
Non-GAAP Financial Measures

This presentation also contains non-GAAP financial information, with reconciliation to GAAP measures presented at the end of this presentation. We report certain non-GAAP measures used in the management analysis of our performance, but these do not have standardized meanings under International Financial Reporting Standards, as issued by the International Accounting Standards Board (IFRS® Accounting Standards). These non-GAAP financial measures and non-GAAP ratios may not be comparable to GAAP measures or ratios and may not be comparable to similarly titled non-GAAP financial measures or non-GAAP ratios reported by other companies, including those within our industry and TELUS Corporation, our controlling shareholder. 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, measures prepared in accordance with GAAP.

In this presentation and related disclosure we refer to TELUS International (Cda) Inc. as TELUS Digital. TELUS Corporation (TSX: T, NYSE: TU) is the controlling shareholder of TELUS Digital.

Currency

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



TELUS Digital

A leading global technology company specializing in digital customer experiences

Strategy & Innovation

DESIGN

Next-gen Tech & Digital Solutions

BUILD

Digital Customer Experience Process & Delivery

DELIVER

The TELUS Digital difference

1	**Market**	Sizable market opportunity to design, build, and deliver premium digitally enabled experiences
2	**Solutions**	Complementary service lines of Customer Experience Management (CXM), Digital Solutions, AI & Data Solutions, Trust, Safety & Security
3	**Clients**	Strategic, mission-critical partner to a diverse set of established clients
4	**Culture**	Differentiated culture driving superior customer service
5	**Delivery**	Agile global delivery model with next-gen carrier-grade technology
6	**Financials**	Long-term financial focus on profitable growth

$750B+	Total addressable market[1]
~600	Clients[2]
78%	Global top quartile engagement[3]
64	Delivery locations[2]
Revenue	2025 Outlook[4] **~$2.7B**

Note: CXM (Customer Experience Management).

[1] Total addressable market estimated by management as at December 31, 2024.

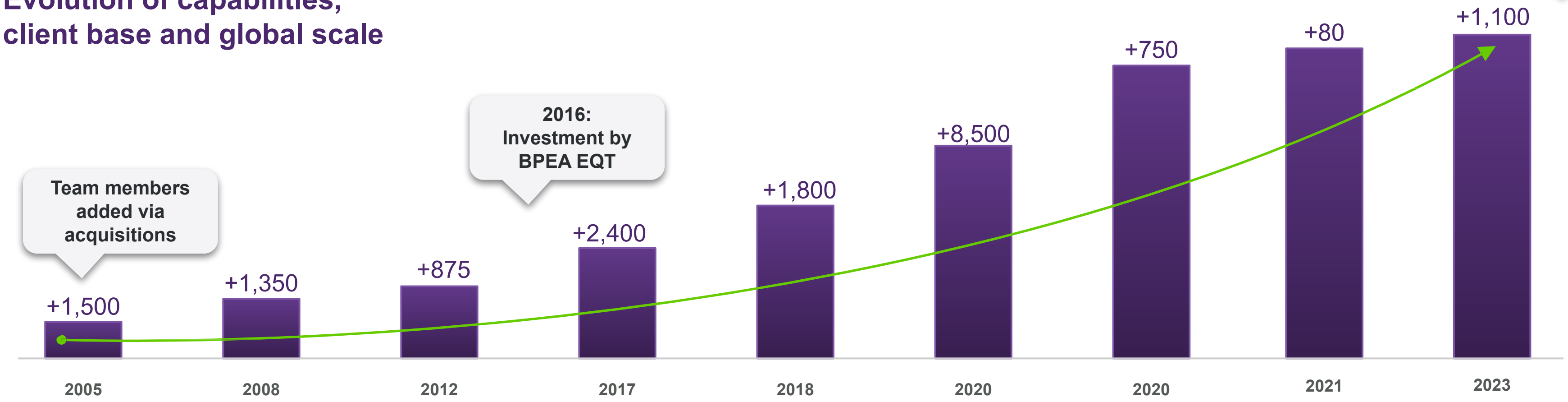
[2] As at March 31, 2025

[3] Employee engagement score by Kincentric, for the year ended December 31, 2024.

[4] Outlook for full-year 2025, as disclosed on February 13, 2025 and reiterated on May 9, 2025.

Our digital journey

Evolution of capabilities, client base and global scale



Team members added via acquisitions

2016: Investment by BPEA EQT

Mar. 31, 2025: >78,000 total team members

AMBERGRIS SOLUTIONS
In-house partner for CX solutions

TRANSACTEL
Expansion into Guatemala and El Salvador

CALLPOINT
Expansion into Bulgaria and Romania

VOXPRO
Agile delivery for fast-growing brands; expanded footprint in U.S., Europe and Asia

XAVIENT DIGITAL
Next-generation digital solutions

CCC
Content moderation digital CX; expanded European client base

LIONBRIDGE AI
AI & data annotation solutions

PLAYMENT
Image, video and lidar data annotation solutions, and computer vision technology

WILLOWTREE
Digital product development focused on end-user experience

Sizable market opportunity to design, build, and deliver premium digitally enabled experiences

$750B+

Market Size

AI & Data Solutions

AI becoming a core enabler of experiences as adoption increases

AI Productization | Generative AI | MLOps

CXM

Users expect a differentiated omni-channel experience from brands

Technology-enabled CX | CCaaS

Trust, Safety & Security

Users interact in online ecosystems generating content in high volume

Evolving Content Type | Emerging Regulations | Metaverse

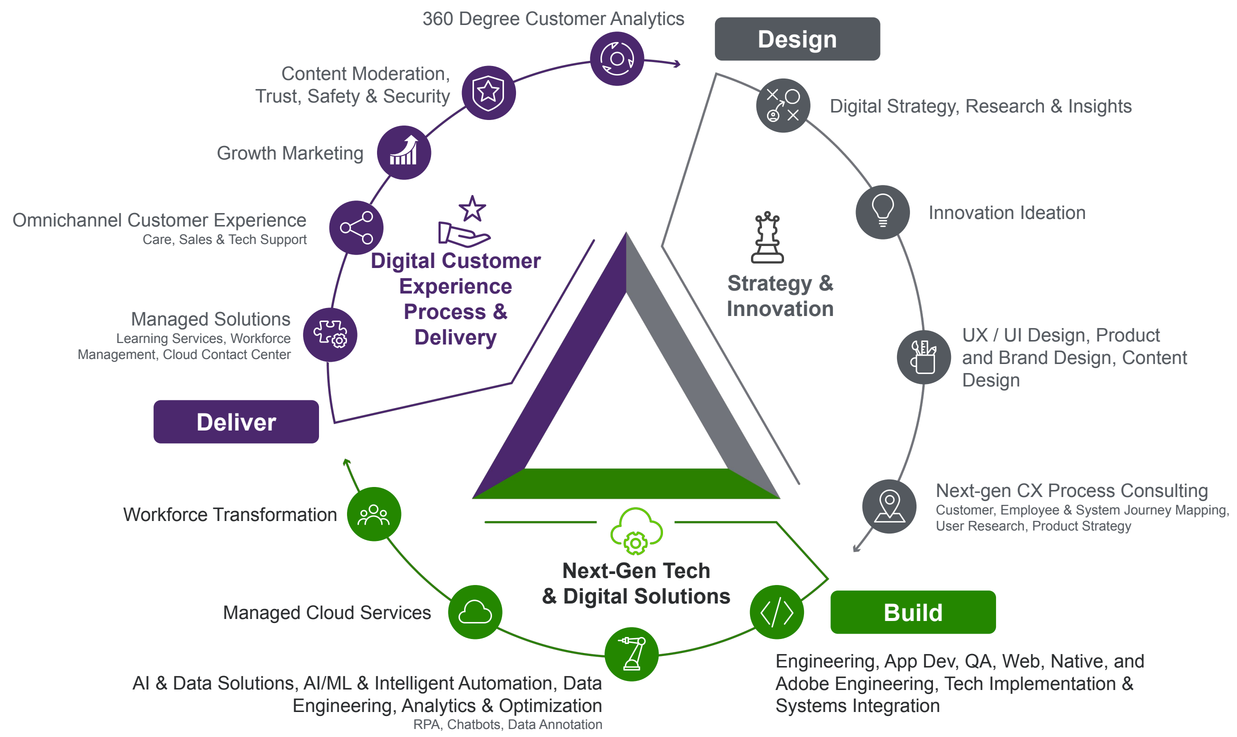
Digital Solutions

Digital transformation enables superior user experience designed around immersive interfaces

Digital Strategy Design | App Dev | Cloud | Hyperautomation

Note: Total addressable market estimated by management as at December 31, 2024.

End-to-end digital solutions, customer experience and adjacent capabilities



360 Degree Customer Analytics

Design

Digital Strategy, Research & Insights

Innovation Ideation

UX / UI Design, Product and Brand Design, Content Design

Next-gen CX Process Consulting
Customer, Employee & System Journey Mapping, User Research, Product Strategy

Strategy & Innovation

Build

Engineering, App Dev, QA, Web, Native, and Adobe Engineering, Tech Implementation & Systems Integration

Next-Gen Tech & Digital Solutions

AI & Data Solutions, AI/ML & Intelligent Automation, Data Engineering, Analytics & Optimization
RPA, Chatbots, Data Annotation

Managed Cloud Services

Workforce Transformation

Deliver

Managed Solutions
Learning Services, Workforce Management, Cloud Contact Center

Omnichannel Customer Experience
Care, Sales & Tech Support

Growth Marketing

Content Moderation, Trust, Safety & Security

Digital Customer Experience Process & Delivery

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

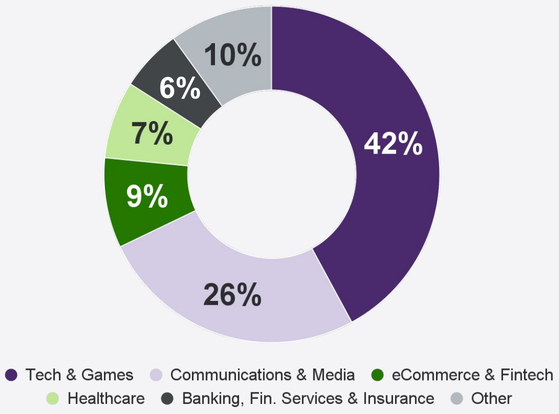
Revenue diversification: strategic partner to a diverse set of clients

~600 clients

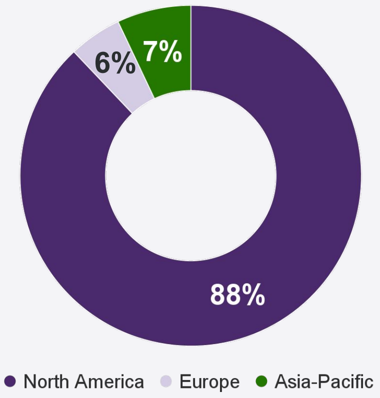
Note: Client count as at March 31, 2025.

- High-Growth End-Markets
- Partner With Market Leaders
- Long-Term Relationships
- Mission-Critical Partner for Clients
- Shared Cultural Values

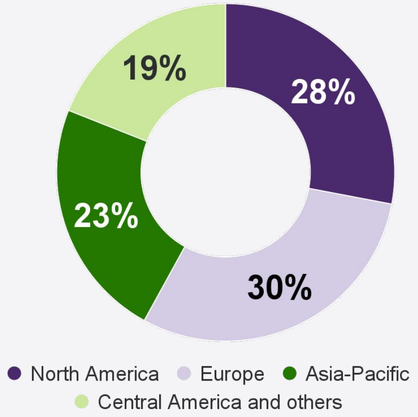
By industry vertical (Q1 2025)



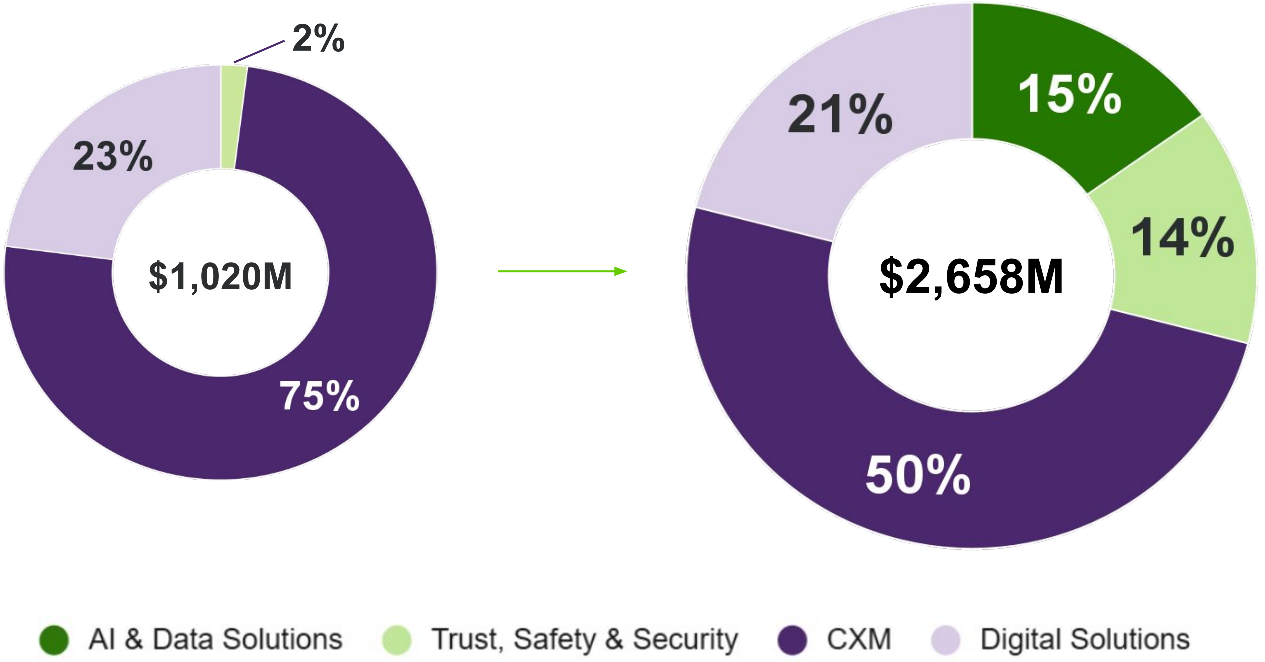
By client location (FY 2024)



By geography (Q1 2025)



Diversification across service lines, evolution to technology-centric model



2019 revenue by service line

2024 revenue by service line

Trust, Safety & Security

- Moderation of content
  e.g. criminal activity, fraud, deception, abuse, hate, bullying, graphic content, violence, terrorism, etc.
- Channel and community management
- User trust, safety & security
- Know Your Client and identification verification
- Fraud detection

Spotlight on: TELUS Digital Trust, Safety & Security

Importance of building trust, safety and security to support high-growth digital platforms

UGC drives conversion, engagement

Inappropriate content harms users and brand

- Objectionable / Illegal Content
- Fraud & Identity Theft
- User Safety

Trust, Safety & Security is a necessity

Rapid, accurate identification, designed to remove inappropriate / fraudulent content

AI, automation tech, human intervention

Companies need a trusted partner

Customer Experience

+

Confidentiality

+

Compliance

Games | eCommerce & FinTech | Social Media | Travel Tech

Note: UGC (User-generated content).

Fuel iX

Enterprise grade technology-driven intelligent experiences

Enterprise Infrastructure

- Apps
- Services
- Data

Third-Party Services

Foundation models

Cloud hosting

aws

Fuel iX^{TM} Core

Common management backbone

- Administration
- Observation
- Integration
- Routing

Scalable enterprise tools

- RAGaaS
- Guardrails as a service
- Orchestration

Fuel iX^{TM} Apps

Turn-key apps and use cases

- Agent Copilot
  Agent Trainer
- Fortify
- Copilots
- Custom apps

Channels

Partners

Microsoft Azure

aws

Google Cloud

turbopuffer

LLM Integrations

OpenAI

LLaMA by Meta

Gemini

Microsoft

ANTHROPIC

TELUS Digital

Spotlight on: TELUS Digital AI & Data Solutions

> Technology-enabled solutions to create and enhance the quality of global AI training data for machine learning, including large language models (LLMs)

1 million+ AI Community speaking 500+ languages and dialects

Speed & accuracy of delivery, with built-in quality assurance

Proprietary platforms for community sourcing & project management

Secure onsite, nearsite, offsite capabilities

Data at scale – collection, creation, annotation, selection and relevance

End-to-end solutions & client experience systems

Technology-enabled data annotation platform increases annotator efficiency

GenAI LLM support services: dataset engineering, model validation & tuning, software engineering, policy/guardrails

Serving leading providers of digital assistants, search engines and advertising networks

Data Creation / Collection 〉 **Data Annotation** 〉 **Computer Vision** 〉 **Content Relevance** 〉 **Linguistic Annotation**

Culture as a competitive differentiator

Talent Acquisition

- **980K** candidates screened and **180** university partnerships[1]
- **~44%** referral-based hires[2]

[1] During the year ended December 31, 2024.

[2] Of new full time team members hired in 2024.

Training and Coaching

- Create thought leaders with deep industry acumen
- **~3,400** degrees & programs completed at **TELUS Digital University** since 2009[3]

[3] As of December 31, 2024.

Diversity and Inclusion

- Women represent **~46%**[4] of our total workforce

[4] As of March 31, 2025.

Corporate Social Responsibility

- **~$6.1M** distributed to local charities through TELUS Digital Community Boards since 2011[4]
- TELUS Digital team members **volunteered 103,714 hours** in 2024

Culture of inclusion, diversity, and respect drives our success

atd EXCELLENCE IN PRACTICE 2024 Award Winner

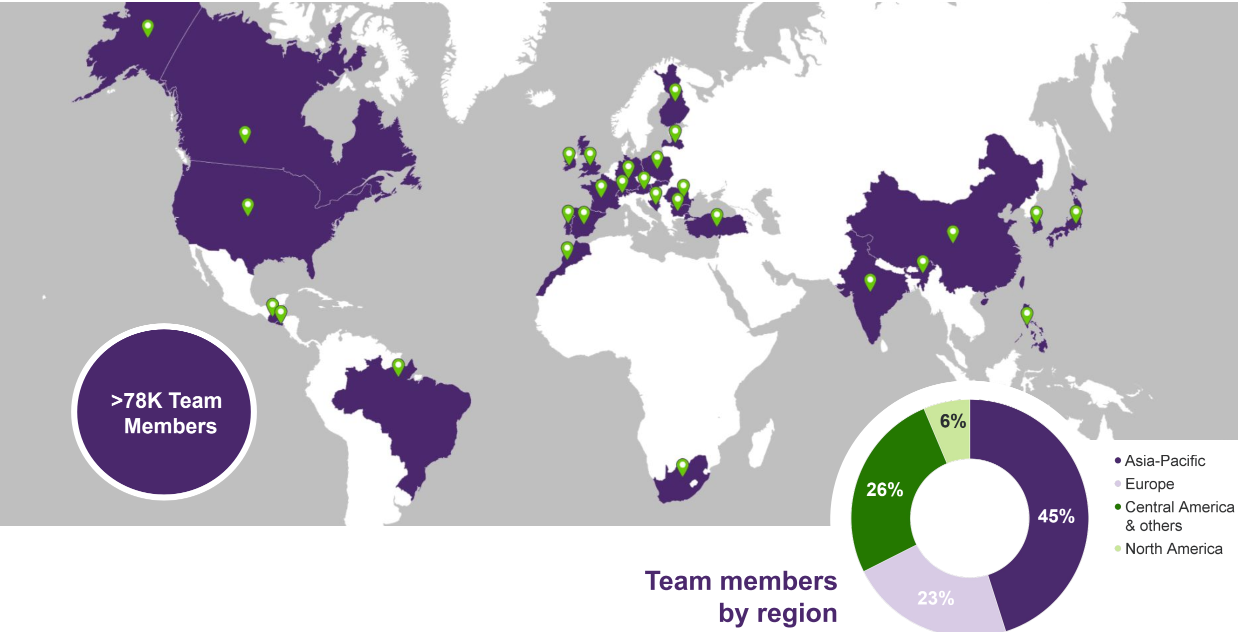
GOLD 2023 STEVIE WINNER FOR GREAT EMPLOYERS

BEST WORKPLACES FOR INNOVATORS 2023

2023 REPORT ON BUSINESS BEST EXECUTIVE AWARDS

2023 • TOP 100 PEOPLE LEADERS & CHROs Mogul

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



Team members by region
(as of March 31, 2025)

Technology partnerships

Google Cloud
IIIO
AUTOMATION ANYWHERE Go be great.
salesforce
DIGITAL REALTY
vmware CLOUD VERIFIED
workvivo
upstreamworks
Five9
UiPath™
itopia
COHESITY
appian
zendesk
Adobe
eGain
GLASSHOUSE SYSTEMS
blueprism
TechSee
servicenow
VERINT
aws

TELUS Digital 2024 Global Partner Award WINNER Five9 Global Partner
The Consulting Report TOP 25 TECHNOLOGY CONSULTANT AND LEADERS 2025
AI BREAKTHROUGH AWARD 2024
Everest Group PEAK MATRIX® LEADER 2024 DATA ANNOTATION AND LABELING
Everest Group BPS TOP 50™ TOP 10
2024 WEBBY AWARD HONOREE
Everest Group PEAK MATRIX® LEADER 2024 CUSTOMER EXPERIENCE MANAGEMENT SERVICES IN AMERICAS
IAOP 2025 GLOBAL OUTSOURCING 100
AI ARTIFICIAL INTELLIGENCE EXCELLENCE AWARD 2025

TELUS® Digital

[1] Effective for the first quarter of 2025, Asia-Pacific includes Africa geographic region and Central America and others includes South America geographic region

Our executive leadership team

Jason Macdonnell

Acting CEO, COO and President, Customer Experience

Tobias Dengel

President of Digital Solutions

Gopi Chande

Chief Financial Officer

Extensive industry track record within
digital solutions and customer experience management

Michel Belec

Chief Legal Officer and Corporate Secretary

Andrea Clayton

Chief People Officer

Brian Hannon

Chief Growth Officer

Multiple levers of long-term 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

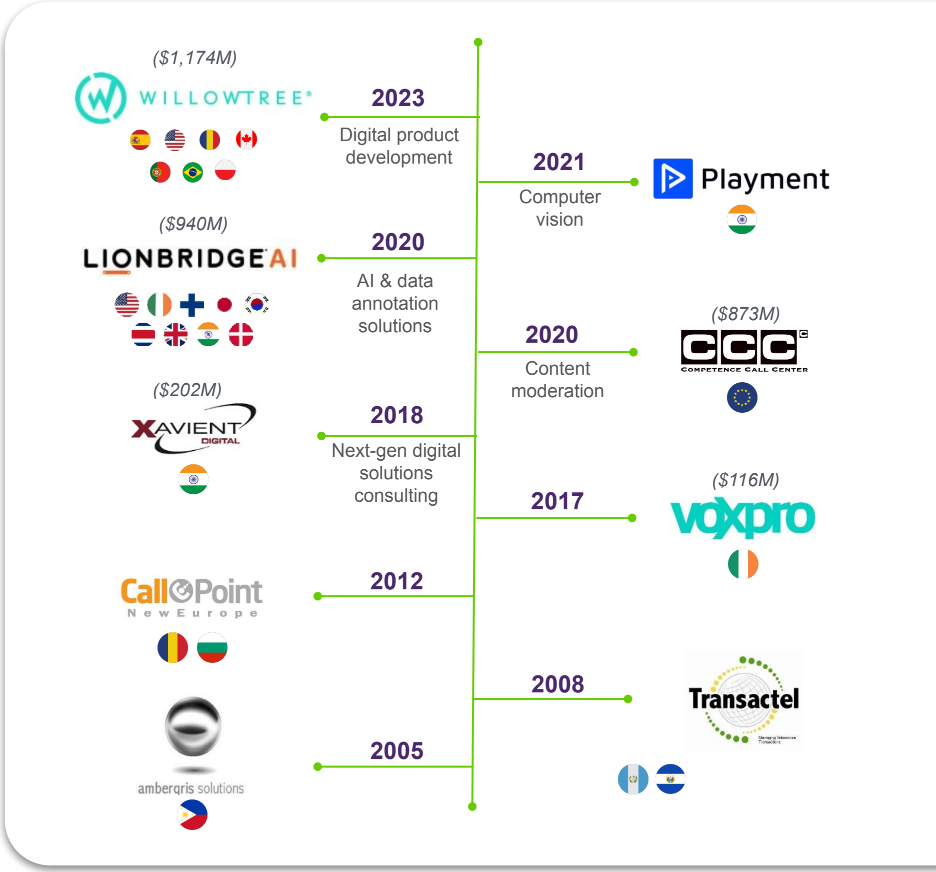
Inorganic growth: proven, disciplined approach to M&A

Key strategic priorities

- Augment capabilities
- Add scale
- Diversify geos & clients

Integration best-practices

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



Navigating a challenging macroeconomic environment

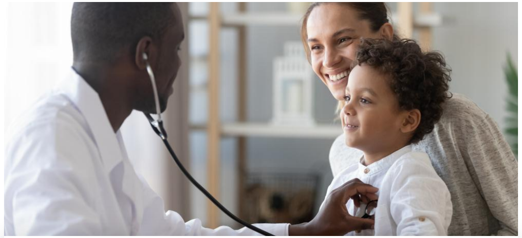
	Continued investment in hyperautomation	Value for money in focus	Vendor consolidation
Industry Specific	Businesses continue to invest in digital transformation to enhance client experience; AI and Trust, Safety & Security in focus now more than ever	Historical experience shows a gravitation towards outsourcing as businesses emerge from a macroeconomic slowdown with a focus on value for money	Clients increasingly choosing to work with end-to-end service providers

	Diversified services and verticals	Entrenched client relationships	Experienced management team	Growth-oriented financial profile
TELUS Digital Specific	Broad array of expertise in a mix of growth and traditionally stable sectors, leveraging leading technology and complex solutions	End-to-end service provider to long tenured clients; focused on doing better with less; strategic partner to TELUS	Extensive industry track record and senior management experience	Long-term focus on profitable growth and cash flow combined with a healthy balance sheet; backed by long-term strategic investors

Growth opportunities with TELUS Corporation

TELUS

Meaningful opportunity to displace competitor spend and capture even more share of TELUS' business across multiple business areas. TELUS is a real-world lab for our digital innovations



TELUS Health

A leading global health and well-being company, providing employee and family preventative healthcare and wellness solutions, relying on innovative digital technologies and client service to improve health

TELUS Agriculture & Consumer Goods

Enabling efficient, sustainable, traceable production from farm to fork, leveraging digital solutions to help improve food safety and quality for end consumers

Our digital solutions amplify opportunities with TELUS

Full-year 2025 outlook

Revenue

~2% growth on an organic basis

Adjusted EBITDA[1]

~$400 million

Adjusted Diluted EPS[1]

~$0.32

Please refer to the forward looking statements disclaimer on slide 2.

[1] Adjusted EBITDA is a non-GAAP measure, while Adjusted Diluted EPS is a non-GAAP ratio, which do not have a standardized meaning under IFRS and may not be comparable with similar measures and ratios presented by other issuers. For a description of the composition of Adjusted EBITDA and Adjusted Diluted EPS see non-GAAP section of this presentation.

Capital allocation strategy geared toward growth

Drive organic growth

- Invest in organic growth drivers
- Increase proportionate investment in sales and marketing
- Baseline annual capital expenditures of ~4% to 5% as percent of revenue

Manage leverage

- Manage leverage to support growth and optimize cost of capital, with strong cash flows enabling debt repayment
- Over the long-term, target steady-state Net Debt to Adjusted EBITDA[1] of 2-3x

Disciplined M&A

- M&A to enhance capabilities and drive secular growth
- Strategically aligned
- Patient and disciplined approach

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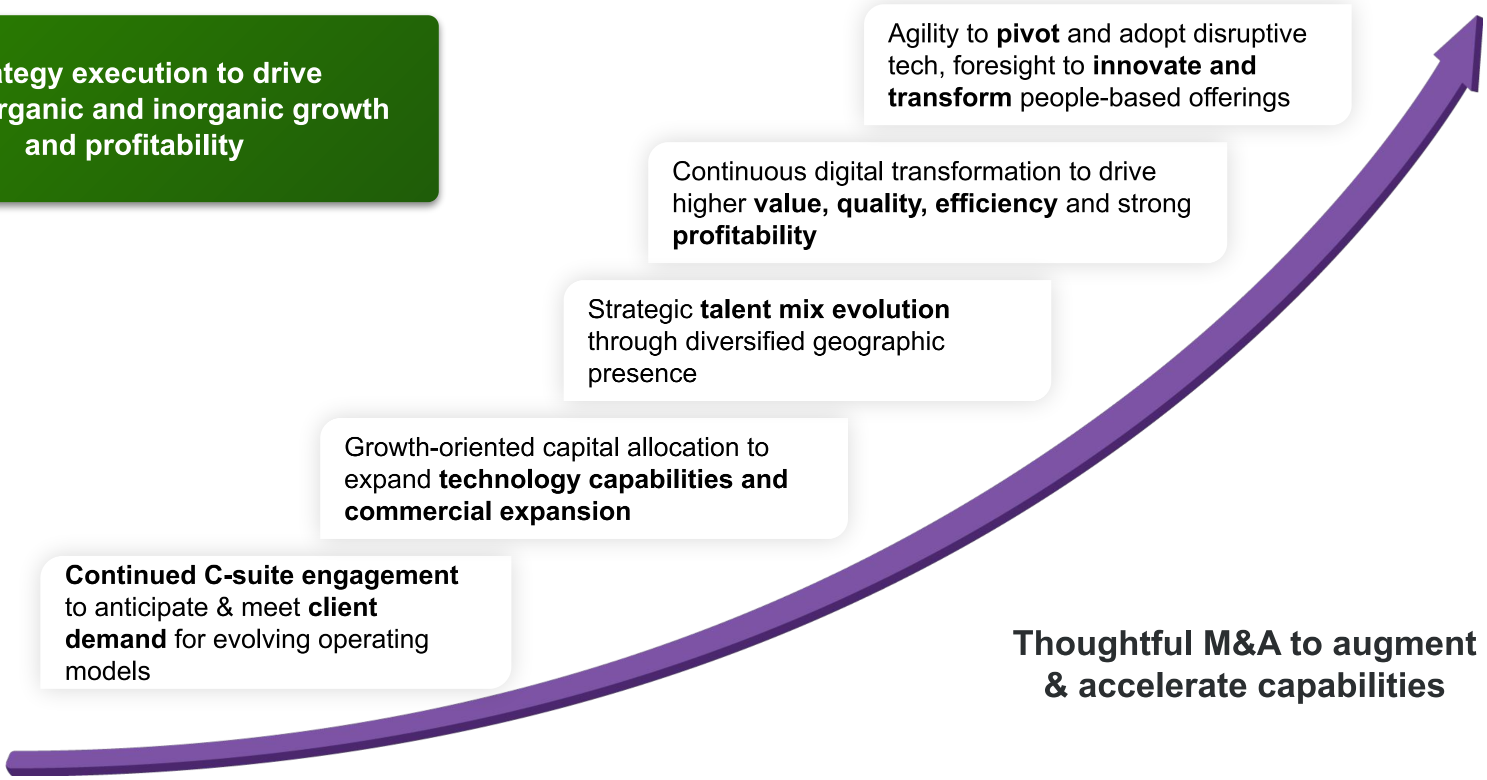
[1] Net Debt to Adjusted EBITDA Leverage Ratio as per our credit agreement is a non-GAAP ratio, calculated based on Net Debt and Adjusted EBITDA, both as per our credit agreement, with other adjustments required as per credit agreement; see Non-GAAP section of this presentation. Net Debt to Adjusted EBITDA Leverage Ratio as per our credit agreement target range excludes the impact of potential future acquisitions.

Key strategic priorities to drive long-term value creation

Strategy execution to drive robust organic and inorganic growth and profitability



Agility to **pivot** and adopt disruptive tech, foresight to **innovate and transform** people-based offerings

Continuous digital transformation to drive higher **value, quality, efficiency** and strong **profitability**

Strategic **talent mix evolution** through diversified geographic presence

Growth-oriented capital allocation to expand **technology capabilities and commercial expansion**

Continued C-suite engagement to anticipate & meet **client demand** for evolving operating models

Thoughtful M&A to augment & accelerate capabilities

Focus on creating value for all stakeholders

Connected Clients

- Driving advocacy through CX (CSAT, NPS)
- Enabling rapid global expansion
- Reducing time to market and cost to serve
- Preserving customer trust
- Leading continuous differentiation

Engaged Team Members

- Nurturing and caring culture
- Protecting team member wellbeing
- Advancing diversity and inclusion
- Promoting growth through learning and development

Healthier Communities

- Giving back to the communities where we live, work and serve
- Creating meaningful employment through impact sourcing
- Supporting a sustainable planet

Shareholders

- Growth-oriented capital allocation
- Experienced management team
- Smart acquirer
- Strong governance

Non-GAAP

Non-GAAP

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Adjusted EBITDA, Adjusted Net Income (Loss), Free Cash Flow, revenue on a constant currency basis, and Net Debt are non-GAAP financial measures, while Adjusted EBITDA Margin, Adjusted Diluted EPS, revenue growth on a constant currency basis and Net Debt to Adjusted EBITDA Leverage Ratio are non-GAAP ratios.

Adjusted EBITDA is commonly used by our industry peers and provides a measure for investors to compare and evaluate our relative operating performance. We use it to assess our ability to service existing and new debt facilities, and to fund accretive growth opportunities and acquisition targets. In addition, certain financial debt covenants associated with our credit facility, including Net Debt to Adjusted EBITDA Leverage Ratio, are based on Adjusted EBITDA, which requires us to monitor this non-GAAP financial measure in connection with our financial covenants. Adjusted EBITDA should not be considered an alternative to net income in measuring our financial performance, and it should not be used as a replacement measure of current and future operating cash flows. However, we believe a financial measure that presents net income adjusted for these items provides a more consistent measure for management to evaluate period-over-period performance and would enable an investor to better evaluate our underlying business trends, our operational performance and overall business strategy.

We exclude items from Adjusted Net Income (Loss) and Adjusted EBITDA, such as acquisition, integration and other, foreign exchange gains or losses and, additionally, with respect to Adjusted Net Income (Loss), the interest accretion on written put options, amortization of purchased intangible assets, and the related tax effect of these adjustments. Full reconciliations of Adjusted EBITDA and Adjusted Net Income (Loss) to the comparable GAAP measures are included at the end of this presentation.

We calculate Free Cash Flow by deducting capital expenditures from our cash provided by operating activities, as we believe capital expenditures are a necessary ongoing cost to maintain our existing productive capital assets and support our organic business operations. We use Free Cash Flow to evaluate the cash flows generated from our ongoing business operations that can be used to meet our financial obligations, service debt facilities, reinvest in our business, and to fund, in part, potential future acquisitions.

Adjusted EBITDA Margin is calculated by dividing Adjusted EBITDA by consolidated revenue. We regularly monitor Adjusted EBITDA Margin to evaluate our operating performance compared to established budgets, operational goals and the performance of industry peers.

Adjusted Diluted EPS is used by management to assess the profitability of our business operations on a per share basis. We regularly monitor Adjusted Diluted EPS as it provides a more consistent measure for management and investors to evaluate our period-over-period operating performance, to better understand our ability to manage operating costs and to generate profits. Adjusted Diluted EPS is calculated by dividing Adjusted Net Income (Loss) by the weighted average number of diluted equity shares outstanding during the period.

Revenue on a constant currency basis is used by management to assess revenue, the most directly comparable GAAP measure, excluding the effect of foreign currency fluctuations. Revenue on a constant currency basis is calculated as current period revenue translated using average foreign exchange rates in the comparable prior period.

Revenue growth on a constant currency basis is used by management to assess the growth of revenue, the most directly comparable GAAP measure, excluding the effect of foreign currency fluctuations. Revenue growth on a constant currency basis is calculated as current period revenue growth translated using average foreign exchange rates in the comparable prior period.

Net Debt to Adjusted EBITDA Leverage Ratio as per our credit agreement is calculated based on Net Debt and Adjusted EBITDA, both as per our credit agreement. Over the long term, we seek to maintain a Net Debt to Adjusted EBITDA Leverage Ratio in the range of 2-3x. We may deviate from our target Net Debt to Adjusted EBITDA Leverage Ratio as per our credit agreement to pursue acquisitions and other strategic opportunities that may require us to borrow additional funds and, additionally, our ability to maintain this targeted ratio depends on our ability to continue to grow our business, general economic conditions, industry trends and other factors.

We have not provided a quantitative reconciliation of our full-year 2025 outlook for Adjusted EBITDA and Adjusted Diluted EPS to our full-year 2025 outlook for net income and diluted EPS because we are unable, without making unreasonable efforts, to calculate certain reconciling items with confidence, which could materially affect the computation of these financial ratios and measures.

Revenue growth on a constant currency basis reconciliation

(millions, except percentages)	2024	2023
Revenue, as reported	**$2,658**	**$2,708**
Foreign exchange impact on current period revenue using prior comparative period's rates	2	(12)
Revenue on a constant currency basis	**$2,660**	**$2,696**
Revenue growth	*(2)%*	*10%*
Revenue growth on a constant currency basis	*(2)%*	*9%*

Adjusted Net Income and Adjusted EPS reconciliation

(millions, except per share amounts)	2024	2023
Net (loss) income	**$(61)**	**$54**
Add back (deduct):		
Acquisition, integration and other	45	55
Real estate rationalization-related impairments	2	5
Amortization of purchased intangible assets	170	174
Interest accretion on written put options	10	13
Foreign exchange (gain) loss	(4)	-
Tax effect of the adjustments above	(46)	(53)
Adjusted Net Income	**$116**	**$248**
Basic EPS	$(0.22)	$0.20
Diluted EPS	$(0.34)	$0.18
Adjusted Basic EPS	$0.42	$0.91
Adjusted Diluted EPS	$0.39	$0.87
Total Weighted Average Shares Outstanding (millions)		
Basic	275	274
Diluted	297	286

Adjusted EBITDA reconciliation

(millions, except percentages)	2024	2023
Net (loss) income	**$(61)**	**$54**
Add back (deduct):		
Acquisition, integration and other	45	55
Depreciation and amortization	324	324
Interest expense	138	144
Foreign exchange (gain) loss	(4)	-
Income taxes	39	5
Adjusted EBITDA	**$481**	**$582**
Net (loss) income margin	*(2.3)%*	*2.0%*
Adjusted EBITDA Margin	*18.1%*	*21.5%*

Calculation of Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement

As at (millions, except for ratio)	March 31, 2025	December 31, 2024
Outstanding credit facility	$1,245	$1,284
Contingent facility utilization	7	7
Net derivative liabilities	-	2
Cash balance[1]	(137)	(150)
Net Debt as per credit agreement	**$1,115**	**$1,143**
Adjusted EBITDA (trailing 12 months)	**$418**	**$481**
Adjustments required as per credit agreement	$(90)	$(124)
Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement	**3.4**	**3.2**

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[1] Maximum cash balance permitted as a reduction to net debt, as per the credit agreement, is $150 million.

TELUS® Digital

Investor Relations

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Thank you!