

Disclaimer

Forward-Looking Statements

This presentation contains forward-looking statements concerning our expected financial results for full-year 2022, 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 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, as updated by our third quarter 2022 Management's Discussion and Analysis filed on SEDAR and as Exhibit 99.2 to our Form 6-K filed on EDGAR.

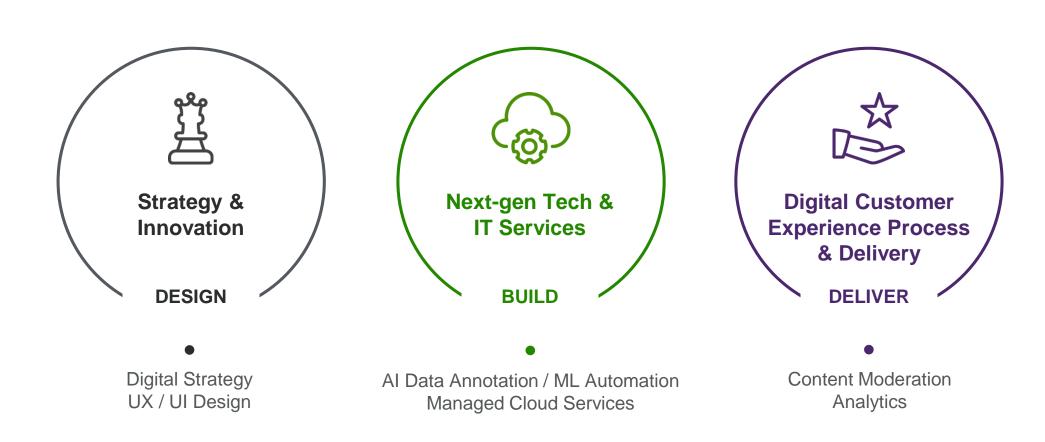
Non-GAAP Financial Measures

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, measures prepared in accordance with GAAP. For an explanation of these non-GAAP financial measures and a reconciliation to the most comparable GAAP measures, please see Non-GAAP section of 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

1 Market	Large market opportunity with powerful secular tailwinds
2 Culture	Differentiated culture driving superior client service
3 Solutions	Category-defining value proposition for digital transformation and CX, including design, build, and deliver capabilities
4 Clients	Strategic, mission-critical partner to a diverse set of disruptive and established clients
5 Delivery	Agile global delivery model supported by next-generation technology
6 Financials	Strong financial profile featuring profitable growth, robust cash flow, and execution track record

~\$225	B+	Total addressable market ¹		
80%	, D	Engagement ²		
18		Average programs per client ³		
600-	- Clients			
56	Delivery Centers			
	FY 2021	2022 Outlook ⁴		
Revenue	\$2.19B	\$2.45 - 2.49B		

Note: CX (Customer Experience).

¹ Total addressable market estimated by management as of 2021.

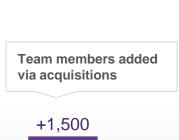
² Employee engagement scores by Kincentric, for the year ended December 31, 2021.

³ Top 10 clients, excl. TELUS, as of December 31, 2021.

⁴ Expected outlook for full-year 2022, as disclosed on November 4, 2022, in our earnings release.

Our digital journey

Evolution of capabilities, client base and global scale



+1,350



AMBERGRIS TRANSACT SOLUTIONS



2005

ambergris solutions

In-house partner for CX solutions

TRANSACTEL



Expansion into Guatemala and El Salvador



+875

2012

CallPoint

CALLPOINT

Expansion into Bulgaria and Romania



2017

+2,400

2016: Investment by Baring Private Equity Asia

VOXPRO



Agile delivery for fastgrowing brands Expanded footprint in U.S., Europe, and Asia



2018

+1,800

XAVIENT DIGITAL



Next-generation digital IT consulting



2020

+8,500

CCC



Content moderation digital CX

Expanded European client base



2020

+750

LIONBRIDGE AI



Al data annotation solutions



2021

Q3'22: ~70,000 total team members

+80

PLAYMENT



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

Note: TM (Team members); "+" indicates team members added through acquisition.

TELUS International + WillowTree | The future of tech innovation





- Significantly enhances premium frontend design and build capabilities
- Strong culture alignment with high team engagement
- Enviable client mix promotes diversification and cross sell opportunities
- Strong revenue growth and healthy margin profile

Culture as a competitive differentiator









Talent Acquisition

- 367K candidates screened and 346 university partnerships¹
- ~41% referral-based hires²

Training and Coaching

- Create thought leaders with deep industry acumen
- ~2,000 degrees completed through TI University globally

Diversity and Inclusion

 Women represent ~47%³ of our total workforce

³ As of September 30, 2022.

Corporate Social Responsibility

- ~\$4.9M distributed to local charities through TELUS International Community Boards since 2011
- TELUS International team members volunteered 70,000 hours in 2021

Culture of inclusion, diversity, and respect drives our success













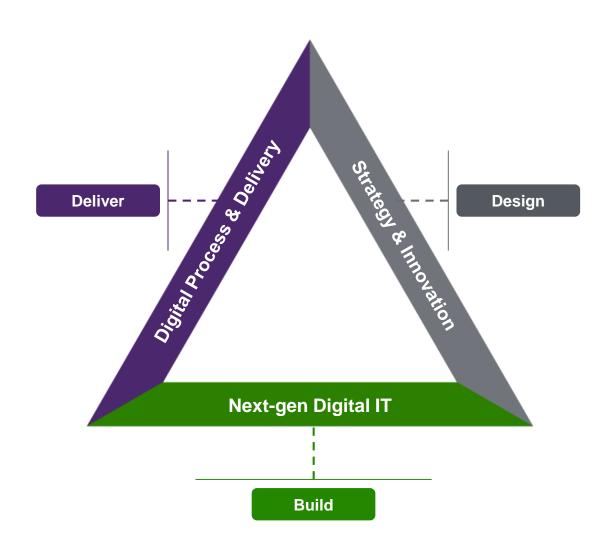




¹ During the year ended December 31, 2021.

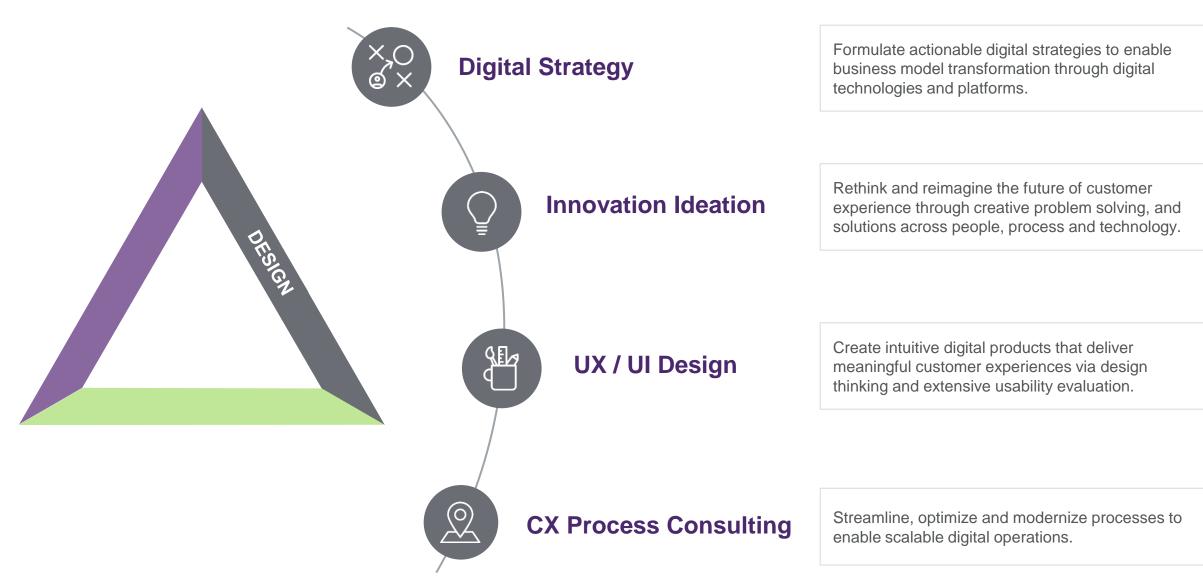
² Of new full time team members hired in 2021.

Category-defining value proposition for Digital Transformation and next-gen CX

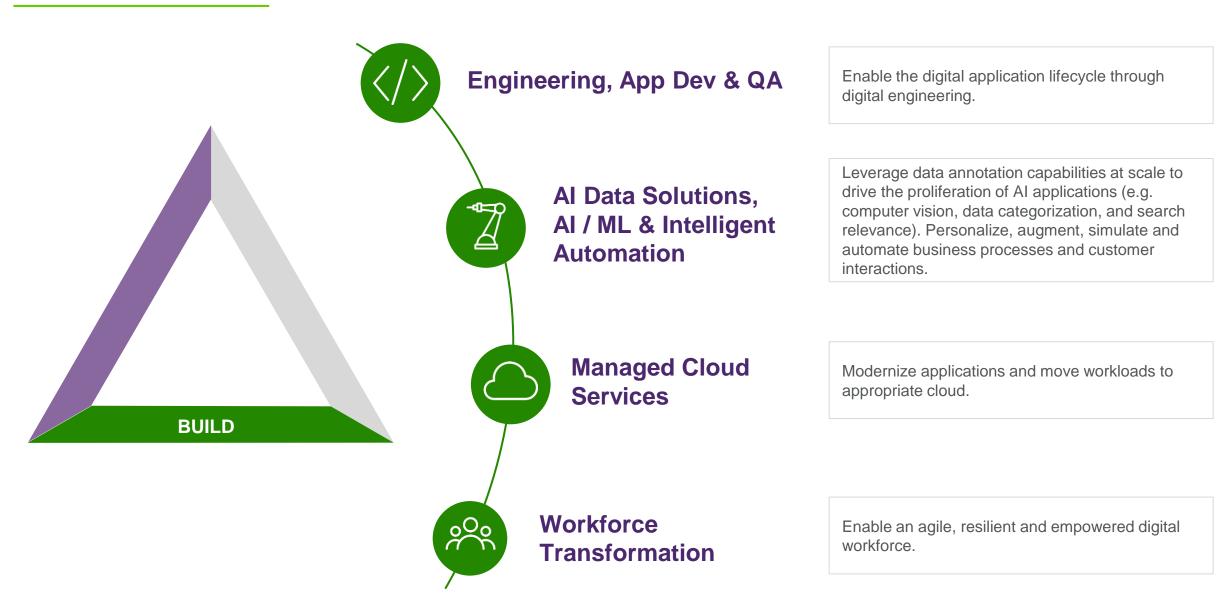


- Differentiated portfolio of integrated digital IT and CX solutions spanning the design, build, deliver lifecycle
- Combine digital technologies with human talent to drive better outcomes
- Strategic partner to clients where nextgen CX differentiation is mission-critical

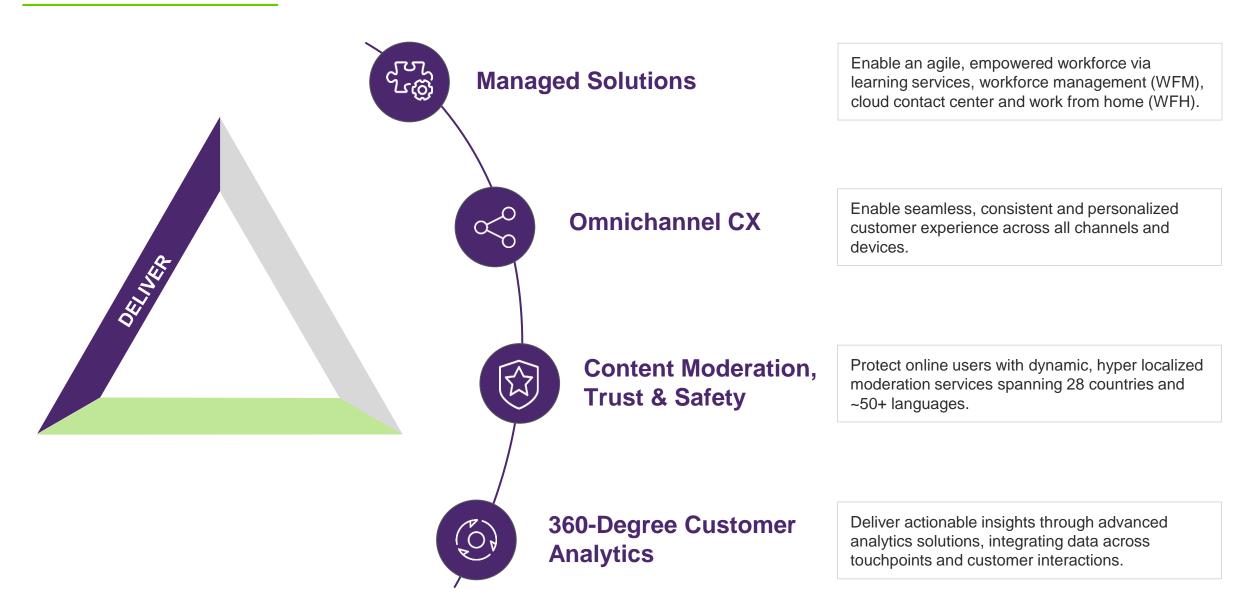
Design strategy & innovation



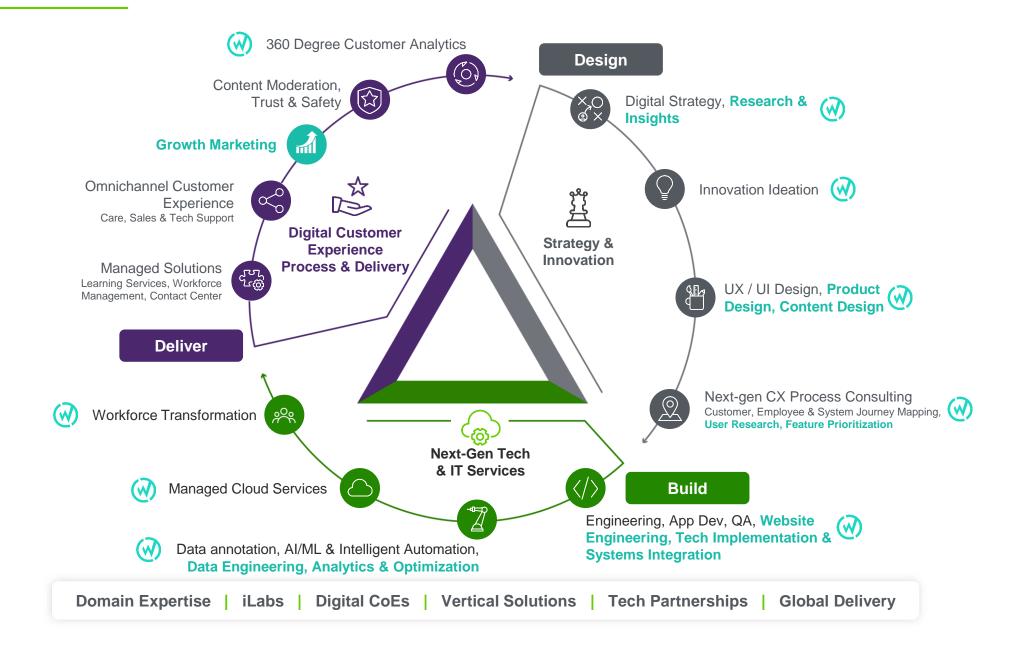
Build next-generation technology & IT services



Deliver digital CX process



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



Unique combination of new economy services



Al Data Solutions

- Data creation and collection
- Data annotation
- Linguistic annotation
- Data validation and relevance
- Computer vision





Content Moderation

- Channel and community mgmt.
- User safety
- Localized compliance
- Social media next-gen CX
- Ad moderation
- Online marketplace protection



Increase in online user generated content (UGC) heightens the demand for efficient digital trust and safety services



Our AI Data Solutions and content moderation form an essential offering for a growing group of companies



Our AI Data Solutions help enable a robust trust and safety framework for our clients' digital businesses, in an age where personal information security is essential for user retention



Effective AI solutions provide the first line of identification, while thoughtful, empathetic and caring human digital first responders are key to our content moderation services



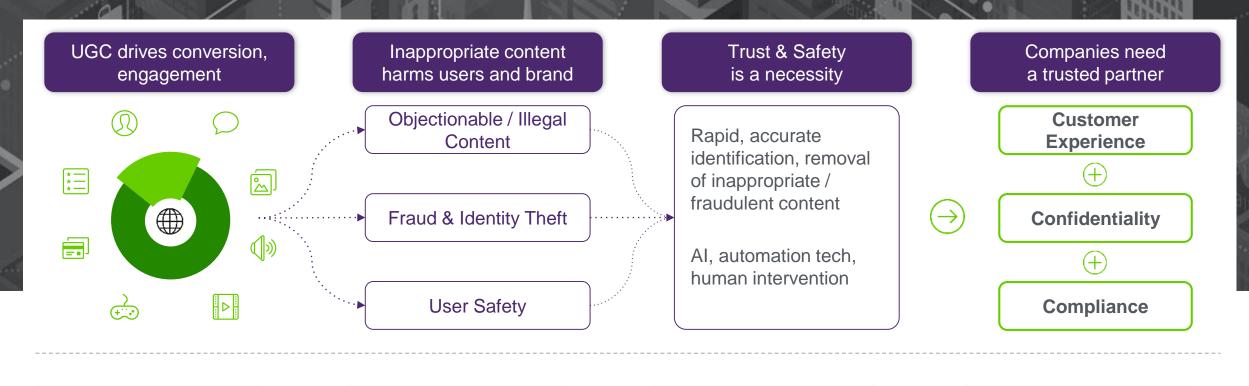
Our AI Data Solutions provide us with additional cross-selling opportunities for content moderation services to both existing and new clients

Spotlight on: TELUS International Digital Trust & Safety solutions

eCommerce &

FinTech

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



Social Media

Note: UGC (User-generated content).

Games

Travel Tech

Spotlight on: TELUS International Al Data Solutions

Technology-enabled solutions to create and enhance the quality of global AI training data for machine learning



ooo 1 million+ Al Community speaking 500+ languages and dialects



Speed & accuracy of delivery



Proprietary Al platforms for community sourcing & project management



Secure onsite, nearsite, offsite capabilities



Data at scale - collection. creation, annotation, relevance



End-to-end solutions & client experience systems



Technology-enabled data annotation platform increases annotator efficiency



Built-in quality assurance



Al data expertise serving leading providers of digital assistants, search engines and advertising networks

Data Creation / Collection

Data Annotation

Computer Vision

Content Relevance

Linguistic Annotation

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

600+ clients







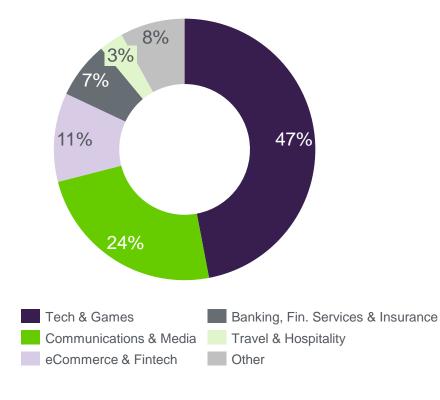


Mission-Critical Partner, Driving Revenue For Clients

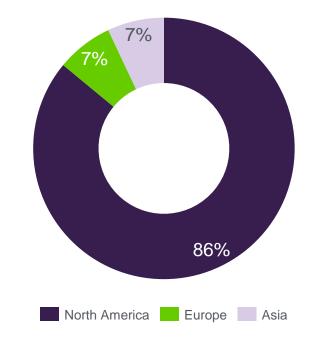


Shared Cultural Values

By vertical (Q3'22)



By customer location (FY 2021)

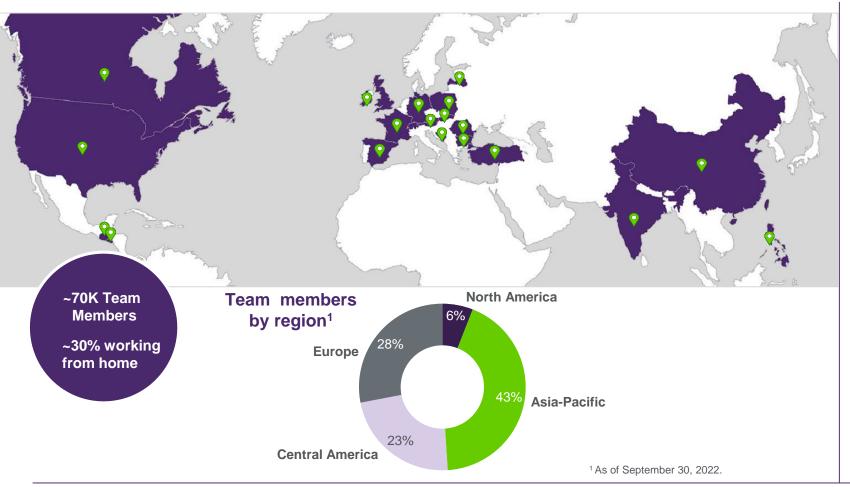


Top 10 client concentration:

FY 2021: 61%

FY 2020: 62%

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



Best-in-class technology



Built on **next-generation** cloud infrastructure



Next-gen tools capable of self learning



Deep expertise in **Al and automation**



API connectivity to clients' data































Experienced executive 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

165 years of combined experience, including extensive industry experience within digital IT and customer experience management



Maria Pardee
Chief Commercial Officer



Beth HowenChief Transformation 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



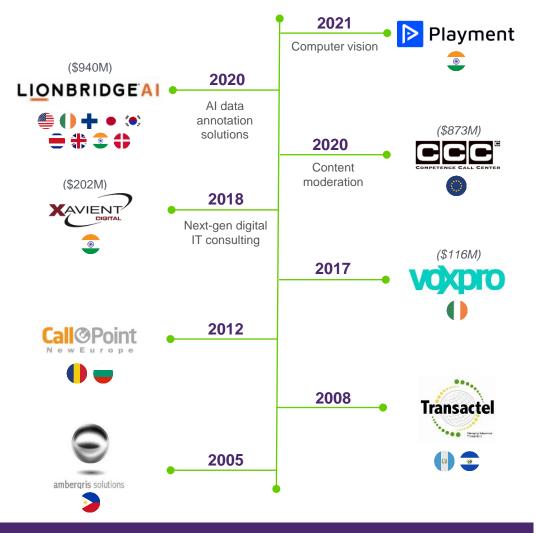
Expand geographic presence

Inorganic growth: proven, disciplined approach to M&A



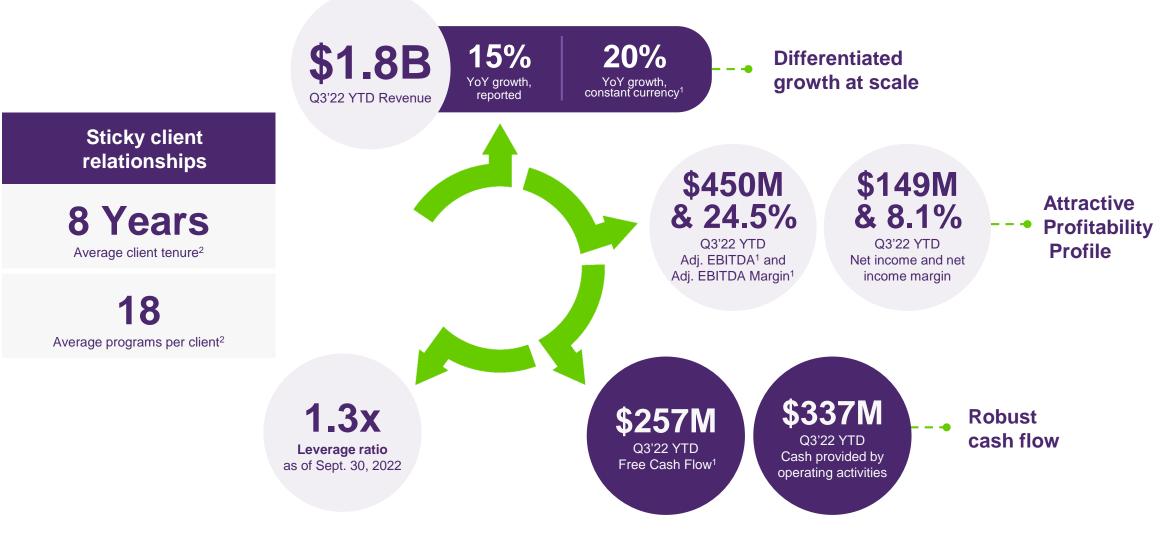
Integration best-practices

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



Proven track-record of value creation

Q3 2022 YTD | Financial highlights

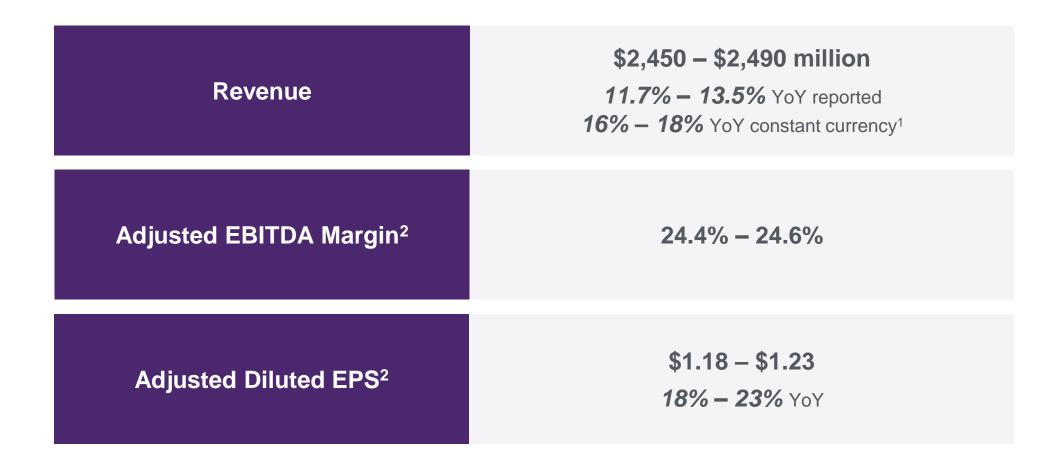


¹ Adjusted EBITDA and Free Cash Flow are non-GAAP financial measures, while revenue growth on a constant currency basis and Adjusted EBITDA Margin are non-GAAP ratios, which do not have a standardized meaning under IFRS and may not be comparable with similar measures presented by other issuers. For a description of the composition of revenue growth on a constant currency basis, Adjusted EBITDA, Adjusted EBITDA Margin, and Free Cash Flow, as well as an explanation of their uses and a reconciliation to the most comparable GAAP measures, see Non-GAAP section of this presentation. In Q3'21YTD, net income was \$42M, net income margin was 2.6%, and cash provided by operating activities was \$218M.

² Top 10 clients, excl. TELUS, as of December 31, 2021.

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FY2022 Outlook | Healthy top line growth and continued strong margin profile



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

¹ Given the ongoing depreciation of the euro relative to the U.S. dollar, we now assume an average exchange rate of one euro to 0.98 U.S. dollars for Q4 2022. Revenue growth on a constant currency basis is a non-GAAP ratio. See Non-GAAP section of this presentation.

² Adjusted EBITDA Margin and Adjusted Diluted EPS are non-GAAP ratios, which do not have a standardized meaning under IFRS and may not be comparable with similar ratios presented by other issuers. For a description of the composition of Adjusted EBITDA Margin and Adjusted Diluted EPS, as well as an explanation of their uses and a reconciliation to the most comparable GAAP ratios, see Non-GAAP section of this presentation.

On track to deliver sustainable and growing shareholder value

Growth and operating leverage

Track record of double-digit 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, if needed



Opportunistic M&A



¹Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement is calculated by dividing Net Debt as per credit agreement by Adjusted EBITDA (trailing 12 months) and other adjustments required as per credit agreement. See Appendices for a calculation of Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement target range excludes the impact of potential future acquisitions.



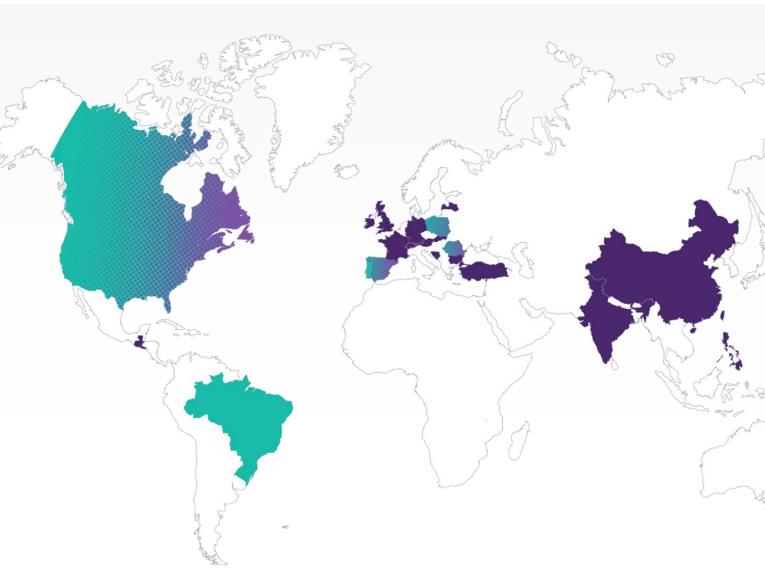
Forward-looking statements

This presentation contains statements about expected future events, including statements relating to the planned acquisition of WillowTree by TELUS International, the closing of the transaction and the expected timing thereof, the expected benefits and synergies of the transaction, the impact of the transaction on TELUS International's and WillowTree's businesses, including impact on financial results of TELUS International, TELUS International's expectations regarding rapid de-leveraging, the expected nature, terms and scope of financing of the transaction, the requirement to obtain certain regulatory approvals for the transaction and plans for its integration. By their nature, forwardlooking statements require TELUS International to make assumptions and predictions and are subject to inherent risks and uncertainties. There can be no assurance that the acquisition will be completed and financed as expected or upon the terms and conditions described in this presentation, that required regulatory approvals will be obtained in a timely manner or at all, that the expected impact on the financial results of TELUS International will be achieved or that rapid de-leveraging would be possible, that the expected benefits and synergies of the transaction will be realized or that the integration of the businesses will be successful. There is significant risk that the forward-looking statements will not prove to be accurate as a result of risks, some of which are beyond the control of TELUS International, that include, but are not limited to: the risk that additional regulatory approvals may be required or any regulatory approval may be delayed, risks related to timing to consummate the transaction, risk that a condition to closing of the transaction may not be satisfied or that an event could occur that would give rise to the right of either or both of the transaction parties to terminate the acquisition agreement, risks related to the ability to achieve contemplated synergies and benefits and effectively integrate WillowTree within expected timeframes or at all and the possibility that such integration may be more difficult, time-consuming or costly than expected, failure of WillowTree to maintain levels of capital expenditures as a percent of revenue and free cash flow that are in line with its historical results and resulting inability to de-lever the business rapidly or at all, the diversion of attention of management of TELUS International and WillowTree to transaction-related issues, risks related to investor perceptions of the transaction parties and their respective businesses, operations, financial condition and industry, and risks related to the potential impact of general economic, political and market factors on the companies or the proposed transaction. The forward-looking statements contained in this presentation describe our expectations at the date of this presentation and, accordingly, are subject to change after such date. Readers are cautioned not to place undue reliance on forward-looking statements as a number of factors could cause actual future events to differ materially from those expressed in the forward-looking statements. Accordingly, this presentation is subject to the disclaimer and qualified by the assumptions, qualifications and risk factors referred to in TELUS International's 2022 second quarter management's discussion and analysis and 2021 annual report, and in other TELUS International public disclosure documents and filings with securities commissions in the United States (on EDGAR at sec.gov) and in Canada (on SEDAR at sedar.com) as well as the risks applicable to WillowTree's business, some of which may not be anticipated by TELUS International. Except as required by law, TELUS International disclaims any intention or obligation to update or revise forward-looking statements.

About WillowTree

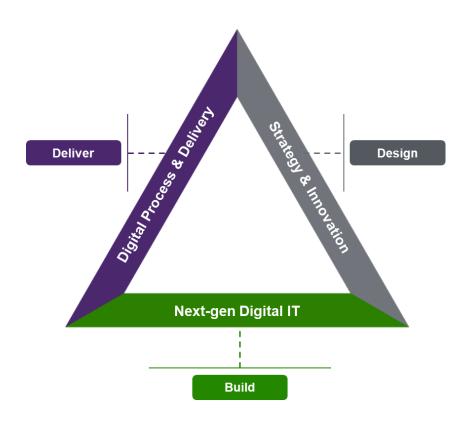


- A premier, full-service digital product provider focused on end user experiences
- Founded in Charlottesville, Virginia in 2008
- Over 1,000 highly engaged team members
- 13 global studios located in the United States, Canada, Brazil, Portugal, Spain, Poland and Romania

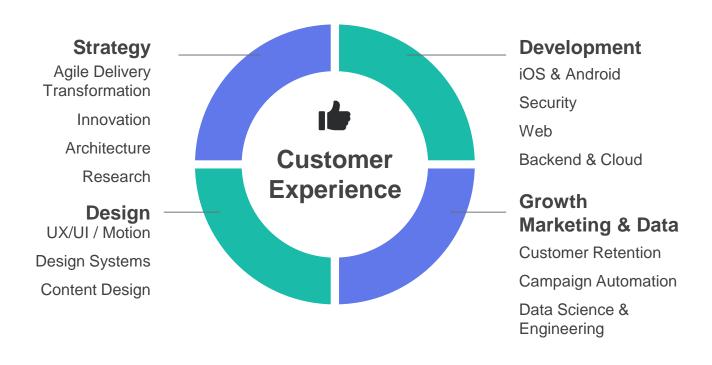


WillowTree | Turbocharging Tl's end-to-end digital CX capabilities









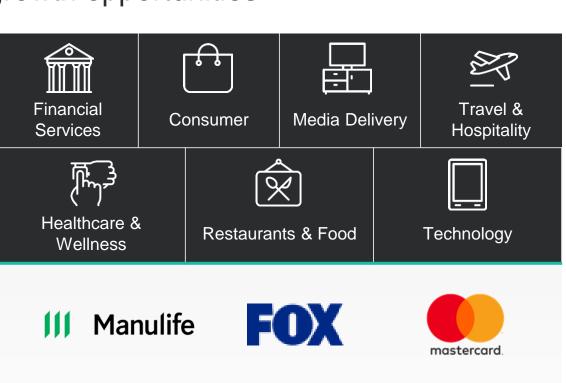
WillowTree designs and builds digital products by fusing strategy, data, customer-centric design, and high-quality engineering that deliver amazing customer experiences that drive loyalty & engagement

WillowTree | Marquee clients unlock new growth opportunities

The Premium Digital Partner of Choice for the Fortune 500's Most Critical Digital Initiatives























WillowTree | Unique delivery model

WillowTree's product development philosophy is rooted in a "build, measure, learn" framework, leveraging agile teams to deliver products that are optimized and offer enterprise-grade performance

WillowTree Utilizes a Disruptive Delivery Model

1

WillowTree deploys a unique blend of agile product development principles, frequent product releases, and risk reduction to ensure product flexibility, faster time to value, and high-confidence for clients

2

WillowTree employs a
vertical development
methodology whereby
teams slice off product
functionality along a vertical;
each slice includes
everything from backend
API development to frontend user interface design to
deliver fully functional and
fully tested digital products
and experiences

3

The team's agile, iterative approach enables WillowTree to reliably deliver quality products for clients faster than competitors



WillowTree | Strong culture, foundational to success



WillowTree has developed an industry-leading company culture that drives high team engagement





Consistently Recognized for Outstanding Culture & Diversity















Consistently Recognized for Industry Leading Digital Expertise











TELUS International 30

WillowTree | Combined company enables strategic and financial benefits





- 2020 proforma revenue of \$94M
- 2021 proforma revenue of \$140M
- June YTD 2022 proforma revenue of \$94M
- Healthy profitability profile
- Low capital expenditures as percent of revenue



- Helps accelerate revenue growth
- Profitability focus and alignment
- Improves client diversification
- Cross-sell / up-sell opportunities
- Attractive cash flow profile allows for rapid de-levering

Note: Proforma based on historical acquisitions completed by WillowTree

WillowTree | Key transaction details

- Transaction enterprise value of US\$1.225 billion
- Anticipated to close in January, 2023 subject to customary closing conditions and regulatory approvals

Estimated financing structure (US\$ millions)		
Uses		
Acquisition of WillowTree	\$1,015	
WillowTree Debt	\$210	
Total Uses	\$1,225	
Sources		
TI Transaction Debt (including WillowTree debt)	\$940	
TI subordinate voting shares	\$125	
WillowTree management reinvestment	\$160	
Total Sources	\$1,225	

Financing structure

- \$125 million in TELUS International subordinate voting shares
- \$160 million reinvested by certain eligible management team members
- \$940 million in cash at closing from upsized and extended TELUS International credit facilities

Financing expectations

- Committed financing in place on consistent terms
- Upon closing, TI's Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement expected to be approximately 3x



Non-GAAP

TELUS International

Non-GAAP

This presentation includes non-GAAP financial information, with reconciliation to GAAP measures presented on the following pages. We report certain non-GAAP measures used in the management analysis of our performance, but these do not have a standardized meaning under IFRS. These non-GAAP financial measures and non-GAAP ratios may not be comparable to GAAP measures or GAAP 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.

Adjusted EBITDA, Adjusted Net Income, Free Cash Flow and revenue on a constant currency basis are non-GAAP financial measures, while Adjusted EBITDA Margin, Adjusted Diluted EPS and revenue growth on a constant currency basis are a 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 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 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 and Adjusted EBITDA as we believe they are driven by factors that are not indicative of our ongoing operating performance, including changes in business combination-related provisions, acquisition, integration and other, share-based compensation, foreign exchange gains or losses and amortization of purchased intangible assets, and the related tax effect of these adjustments. Full reconciliations of Adjusted EBITDA and Adjusted Net Income to the comparable GAAP measure are included on the following pages.

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 by the diluted total weighted average number of 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 fluctuation. Revenue on a constant currency basis is calculated as current period revenue using foreign exchange rates prevailing in the comparable prior period.

Revenue growth on a constant currency basis is used by management to assess the growth of revenue excluding the effect of foreign currency fluctuations. Revenue growth on a constant currency basis is calculated as current period revenue growth using foreign exchange rates prevailing in the comparable prior period.

Revenue growth on a constant currency basis reconciliation

(US\$ millions, except percentages)	Third Quarter YTD		
(unaudited)	2022	2021	
Revenue, as reported	\$1,838	\$1,594	
Foreign exchange on 2022 revenue using 2021 rates	69		
Revenue on a constant currency basis	\$1,907		
Revenue growth	15%		
Revenue growth on a constant currency basis	20%		

Adjusted Net Income reconciliation

	Full Ye	ear	Third Quarter YTD	
(US\$ millions, except per share amounts)	2021	2020	2022	2021
			(unaudited)	(unaudited)
Net income	\$78	\$103	\$149	\$42
Add back (deduct):				
Changes in business combination-related provisions		(74)		
Acquisition, integration and other	23	59	17	18
Share-based compensation	75	29	20	66
Foreign exchange (gain) loss	(1)	(2)	(25)	1
Amortization of purchased intangible assets	132	75	91	99
Tax effect of the adjustments above	(40)	(30)	(15)	(34)
Adjusted Net Income	\$267	\$160	\$237	192
Basic EPS	\$0.30	\$0.46	\$0.56	\$0.16
Diluted EPS	\$0.29	\$0.46	\$0.55	\$0.16
Adjusted Basic EPS	\$1.01	\$0.71	\$0.89	\$0.73
Adjusted Diluted EPS	\$1.00	\$0.71	\$0.88	\$0.72
Total Weighted Average Shares Outstanding (millions)				
Basic	264	224	266	263
Diluted	267	226	269	265

Adjusted EBITDA reconciliation

	Full '	Year	Third Qua	arter YTD
(US\$ millions, except percentages)	2021	2020	2022	2021
			(unaudited)	(unaudited)
Net income	\$78	\$103	\$149	\$42
Add back (deduct):				
Changes in business combination-related provisions		(74)		
Acquisition, integration and other	23	59	17	18
Share-based compensation	75	29	20	66
Foreign exchange (gain) loss	(1)	(2)	(25)	1
Depreciation and amortization	257	182	190	191
Interest expense	44	46	29	36
Income taxes	64	48	70	43
Adjusted EBITDA	\$540	\$391	450	397
Net income margin	3.6%	6.5%	8.1%	2.6%
Adjusted EBITDA Margin	24.6%	24.7%	24.5%	24.9%

Free Cash Flow reconciliation

	Full Year		Third Quarter YTD	
(US\$ millions)	2021	2020	2022	2021
			(unaudited)	(unaudited)
Cash provided by operating activities	\$282	\$263	\$337	\$218
Less: capital expenditures	(101)	(74)	(80)	(66)
Free Cash Flow	\$181	\$189	\$257	\$152



Appendices



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

As at (US\$ millions, except for ratio)	September 30,	December 31,	
(unaudited)	2022	2021	
Outstanding credit facility	\$786	\$941	
Contingent facility utilization	6	7	
Net derivative liabilities	9	19	
Cash balance ¹	(100)	(100)	
Net Debt as per credit agreement	\$701	\$867	
Adjusted EBITDA (trailing 12 months)	\$593	\$540	
Adjustments required as per credit agreement	(67)	(118)	
Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement	1.3	2.1	

¹ A cash balance of \$100 million is used in accordance with the maximum permitted under the credit agreement; actual cash balance as of September 30, 2022 and December 31, 2021 was \$143 million and \$115 million, respectively.

