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 9, 2024, as updated by our management’s discussion and analysis for the three- and nine-month period ended September 30, 2024, which is filed on SEDAR and as Exhibit 99.2 to our Form 6-K filed on EDGAR.

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 prescribed by the International Accounting Standards Board (IFRS-IASB). 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.

Rebranding

In the third quarter of 2024, we formally completed the rebranding of TELUS International as TELUS Digital. The legal name of the company remains TELUS International (Cda) Inc. 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.

Dedicated to crafting lasting customer experiences through data, technology, and a human-centric approach

Strategy & Innovation

DESIGN

Next-gen Tech & IT Services

BUILD

Digital Customer Experience Process & Delivery

DELIVER

The TELUS Digital difference

1	**Market**	Large market opportunity with powerful secular tailwinds
2	**Solutions**	Category-defining position in digital transformation and CX, with E2E design, build, and deliver capabilities, including trust & safety and generative AI
3	**Clients**	Strategic, mission-critical partner to a diverse set of disruptive and established clients
4	**Culture**	Differentiated culture driving superior client service
5	**Delivery**	Agile global delivery model seamlessly connected by next-generation technology
6	**Financials**	Strong long-term financial profile focused on profitable growth and robust cash flow

$750B+	Total addressable market[1]
18	Average programs per client[2]
650+	Clients
76%	Global top quartile Engagement[3]
68	Delivery locations

	FY 2023	2024 Outlook[4]
Revenue	**$2.71B**	**$2.61 - 2.66B**

Note: CX (Customer Experience).
[1] Total addressable market estimated by management as of 2023.
[2] Top 10 clients, excl. TELUS, as of December 31, 2023.
[3] Employee engagement score by Kincentric, for the year ended December 31, 2023.
[4] Outlook for full-year 2024, as disclosed on August 2, 2024.

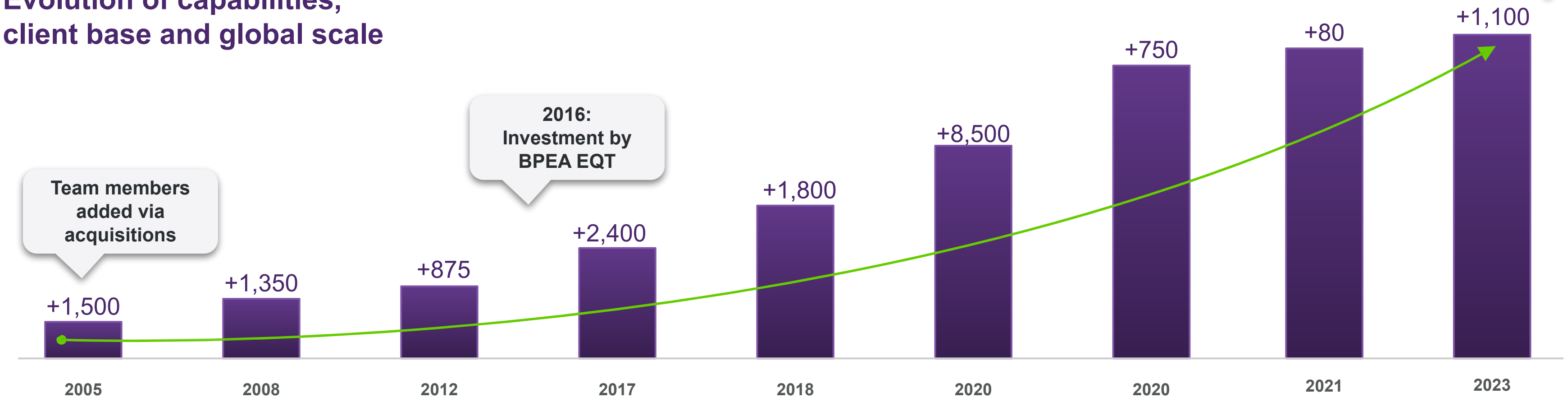
Our digital journey

Sept. 30, 2024: ~77,000 total team members

Evolution of capabilities, client base and global scale

Team members added via acquisitions

2016: Investment by BPEA EQT



AMBERGRIS SOLUTIONS	TRANSACTEL	CALLPOINT	VOXPRO	XAVIENT DIGITAL	CCC	LIONBRIDGE AI	PLAYMENT	WILLOWTREE
In-house partner for CX solutions	Expansion into Guatemala and El Salvador	Expansion into Bulgaria and Romania	Agile delivery for fast-growing brands; expanded footprint in U.S., Europe and Asia	Next-generation digital IT solutions	Content moderation digital CX; expanded European client base	AI data annotation solutions	Image, video and lidar data annotation solutions, and computer vision technology	Digital product development focused on end-user experience

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

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

AI augmented CX | CCaaS

$750B+
Market Size

Trust, Safety & Security

Users interact in online ecosystems generating content in high volume

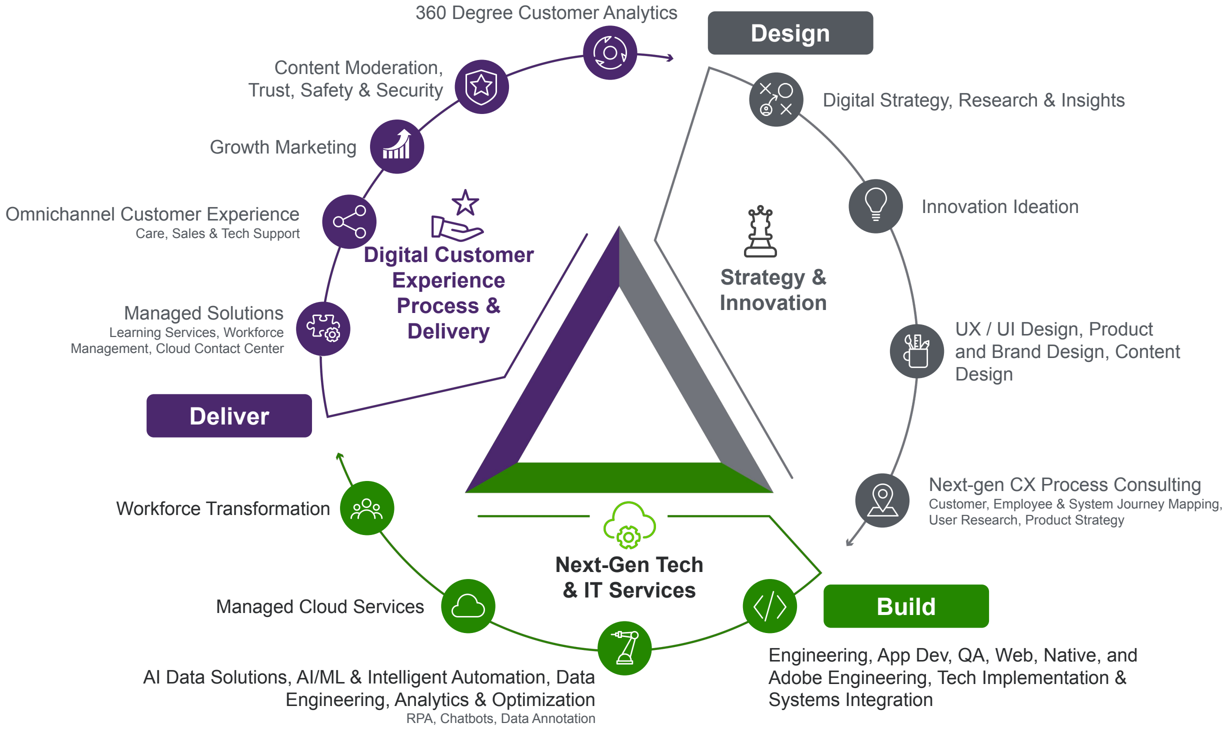
Evolving Content Type | Emerging Regulations | Metaverse

Digital IT

Digital transformation enables superior user experience designed around immersive interfaces

Digital Strategy Design | App Dev | Cloud | Hyperautomation

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



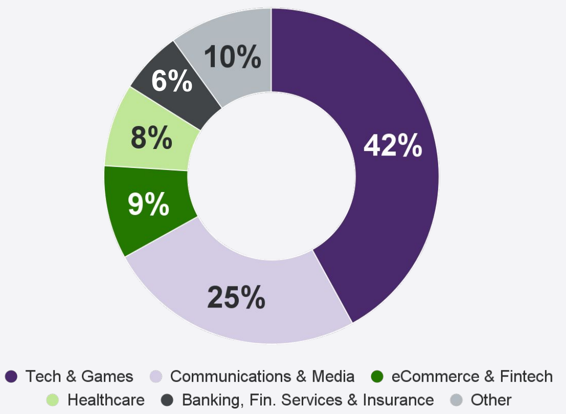
Domain Expertise | iLabs | Digital CoEs | Vertical Solutions | Tech Partnerships | Global Delivery

Revenue diversification: strategic partner to a diverse set of clients

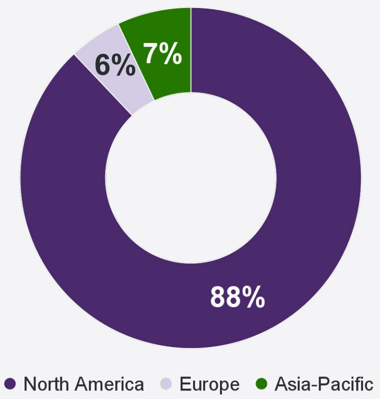
650+ clients

- High-Growth End-Markets
- Partner With Disruptors & Market Leaders
- Long-Term, Entrenched Relationships
- Mission-Critical Partner, Driving Revenue For Clients
- Shared Cultural Values

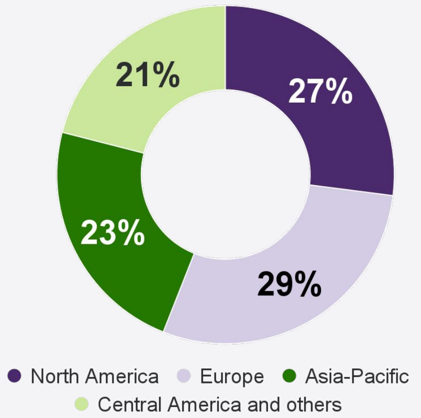
By vertical (Q3 2024)



By client location (Q3 2024)



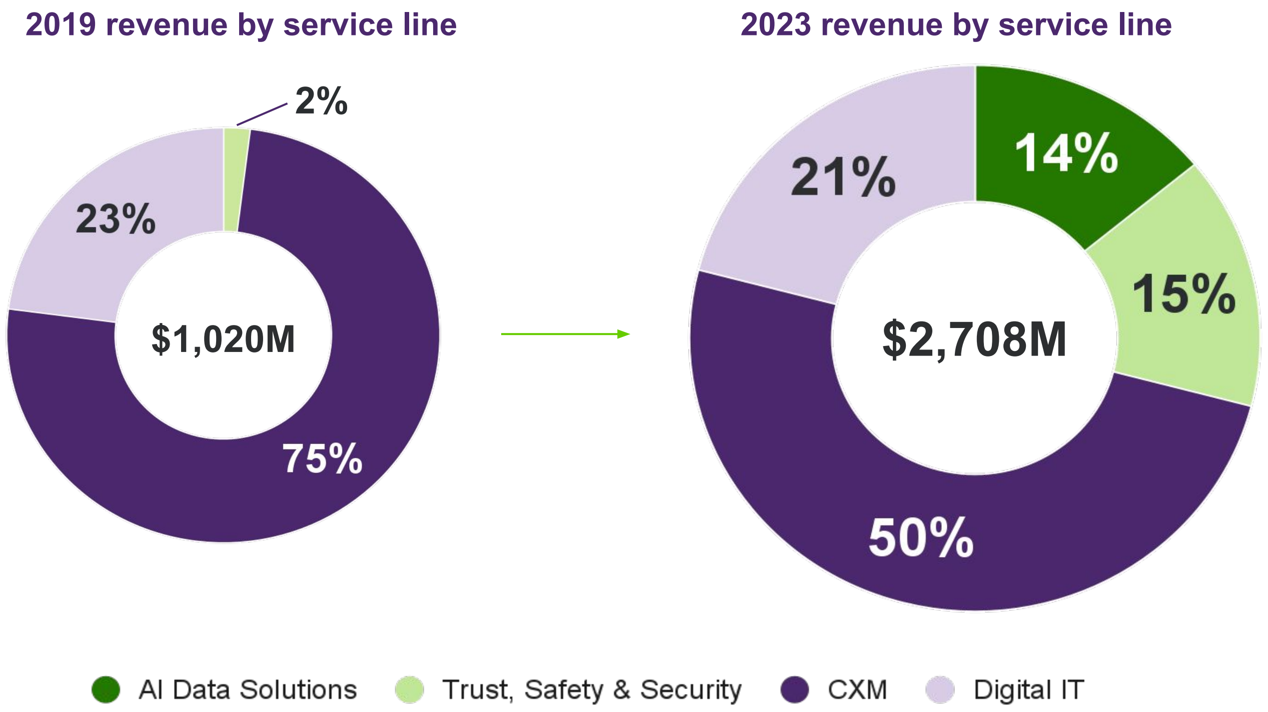
By geography (Q3 2024)



Top 10 client concentration:

- FY 2023: 63% | Q3 2024: 65%

Diversification across service lines, evolution to technology-centric model



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 safety
- Know Your Client and identification verification
- Fraud detection

Spotlight on: TELUS Digital Trust, Safety & Security

Importance of building trust 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, removal of inappropriate / fraudulent content

AI, automation tech, human intervention

Companies need a trusted partner

Customer Experience
+
Confidentiality
+
Compliance

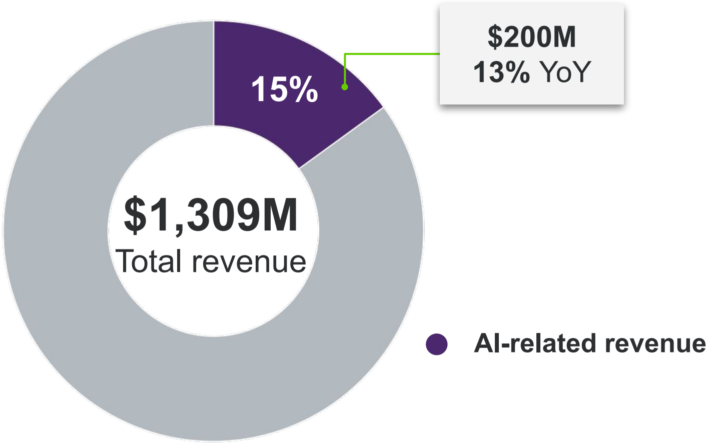
Games | eCommerce & FinTech | Social Media | Travel Tech

Note: UGC (User-generated content).

AI driven growth

Double-digit revenue growth in AI-related services

Revenue contribution (H1'24)



AI-related opportunities in the total sales funnel

~10%

Market Opportunity

$176B AI-related TAM (as of 2023)

~30% AI-related TAM growth rate (2023-2027 CAGR), incl. expected growth of 70%+ in GenAI

Fuel iX

Enterprise grade AI-fueled intelligent experiences

Automate | Augment | Adopt | Accelerate

Apps

Turn-key apps and use cases

- CX
- DX
- EX
- Other

Integrated framework for apps & UX

- 3rd Party
- UX

Note: EX (Employee Experience), DX (Developer Experience), UX (User Experience).

Core

Flexible | Extensible | Scalable | Controllable

Scalable enterprise services

- Arbitration
- Orchestration
- Moderation
- Validation

Common management backbone

- Administration
- Observation
- Integration
- Security

Featured by IDC

"Through user interviews, testing strategy, risk analysis, and reporting, TELUS Digital has not only understood users' needs, mental models, and desires related to AI-powered virtual assistants but also established UX guidelines and added to the [client's] bot experience knowledge base."

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) for generative AI

- 1 million+ AI Community speaking 500+ languages and dialects
- Speed & accuracy of delivery, with built-in quality assurance
- Proprietary AI 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
- Generative AI services: dataset engineering, model validation & tuning, software engineering, policy/guardrails
- AI data expertise 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

- **820K** candidates screened and **200** university partnerships[1]
- **~48%** referral-based hires[2]

[1] During the year ended December 31, 2023.
[2] Of new full time team members hired in 2023.

Training and Coaching

- Create thought leaders with deep industry acumen
- **~3,300** degrees & programs completed at **TELUS Digital University**

Diversity and Inclusion

- Women represent **~46%**[3] of our total workforce

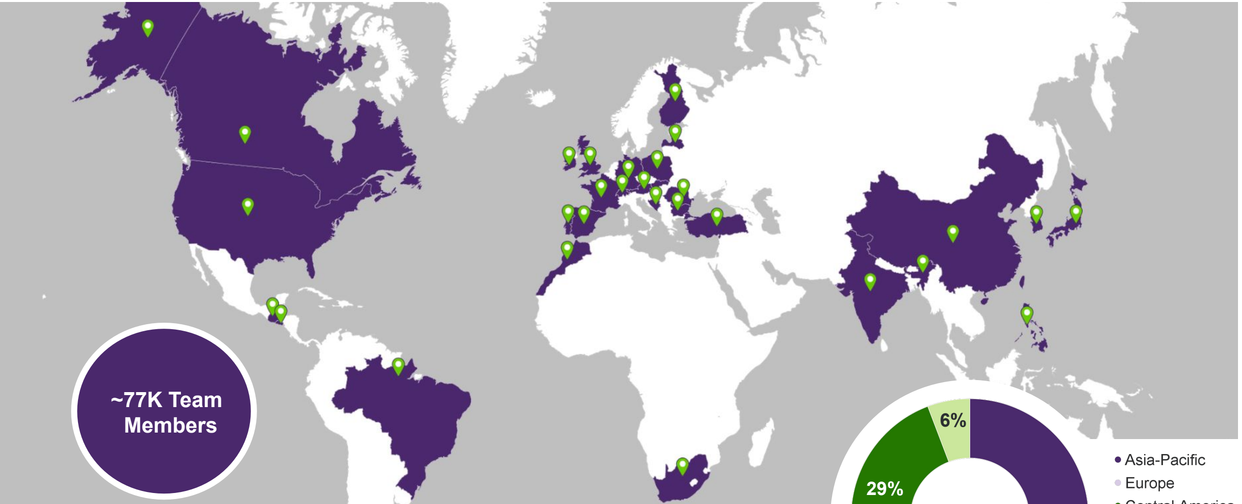
[3] As of September 30, 2024.

Corporate Social Responsibility

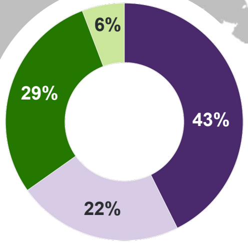
- **~$5.8M** distributed to local charities through TELUS Digital Community Boards since 2011
- TELUS Digital team members **volunteered 83,000 hours** in 2023

Culture of inclusion, diversity, and respect drives our success

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



~77K Team Members



- Asia-Pacific
- Europe
- Central America & others
- North America

Team members by region
(as of September 30, 2024)

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

Google Cloud, IIIO, salesforce, Automation Anywhere, Five9, Digital Realty, TechSee, vmware Cloud Verified, Cohesity, UiPath, workvivo, GlassHouse Systems, appian, itopia, upstreamworks, servicenow, blueprism, VERINT, eGain

AI Breakthrough Award 2024 · Everest Group PEAK Matrix Leader 2024 Data Annotation and Labeling · Everest Group BPS Top 50 · Webby Award Honoree 2024 · Excellence in Customer Service Award 2024 · Everest Group PEAK Matrix Leader 2024 Customer Experience Management Services in Americas · IAOP 2024 Global Outsourcing 100 · WillowTree named in: Forrester's Innovation Consulting Services Landscape, Q1 2024 · NelsonHall NEAT Leader 2024 CX Services in High Tech & Automotive

Our executive leadership team

Jason Macdonnell
Acting CEO, COO and President, Customer Experience

Tobias Dengel
President of Digital Solutions

Gopi Chande
Chief Financial Officer

Michel Belec
Chief Legal Officer and Corporate Secretary

Extensive industry track record within
digital solutions and customer experience management

Andrea Clayton
Chief Human Resources Officer

Monty Hamilton
Chief Product and Marketing Officer

Brian Hannon
Chief Growth Officer

Mike Ringman
Chief Information Officer

Multiple levers of long-term organic growth

Expand volume and services with existing clients

Win new logos in core verticals

Leverage technology expertise, including AI 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

- 2023 – WillowTree ($1,174M) – Digital product development
- 2021 – Playment – Computer vision
- 2020 – Lionbridge AI ($940M) – AI data annotation solutions
- 2020 – CCC Competence Call Center ($873M) – Content moderation
- 2018 – Xavient Digital ($202M) – Next-gen digital IT consulting
- 2017 – Voxpro ($116M)
- 2012 – CallPoint New Europe
- 2008 – Transactel
- 2005 – ambergris solutions

Navigating a challenging macro environment

Industry Specific

Continued investment in hyperautomation

Businesses continue to invest in digital transformation to enhance client experience; AI and Trust, Safety & Security in focus now more than ever

Value for money in focus

Historical experience shows a gravitation towards outsourcing as businesses emerge from a macro slowdown with a focus on value for money

Vendor consolidation

Clients increasingly choosing to work with end-to-end service providers

TELUS Digital Specific

Diversified services and verticals

Broad array of expertise in a mix of growth and traditionally stable sectors, leveraging leading technology and complex solutions

Entrenched client relationships

End-to-End service provider to long tenured clients; focused on doing better with less; average tenure of 9 years (excl. TELUS); strategic partner to TELUS

Experienced management team

Extensive industry track record and senior management experience including navigating previous macro slowdowns

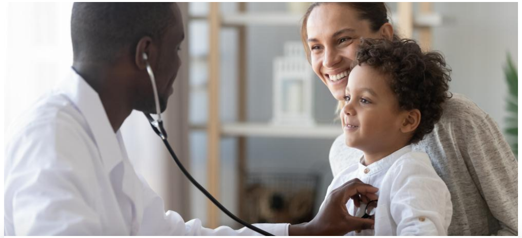
Strong financial profile over the long term

Focus on profitable growth and cash flow combined with a healthy balance sheet; backed by long-term strategic investors

Counter-cyclical 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, particularly in the area of GenAI deployment.



TELUS Health

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

TELUS Agriculture & Consumer Goods

Enabling efficient, sustainable, traceable production from farm to fork, leveraging digital solutions as the largest provider of its kind to help improve food safety and quality for end consumers.

Our digital solutions amplify opportunities with TELUS

Full-year 2024 outlook

Revenue

$2,610 to $2,665 million

Adjusted EBITDA[1]

$465 to $485 million

Adjusted Diluted EPS[1]

$0.39 to $0.44

Adjusted EBITDA Margin[1]

17.8% to 18.1%

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

[1] Adjusted EBITDA is a non-GAAP measure, while 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 measures and ratios presented by other issuers. For a description of the composition of Adjusted EBITDA, Adjusted EBITDA Margin 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

Disciplined M&A

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

Manage leverage

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

[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.

Driving incremental shareholder 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 geo presence

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

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

Thoughtful M&A to augment & accelerate capabilities

Delivering substantial value to 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, equity and inclusion
- Promoting growth through learning & 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, 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 and Adjusted EBITDA, such as acquisition, integration and other, foreign exchange gains or losses and, additionally, with respect to Adjusted Net Income, 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 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 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. 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 2024 outlook for Adjusted EBITDA Margin and Adjusted Diluted EPS to our full-year 2024 outlook for net income margin 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)	2023	2022
Revenue, as reported	**$2,708**	**$2,468**
Foreign exchange impact on current period revenue using prior comparative period's rates	(12)	87
Revenue on a constant currency basis	**$2,696**	**$2,555**
Revenue growth	*10%*	*12%*
Revenue growth on a constant currency basis	*9%*	*16%*

TELUS® Digital

Adjusted Net Income and Adjusted EPS reconciliation

(millions, except per share amounts)	2023	2022
Net income	**$54**	**$183**
Add back (deduct):		
Acquisition, integration and other	55	40
Real estate rationalization-related impairments	5	-
Amortization of purchased intangible assets	174	121
Interest accretion on written put options	13	-
Foreign exchange (gain) loss	-	(7)
Tax effect of the adjustments above	(53)	(31)
Adjusted Net Income	**$248**	**$306**
Basic EPS	$0.20	$0.69
Diluted EPS	$0.18	$0.68
Adjusted Basic EPS	$0.91	$1.15
Adjusted Diluted EPS	$0.87	$1.13
Total Weighted Average Shares Outstanding (millions)		
Basic	274	266
Diluted	286	270

Adjusted EBITDA reconciliation

(millions, except percentages)	2023	2022
Net income	**$54**	**$183**
Add back (deduct):		
Acquisition, integration and other	55	40
Depreciation and amortization	324	258
Interest expense	144	41
Foreign exchange (gain) loss	-	(7)
Income taxes	5	67
Adjusted EBITDA	**$582**	**$582**
Net income margin	*2.0%*	*7.4%*
Adjusted EBITDA Margin	*21.5%*	*23.6%*

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

As at (millions, except for ratio)	September 30, 2024	December 31, 2023
Outstanding credit facility	$1,331	$1,463
Contingent facility utilization	7	7
Liability related to provisions for written put options[1]	-	68
Net derivative liabilities	5	-
Cash balance[2]	(149)	(127)
Net Debt as per credit agreement	**$1,194**	**$1,411**
Adjusted EBITDA (trailing 12 months)	**$562**	**$582**
Adjustments required as per credit agreement	$(147)	$(84)
Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement	**2.9**	**2.8**

[1] Reflects the undiscounted amount payable in cash on the estimated provisions for written put options arising from our acquisition of WillowTree. During the second quarter of 2024, we amended the provisions for written put options and eliminated the requirement to settle a portion in cash. See Note 12—Provisions in our condensed interim consolidated financial statements for the three- and nine-months ended September 30, 2024 for additional details on the amendments.
[2] Maximum cash balance permitted as a reduction to net debt, as per the credit agreement, is $150 million.

Investor Relations

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Thank you!