

Investor factsheet

TELUS International is a leading digital customer experience (CX) innovator that designs, builds, and delivers next-gen solutions, including artificial intelligence (AI) and content moderation, for global and disruptive brands. We are defining a new category at the intersection of digital IT and digital CX – uniquely positioned with our integrated, end-to-end digital capabilities across the full customer experience value chain. We are a global business with meaningful scale, proven capabilities, and a caring culture, driving a robust financial profile with a focus on profitable growth.

NYSE & TSX: **TIXT**

Market capitalization
as of March 29, 2024

US\$2.4B
C\$3.3B

The TELUS International difference



Market

Large market opportunity with powerful secular tailwinds



Culture

Differentiated culture driving superior customer service



Solutions

Category-defining digital solutions



Clients

Strategic, mission-critical partner to global and disruptive brands



Delivery

Agile global delivery model with next-gen carrier-grade technology



Financials

Strong financial profile and execution track record



US\$2.7B

Q1'24 TTM Revenue



5%

Revenue Growth YoY
(Q1'23 TTM to Q1'24 TTM)



Consistent focus on profitable growth

End-to-end digital capabilities



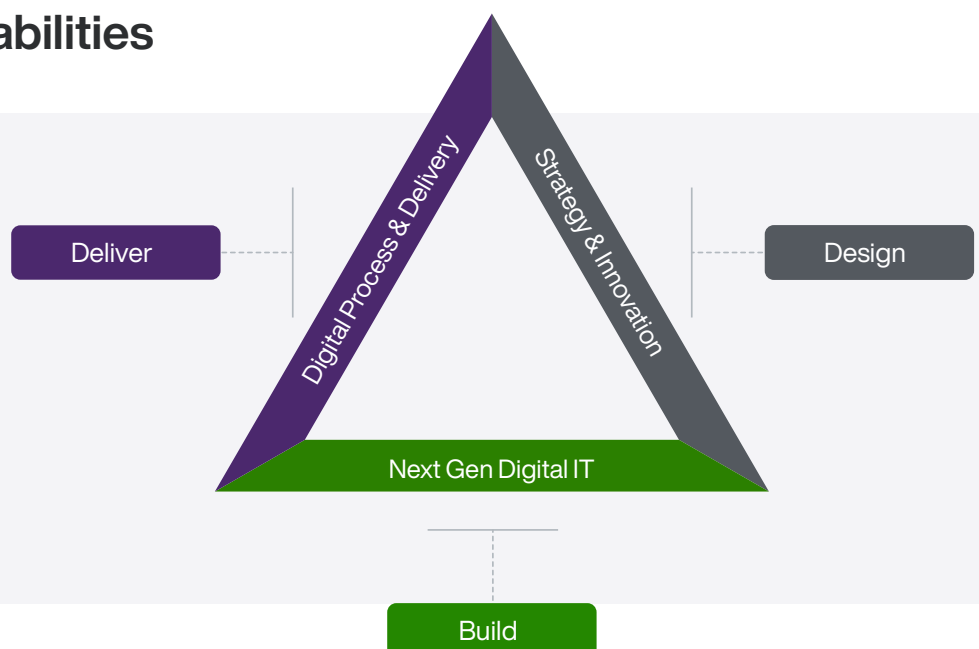
650+

Clients



9 years

Average client tenure¹



¹ Top 10 clients excl. TELUS, as of December 31, 2023

Global presence



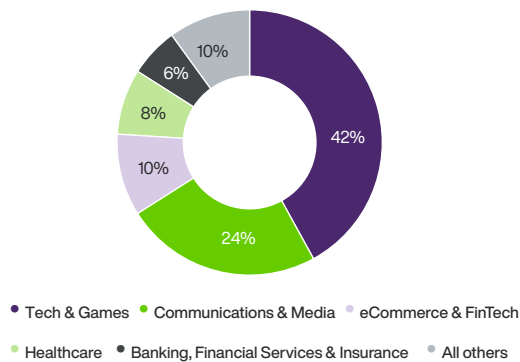
Approximately 75,000 team members in 68 delivery locations and 32 countries across North America, Central America, Europe, Africa and Asia-Pacific

As of March 31, 2024

Revenue diversification

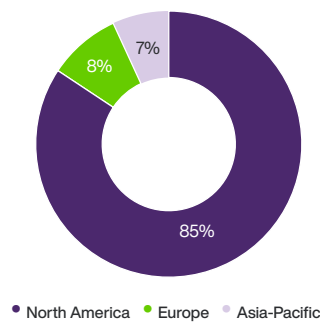
By Vertical (Q1'24)

As of March 31, 2024



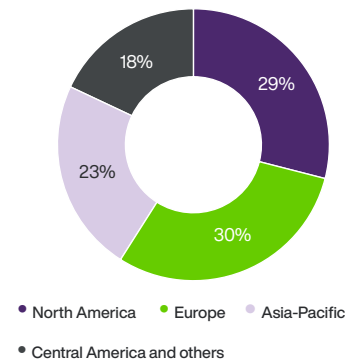
By Client Location (FY2023)

As of December 31, 2023



By Geography (Q1'24)

As of March 31, 2024



Proven leadership team



Jeffrey Puritt
President and
Chief Executive Officer



Gopi Chande
Chief Financial Officer



Michel Belec
Chief Legal Officer and
Corporate Secretary



Tobias Dengel
President of WillowTree, a
TELUS International Company



Jose-Luis Garcia
Chief Operating Officer



Brian Hannon
Chief Growth Officer



Mike Ringman
Chief Information Officer



Marilyn Tyfting
Chief Corporate Officer

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