

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 September 30, 2023

US\$2.1B
C\$2.9B

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\$2.6B

Q3'23 TTM Revenue



9%

(Q3'22 TTM to Q3'23 TTM)



Consistent focus on profitable growth

End-to-end digital capabilities



650+

Clients



9 years

Average client tenure¹

Deliver

Design

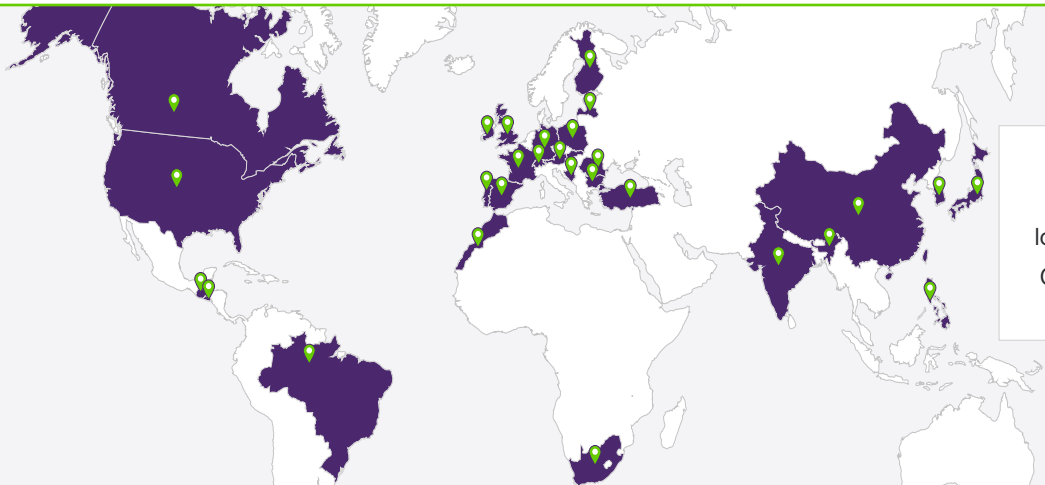
Digital Process & Delivery

Strategy & Innovation

Next Gen Digital IT

Build

¹ Top 10 clients excl. TELUS, as of December 31, 2022



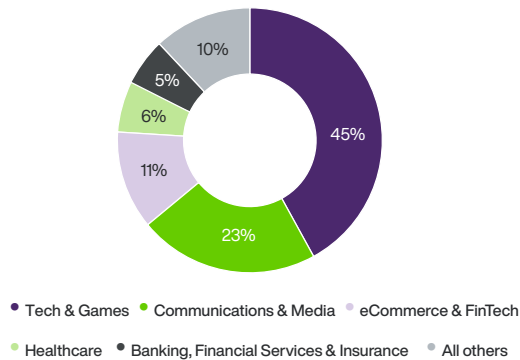
More than 70,000 team members in 70 delivery locations and 32 countries across North America, Central America, Europe, Africa and Asia-Pacific

As of September 30, 2023

Revenue diversification

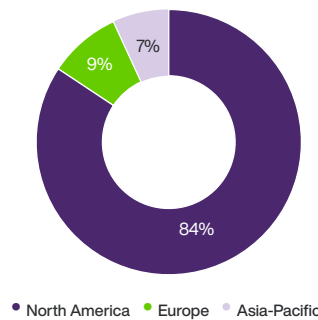
By Vertical (Q3'23)

As of September 30, 2023



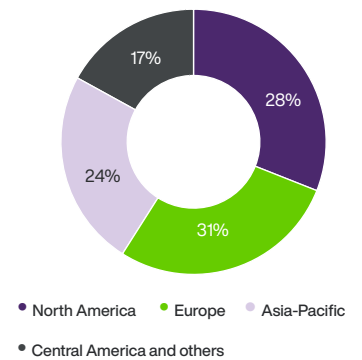
By Client Location (FY 2022)

As of December 31, 2022



By Geography (Q3'23)

As of September 30, 2023



Proven leadership team



Jeffrey Puritt
President and
Chief Executive Officer



Vanessa Kanu
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



Beth Howen
Chief Transformation Officer



Maria Pardee
Chief Commercial Officer



Mike Ringman
Chief Information Officer



Marilyn Tyfting
Chief Corporate Officer

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