

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 June 30, 2023

US\$4.2B
C\$5.6B

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

Q2'23 TTM Revenue



9%

Revenue Growth YoY
(Q2'22 TTM to Q2'23 TTM)



Consistent focus on profitable growth

End-to-end digital capabilities



650+

Clients



9 years

Average client tenure¹

Deliver

Design

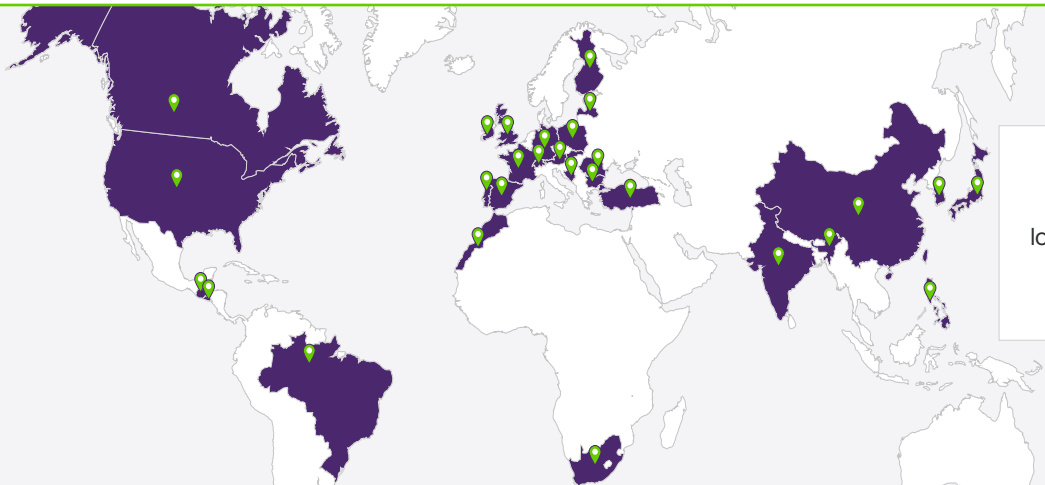
Digital Process & Delivery

Strategy & Innovation

Next Gen Digital IT

Build

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



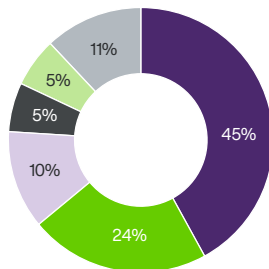
More than 75,000 team members in 70 delivery locations in 32 countries across North, Central and South America, Europe, Africa and Asia-Pacific

As of June 30, 2023

Revenue diversification

By Vertical (Q2'23)

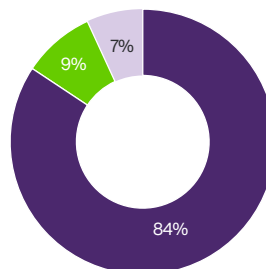
As of June 30, 2023



• Tech & Games • Communications & Media • eCommerce & FinTech
• Banking, Financial Services & Insurance • Healthcare • All others

By Client Location (FY 2022)

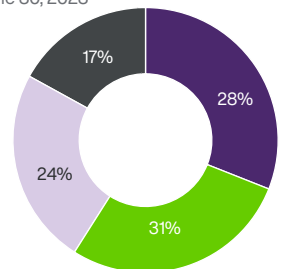
As of December 31, 2022



• North America • Europe • Asia-Pacific

By Geography (Q2'23)

As of June 30, 2023



• North America • Europe • Asia-Pacific
• Central America and all others

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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