Investor factsheet

TELUS International is a digital customer experience (CX) innovator that designs, builds, and delivers next-gen solutions, including 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, 2021

US\$9.3B C\$11.8B

The TELUS International difference



Market

Large market opportunity with powerful secular tailwinds



Clients

Strategic, mission-critical partner to global and disruptive brands



Culture

Differentiated culture driving superior customer service



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

Delivery



Solutions

Categorydefining digital solutions



Financials

Strong financial profile and execution track record



US\$1.6B

2020 Revenue



55%

Revenue Growth (2019 to 2020)



24.7%

2020 Adjusted EBITDA Margin ¹

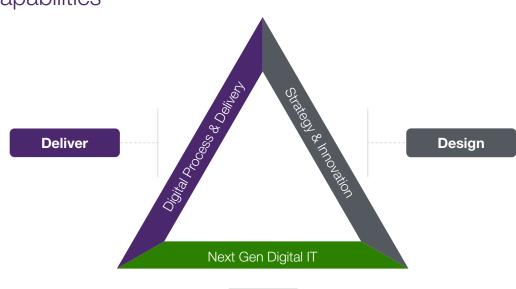
All financial measures excluding TELUS International Al Data Solutions (formerly, Lionbridge Al acquisition, which closed on December 31, 2020).

¹ Adjusted EBITDA Margin is a non-GAAP financial measure, for reconciliation to net income margin, the most comparable GAAP measure, see Annual Report 2020 as filed on the SEC Form 20-F.

End-to-end digital capabilities









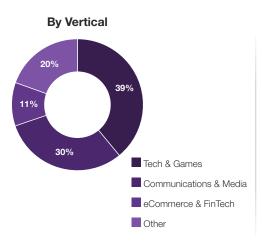
² Top 10 clients excl. TELUS, as of December 31, 2020.

Global presence





Revenue diversification



87% North America Europe Asia



Full year 2020 as of December 31, 2020, excluding TELUS International Al Data Solutions (formerly, Lionbridge Al).

Proven leadership team



Jeffrey Puritt
President and
Chief Executive Officer



Vanessa Kanu Chief Financial Officer



Michel Belec Chief Legal Officer and Corporate Secretary



Charles Koskovich Chief Operating Officer



Christian Legat
CEO, TELUS International
Northern Europe



Maria Pardee Chief Commercial Officer



James Radzicki Chief Technology Officer



Mike Ringman
Chief Information Officer



Marilyn Tyfting Chief Corporate Officer

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