Q3 2026 Results
Conference Call

November 6, 2026



Caution regarding forward-looking statements

Today's discussion will contain forward-looking statements, including statements relating to: our objectives and our strategies to achieve those objectives; our reaffirmed full-year 2026 financial targets as updated with our second quarter 2026 results; our expectations regarding trends in the telecommunications industry, growth in different areas of our business, and the nature, timing and benefits of our Transformation Strategy including our efficiency program, asset monetization and deleveraging plans; our dividend payout ratio range, expected impact of our dividend reset and the termination of the discount under our DRIP; our targeted net debt to Adjusted EBITDA ratio and expectations regarding leverage; and expectations regarding investment in the growth of our core telecom business and AI infrastructure. Forward-looking statements are typically identified by the words assumption, goal, guidance, objective, outlook, strategy, target and other similar expressions, or verbs such as *aim*, *anticipate*, *believe*, *could*, *expect*, *intend*, *may*, *plan*, *predict*, *seek*, *should*, *strive* and *will*. Our 2026 targets and outlook are presented for the purpose of assisting our investors and others in understanding certain key elements of our expected 2026 financial results as well as our objectives, strategic priorities and business outlook. Such information may not be appropriate for other purposes.

Forward-looking statements are subject to inherent risks and uncertainties and are based on assumptions, including assumptions about future economic conditions and courses of action. Our actual results or other events may differ materially from expectations expressed today.

The assumptions underlying our forward-looking statements are described in *Section 9 General trends, outlook and assumptions, and regulatory developments and proceedings* of our 2025 annual management's discussion and analysis (MD&A) and updated in our third quarter 2026 MD&A and in other TELUS public disclosure documents and filings with securities commissions in Canada (on SEDAR+ at sedarplus.ca) and in the United States (on EDGAR at sec.gov). Material risk factors that could cause actual results to differ materially from our forward-looking statements are also described in *Section 10 Risks and risk management* of our 2025 annual MD&A and third quarter 2026 MD&A.

We disclaim any intention or obligation to update or revise any forward-looking statements except as required by law.

Dollar amounts referenced are in Canadian dollars unless otherwise stated.

Key messages – Q3 2026

Delivered solid Q3'26 results.

- Drove core telecom strength while addressing non-core business challenges to position TELUS for sustainable growth.

Executing Transformation Strategy.

- Announcing $900 million cost savings program.
- Advancing non-core asset monetization.
- Strategically investing in core telecom and AI infrastructure.

Reaffirming full-year 2026 guidance.

- Focused on exiting 2026 – a transition year – with strategic clarity and execution momentum.



Executing our Transformation with clarity and urgency



Victor G. Dodig
President and CEO

Executing our transformation strategy

1 **Strengthen**
Our financial foundation

2 **Hone**
Our operational discipline and control costs

3 **Deploy**
Resources to drive profitable and sustainable growth and returns

One clear strategic objective: solidify TELUS' position as the leading communications and AI infrastructure player in Canada.

STRATEGIC PRIORITY 1

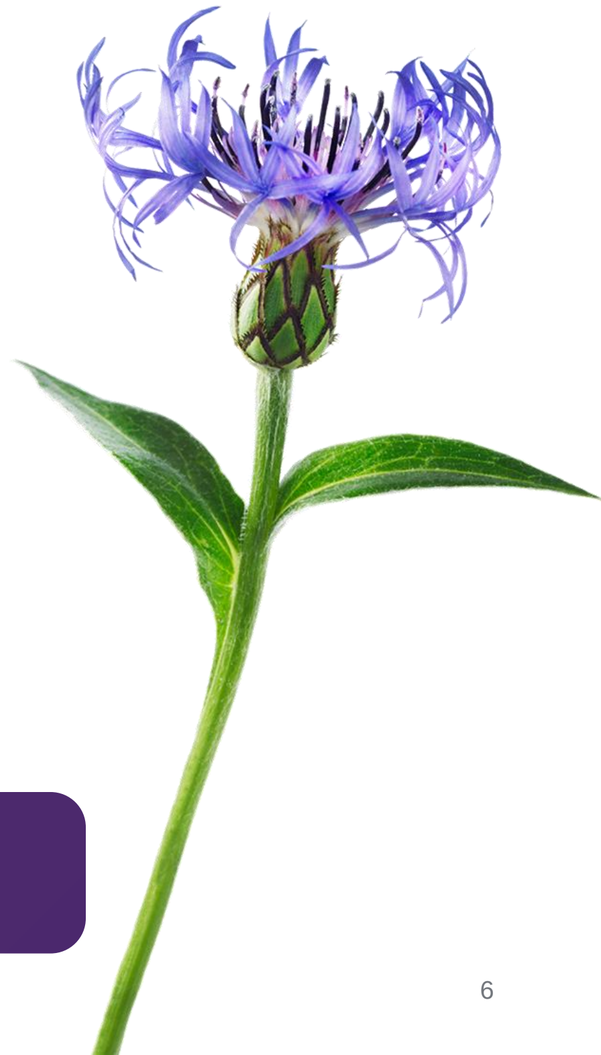
Strengthen our financial foundation

Prior actions

- Reset quarterly dividend amount to $0.1875 per share / ($0.75 annualized) and a payout ratio to sustainable level of 45-60% (trailing 12-month free cash flow).
- Terminated DRIP discount.
- Approximately $2.7 billion cumulative cash savings through 2028 directed toward debt reduction.
- Placed a moratorium on acquisitions.

Asset monetization and equitization

- Intentionally pursuing asset monetization strategy.
  - Prioritizing TELUS Health and TELUS Agriculture & Consumer Goods businesses.
  - Advancing plan with one asset where discussions are in an advanced stage.
- Exploring options to unlock value from our PureFibre network through equitization.
  - Will maintain control of any potential fibre joint venture while surfacing value to accelerate our Transformation Strategy.



We are committed to 3.0x or lower Net Debt to Adjusted EBITDA by end of 2028.

STRATEGIC PRIORITY 2

Hone operational discipline and control costs

$900M Efficiency Program

Expected run-rate cash savings exiting 2028

~80% Telecommunications

1. Customer care
2. Customer growth
3. Channel experience
4. Procurement optimization
5. Network and field force efficiency

~20% Global Platform Businesses

1. AI and automation
2. Earn more per customer
3. Operational simplification

Executing on clear operational priorities to improve efficiency, reduce costs, and drive sustainable returns.

STRATEGIC PRIORITY 3

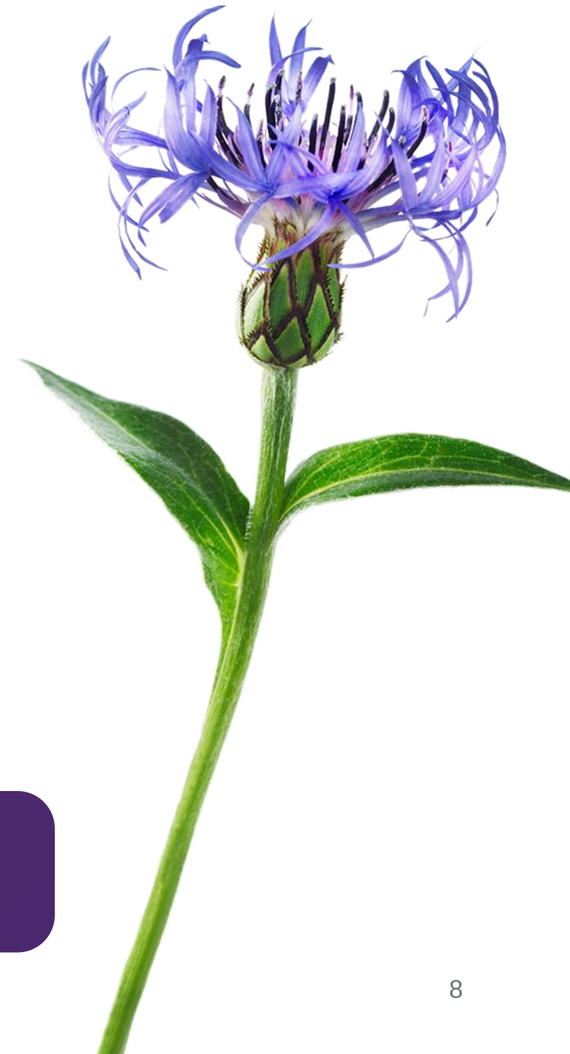
Deploy resources to drive sustainable growth and returns

Strengthening balance sheet

- Committed to reducing Net Debt to Adjusted EBITDA ratio to 3.0x or lower by the end of 2028.

Strategically investing in growth in Canada

- Build on wireless and TELUS PureFibre infrastructure network leadership.
  - Advance fibre expansion in high-return, underserved markets.
- Capture Canadian AI infrastructure opportunity.



Every dollar invested where returns exceed cost of capital, prioritizing capital-efficient and partnership opportunities.

Building Canadian AI infrastructure – Committed to Canadian Sovereignty and Data Residency

TELUS Advantages

- Canada's leading fibre network, TELUS PureFibre
- Current owner and operator of data centres; scale and technical expertise
- Network and AI infrastructure from one provider
- Trusted by businesses and governments

AI Infrastructure Approach:

1. Connecting data centers	2. Building Canadian-owned AI capacity	3. Exploring power-ready data centre sites
Using our fibre to connect data centres that other companies own.	Starting with the data centres and buildings we already have, then adding computing power as customers sign on.	Possible development partnerships that keep our balance sheet strong and our debt paydown on track.
$1B+ potential customer contracts in our pipeline; approximately $500M in revenue over the next 3 years, with healthy margins.		Exploratory phase

Q3 financial and operational results

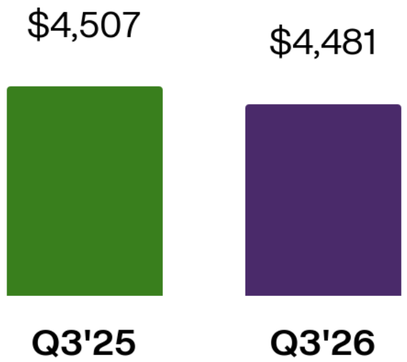
Gopi Chande
EVP and CFO



Consolidated performance – Q3 2026

CAD $M

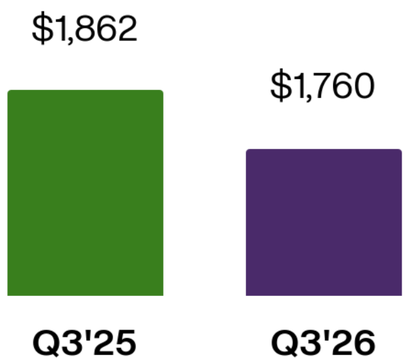
Service revenues



(1)%

- Core telecom operations continue to perform well, including revenue growth in mobile network and fixed data services.
- Offset primarily by weaker results in TELUS Digital.

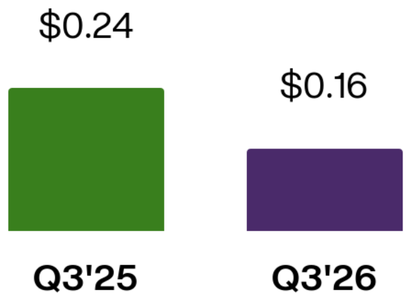
Adjusted EBITDA[1]



(5)%

- Lapping $78M of one-time items that did not reoccur: i) $29M of real estate gains (TTech); ii) $39M of operating expenses (TTech); iii) $10M related to acquisition gain (TELUS Health).
- Normalizing for the above items, consolidated Adjusted EBITDA declined by 2%.

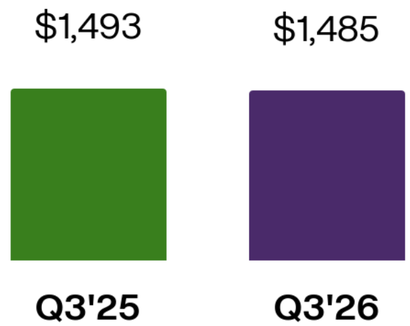
Adjusted EPS[1]



$(0.08)
(33)%

- Basic loss per share of $0.42 reflecting TELUS Health carrying value impairment.
- Adjusted EPS decline due to after-tax impacts of lower operating income.

Cash from operations



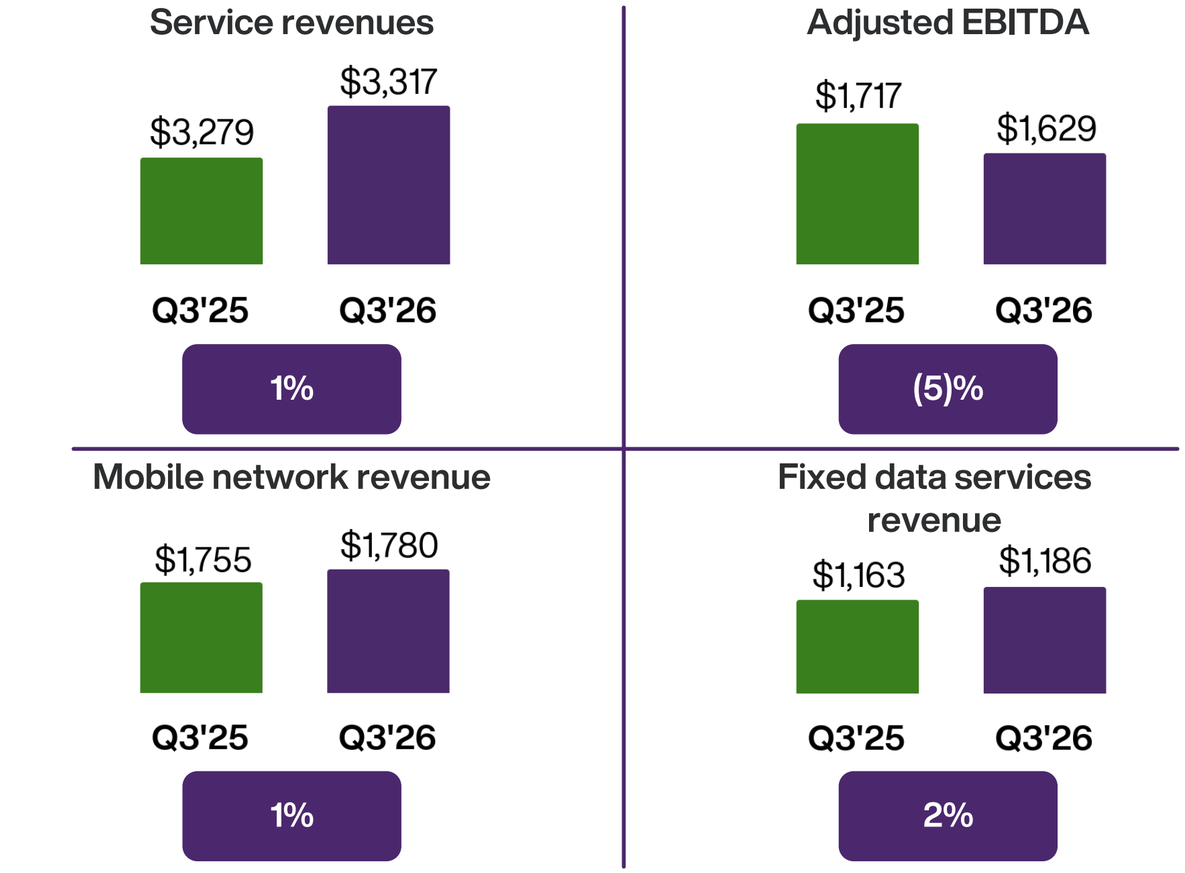
(1)%

- Free cash flow of $396M was lower by 35%, reflecting lower EBITDA and higher capex, as expected.

[1] These are non-GAAP and other specified financial measures. See the Appendix in this presentation.

TELUS Technology Solutions (TTech)

CAD $M



Mobile phone net adds	Internet net adds	Blended mobile phone churn	Mobile phone ARPU
+84,000	**+10,000**	**1.01%**	**$57.22**
2,000 y/y	(30,000) y/y	(0.10) pts y/y	—% y/y

- 4th consecutive quarter of y/y mobile network revenue growth.
- 6th consecutive quarter of y/y ARPU improvement.
- Continued signs of a moderating promotional environment.
- Improvement in fixed data revenue driven by steady growth in Consumer, as well as recovery in Business.
- Excluding the impact of one-time items in the prior year, TTech adjusted EBITDA declined by 1% y/y.

Mobile network revenue growth continues to improve;
continued signs of stabilization in wireless competitive environment.

Global Platform Businesses

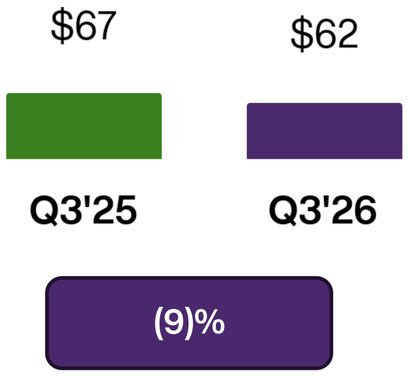
CAD $M

TELUS Digital

External service revenues



Adjusted EBITDA



- Impacted by hyperscale client volume ramp-downs, as discussed in July.

TELUS Health

Service revenues



Adjusted EBITDA



- Top-line improvement driven by growth in retirement and benefits solutions, as well as in payvidor, helping offset lower results in employer solutions.
- Adjusted EBITDA impacted by lower Other income.

Driving profitable growth through operational discipline

Executing a comprehensive **Transformation Strategy**

~$900M

Annualized Cash Savings Target

Multi-year efficiency program, run rate cash savings exiting 2028. Achieved through operational cost and margin improvement, and capex efficiencies.



~$150M

Investment to Achieve

Expected investment to achieve across Telecommunications and Global Platform Businesses focus areas.

Honing operational discipline to support strategic priorities and deliver sustainable, durable impact.

Balance sheet and cash flow

CAD $B

Capital summary and financial highlights

As of September 30, 2026

$29.8
Long-term debt

$1.3
Cash and temporary investments

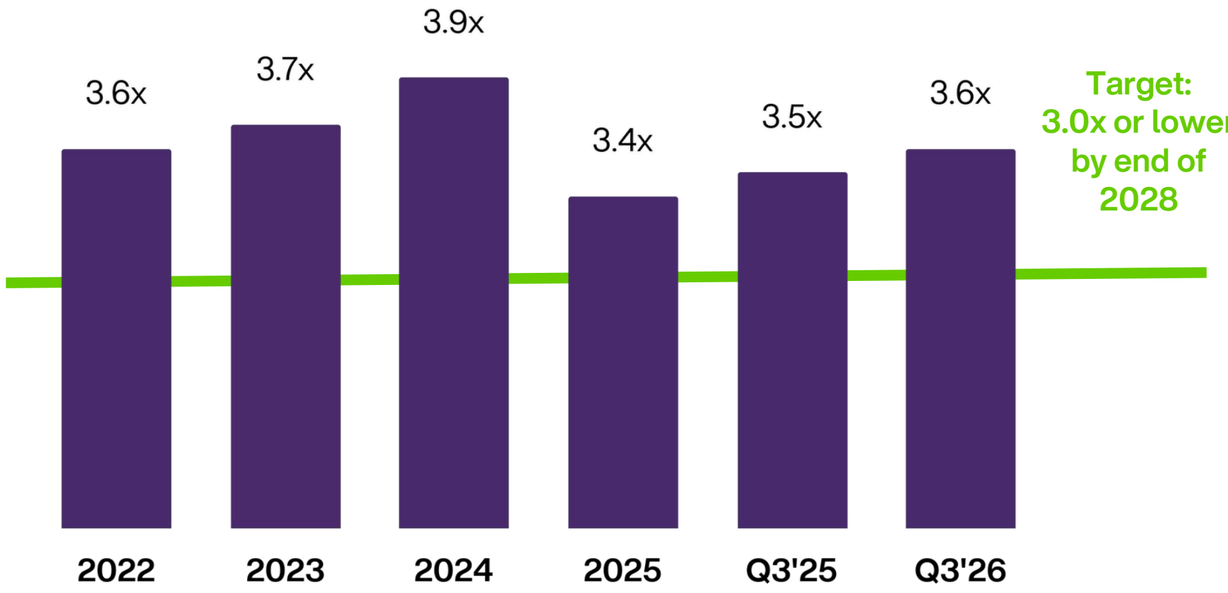
$26.0
Net debt

$3.0
Total available liquidity[1]

Long-Term Debt and Issuer Ratings

BBB	Baa2	BBB-
(Stable trend)	(Negative outlook)	(Stable outlook)
Morningstar DBRS	Moody's	S&P Global

Leverage ratio (Net debt to Adjusted EBITDA)



Our operational execution, improving capital intensity over long-term, free cash flow growth, and asset monetization strategy will continue to strengthen our balance sheet.

[1]This is a non-GAAP financial measure that does not have any standardized meaning prescribed by IFRS Accounting Standards and might not be comparable to similar measures presented by other issuers. See the Appendix in this presentation.

Capital allocation strategy

Reduce leverage	• Net debt to Adjusted EBITDA of 3.6x as of September 30, 2026, up slightly from 3.5x as of September 30, 2025 due to higher debt levels and lower EBITDA consistent with our updated outlook provided in July. • Targeting 3.0x or lower by end of 2028, supported by organic free cash flow growth, sustainable dividend level, and asset monetization proceeds.
Invest in core for competitive advantage	• Disciplined capital deployment focused on core telecom and AI infrastructure. • 2026 capex of approximately $2.6 billion, reflecting inflation and supply chain dynamics, strategic investment directed towards network infrastructure and site enablement for sovereign data centres and customer base management. • Moratorium on acquisitions.
Support a sustainable dividend	• Declared quarterly dividend of $0.1875 per share payable January 4, 2027 to shareholders on record December 11, 2026. • Dividend payout ratio of 45 to 60% of trailing 12-month free cash flow. • DRIP discount eliminated effective October 1, 2026.

Reaffirming 2026 annual guidance

	Guidance (as of November 6, 2026)	Comments
Consolidated service revenues[1]	**Flat to (2)%**	• Positive trends in mobility are being offset by pressure in other parts of our business, including fixed data, TELUS Digital, and slower than anticipated growth in TELUS Health.
Consolidated Adjusted EBITDA	**(2)% to (4)%**	• Our original targets anticipated the pace of underlying business growth would offset non-recurring benefits we realized in 2025, largely due to real estate gains.
Consolidated capital expenditures[2]	**~$2.6 billion**	• Overall pricing inflation and supply chain dynamics. • Strategic investments in network infrastructure and site enablement for sovereign data centres, and customer base management.
Consolidated free cash flow	**~$1.8 billion**	• Result of lower EBITDA, higher capex, and an incremental $100 million in transformation-related cash restructuring and other costs relative to our Q1 update.

[1] 2026 target for Consolidated Service revenues excludes Other income. Consolidated Service revenues for 2025 were $18.0 billion.
[2] Includes approximately $75 million targeted towards real estate development initiatives.

Q&A



Key takeaways

Building from foundation of strength in core telecom business.

Industry-leading customer service, expansive PureFibre and 5G networks, growing AI infrastructure, and energized culture.

Actions taken to put the right leaders in the right roles.

Executive team possesses deep, institutional understanding of our business along with the seasoned experience necessary to navigate change.

Transformation Strategy underway; decisive actions creating clarity.

Aggressively pursuing monetization of non-core assets and a multi-year efficiency program targeting $900 million run rate exiting 2028.



Appendix

Key Definitions

Our presentation and answers include the following non-GAAP and other specified financial measures, which may not be comparable to similar measures presented by other issuers: Consolidated Adjusted EPS is a non-GAAP ratio. Available liquidity is a non-GAAP financial measure. Consolidated Adjusted EBITDA and free cash flow are other specified financial measures. For further definitions and explanations of these measures, see Section 11.1 of our third quarter 2026 MD&A available on SEDAR+ at www.sedarplus.ca and ‘Non-GAAP and other specified financial measures’ in our third quarter 2026 news release dated November 6, 2026.

Contact Us

Investor relations
1-800-667-4871
telus.com/investors
IR@telus.com

