



## TELUS Corporation

### *Third Quarter, 2021*

### *Supplemental Investor Information*

(UNAUDITED)

Financial information presented according to  
International Financial Reporting Standards (IFRS)  
as issued by the International Accounting Standards Board (IASB)

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## User Notes

Effective January 1, 2021, TELUS Corporation's segment reporting structure was retrospectively re-cast to the beginning of 2020. This change came about due to:

- A) Continually increasing technological convergence pushing the difference between mobile and fixed access further from the core network and closer to the customer point of access. This has resulted in an increasing demand for allocation of non-direct expenditure (both capital and operating) between mobile and fixed access
- B) The increasing significance of digitally-led customer experience services, manifested as TELUS International (Cda) Inc.
- C) The evolution of information regularly reported to the TELUS chief operating decision maker for purposes of allocating resources and assessing performance

### New reporting segments:

**TELUS technology solutions (TTech)** provides a wide range of telecommunications products and services. Mobile products and services include network revenue (data and voice) and equipment sales arising from mobile technologies. Fixed products and services include data revenues (which include revenues from internet protocol; television; hosting, managed information technology and cloud-based services; home and business smart technology (including security and agriculture); and certain healthcare solutions), voice revenues, and other telecommunications services and equipment revenues. We currently earn the majority of our revenue from access to, and usage of, our telecommunications infrastructure, and from providing services and products that facilitate access to, and usage of, our infrastructure.

In alignment with our segment reporting changes, operating KPIs were impacted by changes to intersegment eliminations and have been retroactively adjusted to the beginning of 2020 in this document.

**Digitally-led customer experiences - TELUS International (DLCX)** provides customer experience and digital enablement transformation through its customer care and business services operations, as well as designs, builds and delivers next-generation digital solutions to enhance the customer experience for global and disruptive brands across multiple high-growth industry verticals. We earn revenues pursuant to contracts with our clients that generally take the form of a master services agreement, or other service contracts.

### Notable items:

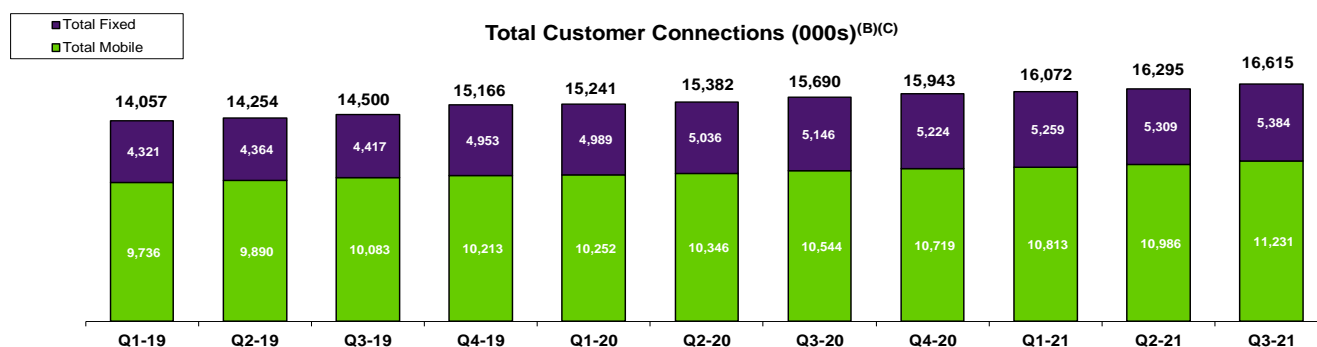
The following information is provided to assist users of this document understand the restated information provided and compare it to other publicly available information:

- A) Information presented on the DLCX segment was previously recorded in our legacy 'Wireline' segment. The remainder of the legacy 'Wireline' segment is consolidated with the results of our legacy 'Wireless' segment and recorded in the new TTech segment. DLCX intersegment revenue includes revenue that was previously eliminated within the legacy 'Wireline' segment.
- B) DLCX segment current and comparative information presented reflects the Q2 2020 sale of a line of business from TELUS Communications Inc. to TELUS International (Cda) Inc (TI). This aligns to Management's view of the DLCX segment, however comparative information prior to Q2 2020 has not been adjusted in the information presented in Note 28(d) of the 2020 Annual TELUS Corporation Financial Statements as that information aligns with TI legal entity reporting, which accounted for the transaction using predecessor accounting prospectively applied.
- C) In addition to the difference outlined in point b) above, there are additional definitional differences in other income, total operating revenue and adjusted EBITDA between the information presented in this document and the information contained within the TI consolidated financial statements as reported in their Form 20-F. These differences largely arise from TI adopting definitions consistent with practice in their industry.

**TELUS Corporation**  
**Selected Consolidated Data**

\$ millions except shares, per share amounts, ratios and total customer connections	Quarterly							Sept YTD 2021	Annual 2020
	Q3/21	Q2/21	Q1/21	Q4/20	Q3/20	Q2/20	Q1/20		
Net Income	358	344	333	271	321	315	353	1,035	1,260
Adjusted Net Income <sup>1(A)</sup>	392	348	359	289	356	316	400	1,099	1,361
Basic earnings per share (\$)	0.25	0.25	0.25	0.20	0.24	0.23	0.28	0.76	0.95
Adjusted Basic earnings per share (\$) <sup>(A)</sup>	0.29	0.26	0.27	0.22	0.28	0.25	0.32	0.83	1.06
Dividends declared per share (\$)	0.3162	0.3162	0.3112	0.3112	0.29125	0.29125	0.29125	0.9436	1.18495
Return on common equity <sup>2</sup>	9.3%	9.4%	9.3%	10.1%	11.3%	12.7%	15.2%	9.3%	10.1%
EBITDA interest coverage ratio <sup>3</sup>	7.6	7.4	7.3	7.3	7.4	7.2	7.3	7.6	7.3
Free cash flow <sup>4</sup>	203	210	321	218	161	511	545	734	1,435
Net debt <sup>5</sup>	19,009	18,169	18,230	19,826	18,489	17,664	17,983	19,009	19,826
Net debt : EBITDA (times) <sup>6</sup>	3.19	3.11	3.15	3.45	3.21	3.06	3.13	3.19	3.45
Outstanding shares at end of period (M)	1,361	1,355	1,349	1,291	1,285	1,278	1,272	1,361	1,291
Basic weighted average shares outstanding (M)	1,361	1,355	1,298	1,291	1,284	1,278	1,248	1,338	1,275
Total customer connections (000s) <sup>(B)(C)</sup>	16,615	16,295	16,072	15,943	15,690	15,382	15,241	16,615	15,943

<sup>(A)</sup>Adjusted Net income and Adjusted EPS excludes the effects of restructuring and other costs, income tax-related adjustments, other equity losses related to real estate joint ventures, long-term debt prepayment premium and a gain on a retirement of a provision arising from business acquisition-related written put options within DLCX.



<sup>(B)</sup>Customer Connections may not balance due to rounding alignment to YTD figures. During the first quarter of 2019, we adjusted internet and total fixed cumulative subscriber connections to add approximately 16,000 subscribers from acquisitions undertaken during the quarter. Effective for the third quarter of 2019, with retrospective application to the launch of TELUS branded security services at the beginning of Q3 2018, we have added security subscriber connections to our total subscriber connections. December 31, 2019 security subscriber connections have been increased to include approximately 490,000 subscribers related to our acquisition of ADT Canada (acquired on November 5, 2019).

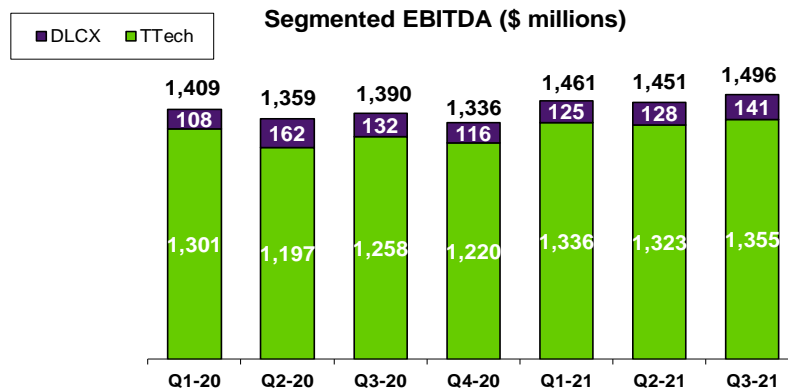
<sup>(C)</sup>During the third quarter of 2020, we adjusted cumulative subscriber connections to add approximately 31,000 security subscribers as a result of a business acquisition. Effective January 1, 2021, with retrospective application to January 1, 2020, in alignment with our segment reporting changes, we made a retroactive adjustment to remove internal network service revenue and approximately 29,000 subscribers from our mobile phone subscriber base. As well, effective January 1, 2021 on a prospective basis, following an in-depth review of customer accounts within a legacy subscriber provisioning system to be decommissioned, we adjusted our internet subscriber base to remove 16,000 subscribers.

**TELUS Corporation**  
**Segmented Data**

<i>\$ millions</i>	Quarter 3				Sept YTD			
	2021	2020	Change	% Change	2021	2020	Change	% Change
<b>Operating revenues and other income</b>								
TELUS technology solutions	3,669	3,524	145	4.1%	10,729	10,041	688	6.9%
Digitally-led customer experiences - TELUS International	700	568	132	23.2%	1,997	1,679	318	18.9%
Less: Intersegment revenue	(118)	(111)	(7)	(6.3%)	(340)	(317)	(23)	(7.3%)
Operating revenues and other income	4,251	3,981	270	6.8%	12,386	11,403	983	8.6%
<b>EBITDA<sup>7</sup></b>								
TELUS technology solutions	1,355	1,258	97	7.7%	4,014	3,756	258	6.9%
Digitally-led customer experiences - TELUS International	141	132	9	6.7%	394	402	(8)	(2.1%)
Consolidated	1,496	1,390	106	7.6%	4,408	4,158	250	6.0%
<b>EBITDA margin</b>								
TELUS technology solutions	37.0%	35.7%	1.3 pts.		37.4%	37.4%	-	pts.
Digitally-led customer experiences - TELUS International	20.0%	23.1%	(3.1) pts.		19.7%	23.9%	(4.2) pts.	
Consolidated	35.2%	34.9%	0.3 pts.		35.6%	36.5%	(0.9) pts.	
<b>Capital expenditures</b>								
TELUS technology solutions	962	714	248	34.7%	2,506	2,087	419	20.1%
Digitally-led customer experiences - TELUS International	29	27	2	7.4%	83	75	8	10.7%
Consolidated	991	741	250	33.7%	2,589	2,162	427	19.8%
<b>Capital expenditure intensity<sup>8</sup></b>								
TELUS technology solutions	26%	20%	6 pts.		23%	21%	2 pts.	
Digitally-led customer experiences - TELUS International	4%	5%	(1) pt.		4%	4%	-	pts.
Consolidated	23%	19%	4 pts.		21%	19%	2 pts.	
<b>EBITDA less capex</b>								
TELUS technology solutions	393	544	(151)	(27.8%)	1,508	1,669	(161)	(9.6%)
Digitally-led customer experiences - TELUS International	112	105	7	6.7%	311	327	(16)	(4.9%)
Consolidated	505	649	(144)	(22.2%)	1,819	1,996	(177)	(8.9%)
<b>Adjusted EBITDA<sup>9(A)</sup></b>								
TELUS technology solutions	1,410	1,314	96	7.4%	4,128	3,916	212	5.4%
Digitally-led customer experiences - TELUS International	149	142	7	4.7%	424	376	48	12.6%
Consolidated	1,559	1,456	103	7.1%	4,552	4,292	260	6.0%
<b>Adjusted EBITDA margin<sup>(B)</sup></b>								
TELUS technology solutions	38.4%	37.2%	1.2 pts.		38.5%	38.9%	(0.4) pts.	
Digitally-led customer experiences - TELUS International	21.1%	24.8%	(3.7) pts.		21.2%	23.4%	(2.2) pts.	
Consolidated	36.6%	36.5%	0.1 pts.		36.7%	37.8%	(1.1) pts.	

<sup>(A)</sup> Adjusted EBITDA excludes restructuring and other costs, other equity losses related to real estate joint ventures, as well as retirement of a provision arising from business acquisition-related written put options within DLCX (see Historical Trend pages for TTech and DLCX).

<sup>(B)</sup> Adjusted EBITDA margin is Adjusted EBITDA divided by Operating revenues and other income, where the calculation of Operating revenues and other income excludes other equity losses related to real estate joint ventures and retirement of a provision arising from business acquisition-related written put options within DLCX.



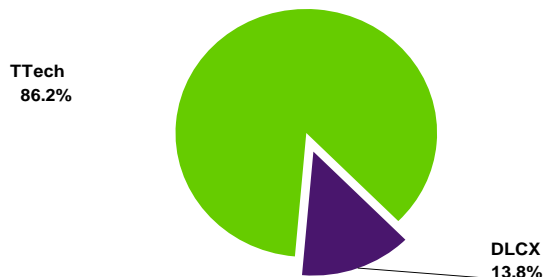
**TELUS Corporation**  
**Segmented Data - Historical Trend**

\$ millions	Quarterly							Sept YTD 2021	Annual 2020
	Q3/21	Q2/21	Q1/21	Q4/20	Q3/20	Q2/20	Q1/20		
<b>Operating revenues and other income</b>									
TELUS technology solutions	3,669	3,566	3,494	3,595	3,524	3,224	3,293	10,729	13,636
Digitally-led customer experiences - TELUS International	700	658	639	577	568	612	499	1,997	2,256
Less: Intersegment revenue	(118)	(113)	(109)	(112)	(111)	(108)	(98)	(340)	(429)
Operating revenues and other income	4,251	4,111	4,024	4,060	3,981	3,728	3,694	12,386	15,463
<b>Revenues % change on prior year</b>									
TELUS Technology Solutions	4.1%	10.6%	6.1%	1.3%	3.4%	(2.7%)	1.6%	6.9%	0.9%
Digitally-led customer experiences - TELUS International	23.2%	7.5%	28.1%	41.1%	48.3%	66.3%	46.3%	18.9%	50.3%
Operating revenues and other income	6.8%	10.3%	8.9%	5.2%	7.7%	3.6%	5.4%	8.6%	5.5%
<b>EBITDA<sup>7</sup></b>									
TELUS technology solutions	1,355	1,323	1,336	1,220	1,258	1,197	1,301	4,014	4,976
Digitally-led customer experiences - TELUS International	141	128	125	116	132	162	108	394	518
Consolidated	1,496	1,451	1,461	1,336	1,390	1,359	1,409	4,408	5,494
<b>EBITDA % change on prior year</b>									
TELUS Technology Solutions	7.7%	10.5%	2.7%	(3.8%)	(6.6%)	(7.5%)	(0.6%)	6.9%	(4.6%)
Digitally-led customer experiences - TELUS International	6.7%	(20.8%)	15.4%	17.5%	51.3%	104.7%	53.3%	(2.1%)	54.4%
Consolidated	7.6%	6.8%	3.7%	(2.3%)	(3.1%)	(1.0%)	2.2%	6.0%	(1.1%)
<b>EBITDA margin</b>									
TELUS technology solutions	37.0%	37.1%	38.3%	34.0%	35.7%	37.1%	39.5%	37.4%	36.5%
Digitally-led customer experiences - TELUS International	20.0%	19.6%	19.5%	20.1%	23.1%	26.6%	21.7%	19.7%	22.9%
Consolidated	35.2%	35.3%	36.3%	32.9%	34.9%	36.5%	38.1%	35.6%	35.5%
<b>Capital expenditures</b>									
TELUS technology solutions	962	882	662	588	714	727	646	2,506	2,675
Digitally-led customer experiences - TELUS International	29	31	23	25	27	29	19	83	100
Consolidated	991	913	685	613	741	756	665	2,589	2,775
<b>Capital expenditure intensity<sup>8</sup></b>									
TELUS technology solutions	26%	25%	19%	16%	20%	23%	20%	23%	20%
Digitally-led customer experiences - TELUS International	4%	5%	4%	4%	5%	5%	4%	4%	4%
Consolidated	23%	22%	17%	15%	19%	20%	18%	21%	18%
<b>EBITDA less capex</b>									
TELUS technology solutions	393	441	674	632	544	470	655	1,508	2,301
Digitally-led customer experiences - TELUS International	112	97	102	91	105	133	89	311	418
Consolidated	505	538	776	723	649	603	744	1,819	2,719
<b>Adjusted EBITDA<sup>9(A)</sup></b>									
TELUS technology solutions	1,410	1,353	1,365	1,261	1,314	1,260	1,342	4,128	5,177
Digitally-led customer experiences - TELUS International	149	137	138	148	142	101	133	424	524
Consolidated	1,559	1,490	1,503	1,409	1,456	1,361	1,475	4,552	5,701
<b>Adjusted EBITDA<sup>(A)</sup> % change on prior year</b>									
TELUS Technology Solutions	7.4%	7.3%	1.8%	(3.8%)	(4.3%)	(4.6%)	(0.2%)	5.4%	(3.2%)
Digitally-led customer experiences - TELUS International	4.7%	36.5%	3.0%	46.9%	55.4%	26.5%	87.4%	12.6%	52.8%
Consolidated	7.1%	9.5%	1.9%	(0.2%)	(0.6%)	(2.9%)	4.2%	6.0%	0.2%
<b>Adjusted EBITDA margin<sup>(B)</sup></b>									
TELUS technology solutions	38.4%	37.9%	39.1%	35.1%	37.2%	39.1%	40.7%	38.5%	37.9%
Digitally-led customer experiences - TELUS International	21.1%	20.9%	21.6%	25.8%	24.8%	18.6%	26.8%	21.2%	24.0%
Consolidated	36.6%	36.2%	37.4%	34.7%	36.5%	37.2%	39.9%	36.7%	37.0%

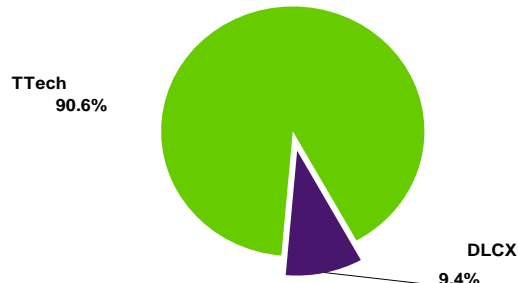
<sup>(A)</sup> Adjusted EBITDA excludes restructuring and other costs, other equity losses related to real estate joint ventures, as well as retirement of a provision arising from business acquisition-related written put options within DLCX (see Historical Trend pages for TTech and DLCX).

<sup>(B)</sup> Adjusted EBITDA margin is Adjusted EBITDA divided by Operating revenues and other income, where the calculation of Operating revenues and other income excludes other equity losses related to real estate joint ventures and retirement of a provision arising from business acquisition-related written put options within DLCX.

**Segmented external revenue profile - Q3 2021**  
(% of total operating revenues)



**Segmented EBITDA profile - Q3 2021**



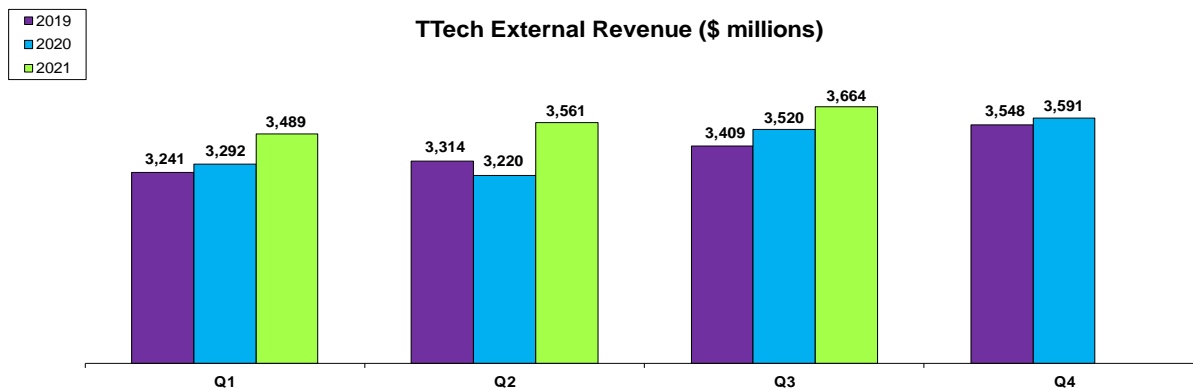
**TELUS technology solutions  
Operations<sup>(A)</sup>**

<i>\$ millions</i>	Quarter 3				Sept YTD			
	2021	2020	Change	% Change	2021	2020	Change	% Change
<b>Operating revenues and other income</b>								
Mobile network revenue	1,588	1,532	56	3.7%	4,617	4,515	102	2.3%
Mobile equipment and other service revenues	523	539	(16)	(3.0%)	1,497	1,270	227	17.9%
Fixed data services	1,109	983	126	12.8%	3,267	2,906	361	12.4%
Fixed voice services	208	222	(14)	(6.3%)	636	694	(58)	(8.4%)
Fixed equipment and other service revenue	101	108	(7)	(6.5%)	308	298	10	3.4%
Health services	130	116	14	12.1%	380	329	51	15.5%
<b>Operating revenues (arising from contracts with customers)</b>	<b>3,659</b>	<b>3,500</b>	<b>159</b>	<b>4.5%</b>	<b>10,705</b>	<b>10,012</b>	<b>693</b>	<b>6.9%</b>
Other income	5	20	(15)	(75.0%)	9	20	(11)	(55.0%)
<b>Total external revenue</b>	<b>3,664</b>	<b>3,520</b>	<b>144</b>	<b>4.1%</b>	<b>10,714</b>	<b>10,032</b>	<b>682</b>	<b>6.8%</b>
Intersegment revenue	5	4	1	25.0%	15	9	6	66.7%
<b>Total operating revenues and other income</b>	<b>3,669</b>	<b>3,524</b>	<b>145</b>	<b>4.1%</b>	<b>10,729</b>	<b>10,041</b>	<b>688</b>	<b>6.9%</b>
Goods and services purchased	1,635	1,646	(11)	(0.7%)	4,759	4,507	252	5.6%
Employee benefits expense	679	620	59	9.5%	1,956	1,778	178	10.0%
<b>Total operating expense<sup>(B)</sup></b>	<b>2,314</b>	<b>2,266</b>	<b>48</b>	<b>2.1%</b>	<b>6,715</b>	<b>6,285</b>	<b>430</b>	<b>6.8%</b>
<b>EBITDA<sup>(C)</sup></b>	<b>1,355</b>	<b>1,258</b>	<b>97</b>	<b>7.7%</b>	<b>4,014</b>	<b>3,756</b>	<b>258</b>	<b>6.9%</b>
<b>EBITDA margin</b>	<b>37.0%</b>	<b>35.7%</b>	<b>1.3 pts.</b>		<b>37.4%</b>	<b>37.4%</b>	<b>- pts.</b>	
<b>Capital expenditures</b>	<b>962</b>	<b>714</b>	<b>248</b>	<b>34.7%</b>	<b>2,506</b>	<b>2,087</b>	<b>419</b>	<b>20.1%</b>
<b>Capital expenditure intensity<sup>8</sup></b>	<b>26%</b>	<b>20%</b>	<b>6 pts.</b>		<b>23%</b>	<b>21%</b>	<b>2 pts.</b>	
<b>EBITDA less capex</b>	<b>393</b>	<b>544</b>	<b>(151)</b>	<b>(27.8%)</b>	<b>1,508</b>	<b>1,669</b>	<b>(161)</b>	<b>(9.6%)</b>
Add: Restructuring and other costs included in total operating expense <sup>10</sup>	55	48	7	n.m.	112	143	(31)	n.m.
Add: Other equity losses related to real estate joint ventures	-	8	(8)	n.m.	2	17	(15)	n.m.
<b>Adjusted EBITDA<sup>9</sup></b>	<b>1,410</b>	<b>1,314</b>	<b>96</b>	<b>7.4%</b>	<b>4,128</b>	<b>3,916</b>	<b>212</b>	<b>5.4%</b>
<b>Adjusted EBITDA margin<sup>(C)</sup></b>	<b>38.4%</b>	<b>37.2%</b>	<b>1.2 pts.</b>		<b>38.5%</b>	<b>38.9%</b>	<b>(0.4) pts.</b>	

<sup>(A)</sup> May not balance due to rounding alignment to YTD figures.

<sup>(B)</sup> Includes restructuring and other costs.

<sup>(C)</sup> Adjusted EBITDA margin is Adjusted EBITDA divided by Operating revenues and other income, where the calculation of the Operating revenues and other income excludes other equity losses related to real estate joint ventures.



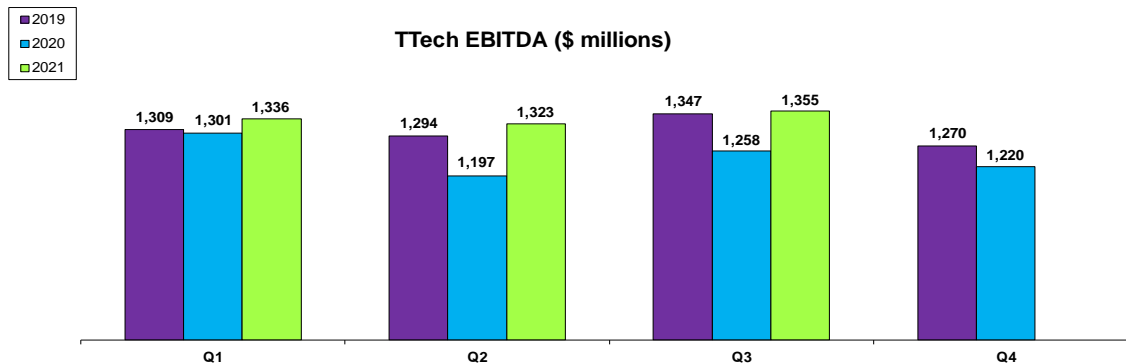
**TELUS technology solutions**  
**Operations - Historical Trend<sup>(A)</sup>**

<i>\$ millions</i>	Quarterly							Sept YTD 2021	Annual 2020
	Q3/21	Q2/21	Q1/21	Q4/20	Q3/20	Q2/20	Q1/20		
<b>Operating revenues and other income</b>									
Mobile network revenue	1,588	1,526	1,503	1,515	1,532	1,472	1,511	4,617	6,030
Mobile equipment and other service revenues	523	501	473	597	539	358	373	1,497	1,867
Fixed data services	1,109	1,091	1,067	1,033	983	958	965	3,267	3,939
Fixed voice services	208	214	214	218	222	236	236	636	912
Fixed equipment and other service revenue	101	100	107	110	108	94	96	308	408
Health services	130	127	123	119	116	101	112	380	448
<b>Operating revenues (arising from contracts with customers)</b>	3,659	3,559	3,487	3,592	3,500	3,219	3,293	10,705	13,604
Other income	5	2	2	(1)	20	1	(1)	9	19
<b>Total external revenue</b>	3,664	3,561	3,489	3,591	3,520	3,220	3,292	10,714	13,623
Intersegment revenue	5	5	5	4	4	4	1	15	13
<b>Total operating revenues and other income</b>	3,669	3,566	3,494	3,595	3,524	3,224	3,293	10,729	13,636
<i>Mobile network revenue % change on prior year</i>	3.7%	3.7%	(0.5)%	(1.0)%	(2.9)%	(3.3)%	1.3%	2.3%	(1.5)%
<i>Fixed data services revenue % change on prior year</i>	12.8%	13.9%	10.6%	10.8%	12.0%	7.5%	12.3%	12.4%	10.7%
<i>Total external revenue % change on prior year</i>	4.1%	10.6%	6.0%	1.2%	3.3%	(2.8)%	1.6%	6.8%	0.8%
Goods and services purchased	1,635	1,591	1,533	1,775	1,646	1,447	1,414	4,759	6,282
Employee benefits expense	679	652	625	600	620	580	578	1,956	2,378
<b>Total operating expense<sup>(B)</sup></b>	2,314	2,243	2,158	2,375	2,266	2,027	1,992	6,715	8,660
<b>EBITDA<sup>7</sup></b>	1,355	1,323	1,336	1,220	1,258	1,197	1,301	4,014	4,976
<i>EBITDA % change on prior year</i>	7.7%	10.5%	2.7%	(3.8)%	(6.6)%	(7.5)%	(0.6)%	6.9%	(4.6)%
<b>EBITDA margin</b>	37.0%	37.1%	38.3%	34.0%	35.7%	37.1%	39.5%	37.4%	36.5%
<b>Capital expenditures</b>	962	882	662	588	714	727	646	2,506	2,675
<b>Capital expenditure intensity<sup>8</sup></b>	26%	25%	19%	16%	20%	23%	20%	23%	20%
<b>EBITDA less capex</b>	393	441	674	632	544	470	655	1,508	2,301
Add: Restructuring and other costs included in total operating expense <sup>10</sup>	55	29	28	39	48	60	35	112	182
Add: Other equity losses related to real estate joint ventures	-	1	1	2	8	3	6	2	19
<b>Adjusted EBITDA<sup>9</sup></b>	1,410	1,353	1,365	1,261	1,314	1,260	1,342	4,128	5,177
<i>Adjusted EBITDA % change on prior year</i>	7.4%	7.3%	1.8%	(3.8)%	(4.3)%	(4.6)%	(0.2)%	5.4%	(3.2)%
<b>Adjusted EBITDA margin<sup>(C)</sup></b>	38.4%	37.9%	39.1%	35.1%	37.2%	39.1%	40.7%	38.5%	37.9%

<sup>(A)</sup> May not balance due to rounding alignment to YTD figures.

<sup>(B)</sup> Includes restructuring and other costs.

<sup>(C)</sup> Adjusted EBITDA margin is Adjusted EBITDA divided by Operating revenues and other income, where the calculation of Operating revenues and other income excludes other equity losses related to real estate joint ventures.



**TELUS technology solutions**  
**Operating Statistics<sup>(A)</sup>**

	Quarter 3				Sept YTD			
	2021	2020	Change	% Change	2021	2020	Change	% Change
<b>Mobile Phone<sup>11</sup></b>								
Additions (000s)								
Gross additions	380	370	10	2.7%	955	903	52	5.8%
Net additions	135	111	24	21.6%	255	193	62	32.1%
Subscribers (000s) <sup>(B)</sup>	9,178	8,836	342	3.9%	9,178	8,836	342	3.9%
ABPU (\$) <sup>12(B)</sup>	\$70.99	\$71.01	(\$0.02)	-	\$69.75	\$70.72	(\$0.97)	(1.4%)
ARPU (\$) <sup>13(B)</sup>	\$58.13	\$58.12	\$0.01	-	\$56.94	\$57.56	(\$0.62)	(1.1%)
Churn, per month (%) <sup>14(B)</sup>	0.90%	0.99%	(0.09) pts.		0.87%	0.91%	(0.04) pts.	
<b>Connected Device<sup>15</sup></b>								
Net additions (000s)	110	87	23	26.4%	257	169	88	52.1%
Subscribers (000s)	2,053	1,708	345	20.2%	2,053	1,708	345	20.2%
<b>Fixed</b>								
Internet net additions	46	50	(4)	(8.0%)	109	113	(4)	(3.5%)
TV net additions	10	19	(9)	(47.4%)	32	35	(3)	(8.6%)
Residential voice net losses	(11)	(8)	(3)	(37.5%)	(31)	(31)	-	-
Security net additions	30	18	12	66.7%	66	45	21	46.7%
Total Fixed net additions	75	79	(4)	(5.1%)	176	162	14	8.6%
Internet subscribers <sup>16(C)</sup>	2,231	2,094	137	6.5%	2,231	2,094	137	6.5%
TV subscribers <sup>17</sup>	1,247	1,195	52	4.4%	1,247	1,195	52	4.4%
Residential voice subscribers <sup>18</sup>	1,133	1,173	(40)	(3.4%)	1,133	1,173	(40)	(3.4%)
Security subscribers <sup>19(D)</sup>	773	684	89	13.0%	773	684	89	13.0%
Total Fixed subscribers <sup>(C)(D)</sup>	5,384	5,146	238	4.6%	5,384	5,146	238	4.6%
<b>Total TTech net additions</b>	<b>320</b>	<b>277</b>	<b>43</b>	<b>15.5%</b>	<b>688</b>	<b>524</b>	<b>164</b>	<b>31.3%</b>
<b>Total TTech subscribers<sup>(B)(C)(D)</sup></b>	<b>16,615</b>	<b>15,690</b>	<b>925</b>	<b>5.9%</b>	<b>16,615</b>	<b>15,690</b>	<b>925</b>	<b>5.9%</b>
<b>Healthcare lives covered (millions)<sup>20</sup></b>	<b>19.3</b>	<b>16.0</b>	<b>3.3</b>	<b>20.6%</b>	<b>19.3</b>	<b>16.0</b>	<b>3.3</b>	<b>20.6%</b>
<b>Virtual care members (millions)<sup>21</sup></b>	<b>2.3</b>	<b>1.4</b>	<b>0.9</b>	<b>64.3%</b>	<b>2.3</b>	<b>1.4</b>	<b>0.9</b>	<b>64.3%</b>
<b>Digital health transactions (millions)<sup>22</sup></b>	<b>137.9</b>	<b>136.0</b>	<b>1.9</b>	<b>1.4%</b>	<b>408.3</b>	<b>399.8</b>	<b>8.5</b>	<b>2.1%</b>

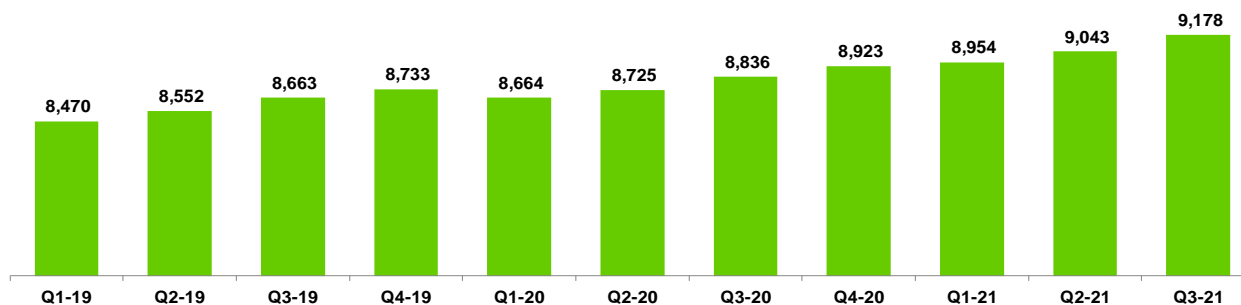
<sup>(A)</sup>May not balance due to rounding alignment to YTD figures.

<sup>(B)</sup>Effective January 1, 2021, with retrospective application to January 1, 2020, in alignment with our segment reporting changes, we made a retroactive adjustment to remove internal network service revenue and approximately 29,000 subscribers from our mobile phone subscriber base and associated operating statistics (ABPU/ARPU and churn). Internal network service revenue consists of earned revenue from both our internal mobile phone and connected devices subscribers, neither of which contribute to our restated subscriber base.

<sup>(C)</sup>Effective January 1, 2021 on a prospective basis, following an in-depth review of customer accounts within a legacy subscriber provisioning system to be decommissioned, we adjusted our internet subscriber base to remove 16,000 subscribers.

<sup>(D)</sup>During the third quarter of 2020, we adjusted cumulative subscriber connections to add approximately 31,000 security subscribers as a result of a business acquisition.

**Mobile Phone Subscribers (000s)<sup>(B)</sup>**





**TELUS technology solutions**  
**Operating Statistics - Historical Trend<sup>(A)</sup>**

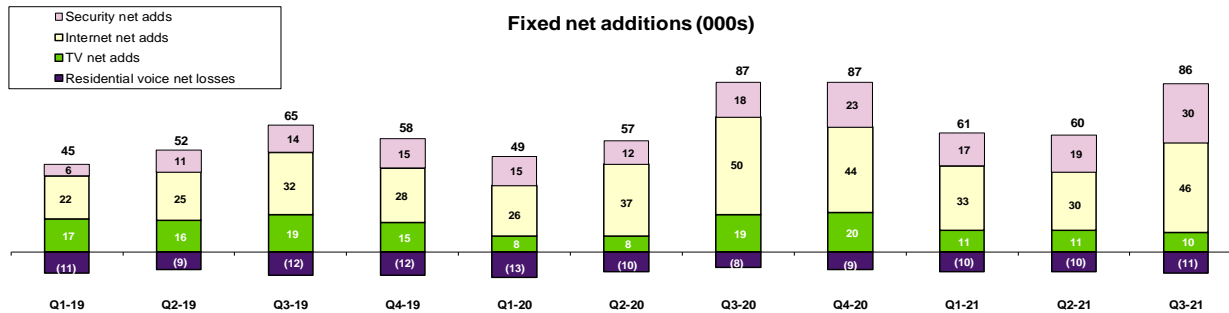
	Quarterly							Sept YTD 2021	Annual 2020
	Q3/21	Q2/21	Q1/21	Q4/20	Q3/20	Q2/20	Q1/20		
<b>Mobile Phone<sup>11</sup></b>									
Additions (000s)									
Gross additions	380	305	270	374	370	268	265	955	1,277
Net additions	135	89	31	87	111	61	21	255	280
Subscribers (000s) <sup>(B)</sup>	9,178	9,043	8,954	8,923	8,836	8,725	8,664	9,178	8,923
ABPU (\$) <sup>(12)(B)</sup>	\$70.99	\$69.44	\$68.79	\$69.70	\$71.01	\$69.31	\$71.98	\$69.75	\$70.49
ABPU % change on prior year <sup>(B)</sup>	-	0.2%	(4.4%)					(1.4%)	
ARPU (\$) <sup>(13)(B)</sup>	\$58.13	\$56.56	\$56.10	\$56.88	\$58.12	\$56.44	\$58.24	\$56.94	\$57.41
ARPU % change on prior year <sup>(B)</sup>	-	0.2%	(3.7%)					(1.1%)	
Churn, per month (%) <sup>(14)(B)</sup>	0.90%	0.81%	0.89%	1.09%	0.99%	0.80%	0.94%	0.87%	0.96%
<b>Connected Device<sup>15</sup></b>									
Net additions (000s)	110	84	63	88	87	33	49	257	257
Subscribers (000s)	2,053	1,943	1,859	1,796	1,708	1,621	1,588	2,053	1,796
<b>Fixed</b>									
Internet net additions	46	30	33	44	50	37	26	109	157
TV net additions	10	11	11	20	19	8	8	32	55
Residential voice net losses	(11)	(10)	(10)	(9)	(8)	(10)	(13)	(31)	(40)
Security net additions	30	19	17	23	18	12	15	66	68
Total Fixed net additions	75	50	51	78	79	47	36	176	240
Internet subscribers <sup>(16)(C)</sup>	2,231	2,185	2,155	2,138	2,094	2,044	2,007	2,231	2,138
TV subscribers <sup>(17)</sup>	1,247	1,237	1,226	1,215	1,195	1,176	1,168	1,247	1,215
Residential voice subscribers <sup>(18)</sup>	1,133	1,144	1,154	1,164	1,173	1,181	1,191	1,133	1,164
Security subscribers <sup>(19)(D)</sup>	773	743	724	707	684	635	623	773	707
Total Fixed subscribers <sup>(C)(D)</sup>	5,384	5,309	5,259	5,224	5,146	5,036	4,989	5,384	5,224
<b>Total TTech net additions</b>	<b>320</b>	<b>223</b>	<b>145</b>	<b>253</b>	<b>277</b>	<b>141</b>	<b>106</b>	<b>688</b>	<b>777</b>
<b>Total TTech subscribers <sup>(B)(C)(D)</sup></b>	<b>16,615</b>	<b>16,295</b>	<b>16,072</b>	<b>15,943</b>	<b>15,690</b>	<b>15,382</b>	<b>15,241</b>	<b>16,615</b>	<b>15,943</b>
<b>Healthcare lives covered (millions) <sup>(20)</sup></b>	<b>19.3</b>	<b>18.1</b>	<b>17.5</b>	<b>16.9</b>	<b>16.0</b>	<b>15.5</b>	<b>14.6</b>	<b>19.3</b>	<b>16.9</b>
<b>Virtual care members (millions) <sup>(21)</sup></b>	<b>2.3</b>	<b>2.2</b>	<b>2.0</b>	<b>1.7</b>	<b>1.4</b>	<b>1.2</b>	<b>0.7</b>	<b>2.3</b>	<b>1.7</b>
<b>Digital health transactions (millions) <sup>(22)</sup></b>	<b>137.9</b>	<b>137.1</b>	<b>133.3</b>	<b>135.1</b>	<b>136.0</b>	<b>124.1</b>	<b>139.7</b>	<b>408.3</b>	<b>534.9</b>

<sup>(A)</sup>May not balance due to rounding alignment to YTD figures.

<sup>(B)</sup>Effective January 1, 2021, with retrospective application to January 1, 2020, in alignment with our segment reporting changes, we made a retroactive adjustment to remove internal network service revenue and approximately 29,000 subscribers from our mobile phone subscriber base and associated operating statistics (ABPU/ARPU and churn). Internal network service revenue consists of earned revenue from both our internal mobile phone and connected devices subscribers, neither of which contribute to our restated subscriber base.

<sup>(C)</sup>Effective January 1, 2021 on a prospective basis, following an in-depth review of customer accounts within a legacy subscriber provisioning system to be decommissioned, we adjusted our internet subscriber base to remove 16,000 subscribers.

<sup>(D)</sup>During the third quarter of 2020, we adjusted cumulative subscriber connections to add approximately 31,000 security subscribers as a result of a business acquisition.



**Digitally-led customer experiences - TELUS International (DLCX)**  
**Operations - Historical Trend<sup>(A)(B)</sup>**

\$ millions	Quarter 3				Sept YTD			
	2021	2020	Change	% Change	2021	2020	Change	% Change
<b>Operating revenues and other income</b>								
Operating revenues (arising from contracts with customers)	587	461	126	27.3%	1,672	1,268	404	31.9%
Other income	-	-	-	n.m.	-	103	(103)	n.m.
<b>Total external revenue</b>	587	461	126	27.3%	1,672	1,371	301	22.0%
Intersegment revenue	113	107	6	5.6%	325	308	17	5.5%
<b>Total operating revenues and other income</b>	700	568	132	23.2%	1,997	1,679	318	18.9%
Goods and services purchased	143	97	46	47.4%	398	312	86	27.6%
Employee benefits expense	416	339	77	22.7%	1,205	965	240	24.9%
<b>Total operating expense<sup>(C)</sup></b>	559	436	123	28.2%	1,603	1,277	326	25.5%
<b>EBITDA<sup>7</sup></b>	141	132	9	6.7%	394	402	(8)	(2.1%)
<b>EBITDA margin</b>	20.0%	23.1%	(3.1) pts.		19.7%	23.9%	(4.2) pts.	
<b>Capital expenditures</b>	29	27	2	7.4%	83	75	8	10.7%
<b>Capital expenditure intensity<sup>8</sup></b>	4%	5%	(1) pt.		4%	4%	- pts.	
<b>EBITDA less capex</b>	112	105	7	6.7%	311	327	(16)	(4.9%)
Add: Restructuring and other costs included in total operating expense <sup>10</sup>	8	10	(2)	n.m.	30	45	(15)	n.m.
Deduct: retirement of a provision arising from business acquisition-related written put options within DLCX	-	-	-	-	-	(71)	71	n.m.
<b>Adjusted EBITDA<sup>9</sup></b>	149	142	7	4.7%	424	376	48	12.6%
<b>Adjusted EBITDA margin<sup>(D)</sup></b>	21.1%	24.8%	(3.7) pts.		21.2%	23.4%	(2.2) pts.	
<b>Average CAD:USD FX rate<sup>(E)</sup></b>	0.79	0.75	0.04	5.8%	0.80	0.74	0.06	8.1%

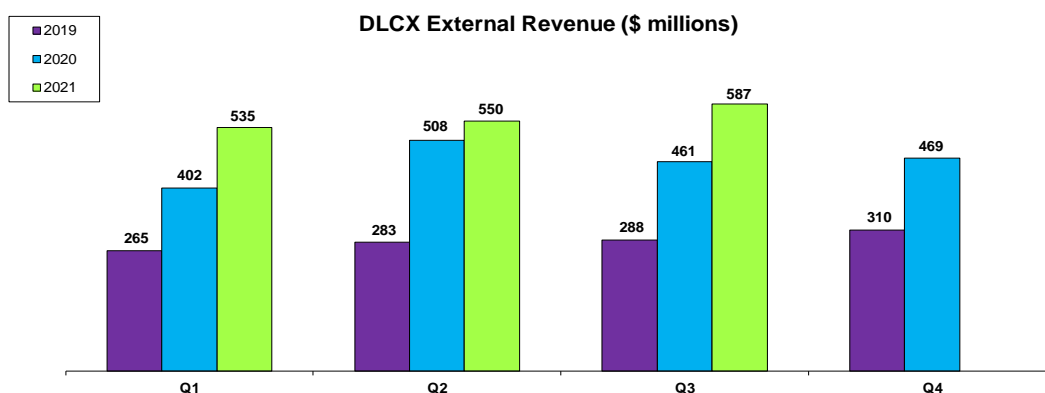
<sup>(A)</sup> May not balance due to rounding alignment to YTD figures.

<sup>(B)</sup> Refer to User Notes for additional information on the results presented within this segment.

<sup>(C)</sup> Includes restructuring and other costs.

<sup>(D)</sup> Adjusted EBITDA margin is Adjusted EBITDA divided by Operating revenues and other income, where the calculation of Operating revenues and other income excludes retirement of a provision arising from business acquisition-related written put options within DLCX.

<sup>(E)</sup> Represents a simple average of monthly average FX rates within the time period, per Bank of Canada posted rates.



**Digitally-led customer experiences - TELUS International (DLCX)**  
**Operations - Historical Trend<sup>(A)(B)</sup>**

\$ millions	Quarterly							Sept YTD 2021	Annual 2020
	Q3/21	Q2/21	Q1/21	Q4/20	Q3/20	Q2/20	Q1/20		
<b>Operating revenues and other income</b>									
Operating revenues (arising from contracts with customers)	587	550	535	469	461	437	370	1,672	1,737
Other income	-	-	-	-	-	71	32	-	103
<b>Total external revenue</b>	587	550	535	469	461	508	402	1,672	1,840
Intersegment revenue	113	108	104	108	107	104	97	325	416
<b>Total operating revenues and other income</b>	700	658	639	577	568	612	499	1,997	2,256
<i>Operating revenues % change on prior year</i>	27.3%	25.9%	44.6%	59.5%	60.6%	54.4%	40.7%	31.9%	54.1%
<i>Total external revenue % change on prior year</i>	27.3%	8.3%	33.1%	51.3%	60.1%	79.5%	51.7%	22.0%	60.6%
Goods and services purchased	143	131	124	103	97	114	101	398	415
Employee benefits expense	416	399	390	358	339	336	290	1,205	1,323
<b>Total operating expense<sup>(C)</sup></b>	559	530	514	461	436	450	391	1,603	1,738
<b>EBITDA<sup>7</sup></b>	141	128	125	116	132	162	108	394	518
<i>EBITDA % change on prior year</i>	6.7%	(20.8%)	15.4%	17.5%	51.3%	104.7%	53.3%	(2.1%)	54.4%
<b>EBITDA margin</b>	20.0%	19.6%	19.5%	20.1%	23.1%	26.6%	21.7%	19.7%	22.9%
<b>Capital expenditures</b>	29	31	23	25	27	29	19	83	100
<b>Capital expenditure intensity<sup>8</sup></b>	4%	5%	4%	4%	5%	5%	4%	4%	4%
<b>EBITDA less capex</b>	112	97	102	91	105	133	89	311	418
Add: Restructuring and other costs included in total operating expense <sup>10</sup>	8	9	13	32	10	10	25	30	77
Deduct: retirement of a provision arising from business acquisition-related written put options within DLCX	-	-	-	-	-	(71)	-	-	(71)
<b>Adjusted EBITDA<sup>9</sup></b>	149	137	138	148	142	101	133	424	524
<i>Adjusted EBITDA % change on prior year</i>	4.7%	36.5%	3.0%	46.9%	55.4%	26.5%	87.4%	12.6%	52.8%
<b>Adjusted EBITDA margin<sup>(D)</sup></b>	21.1%	20.9%	21.6%	25.8%	24.8%	18.6%	26.8%	21.2%	24.0%
<b>Average CAD:USD FX rate<sup>(E)</sup></b>	0.79	0.81	0.79	0.77	0.75	0.72	0.75	0.80	0.75

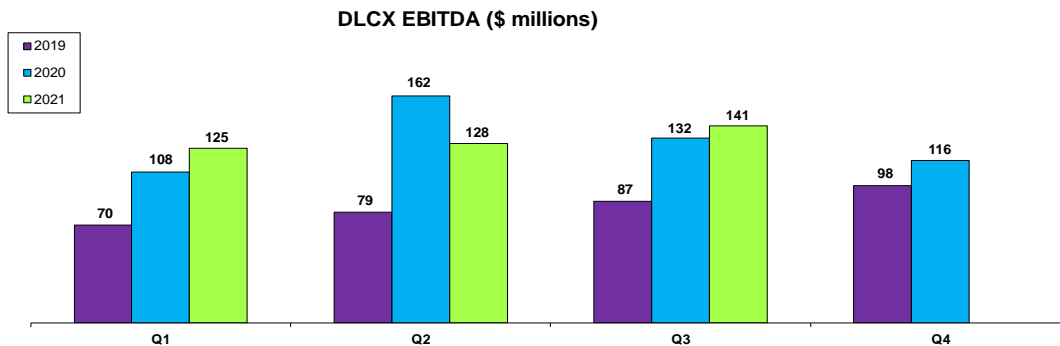
<sup>(A)</sup>May not balance due to rounding alignment to YTD figures.

<sup>(B)</sup>Refer to User Notes for additional information on the results presented within this segment.

<sup>(C)</sup>Includes restructuring and other costs.

<sup>(D)</sup>Adjusted EBITDA margin is Adjusted EBITDA divided by Operating revenues and other income, where the calculation of Operating revenues and other income excludes retirement of a provision arising from business acquisition-related written put options within DLCX.

<sup>(E)</sup>Represents a simple average of monthly average FX rates within the time period, per Bank of Canada posted rates.



## Non-GAAP measures and definitions of key operating indicators

<sup>1</sup> **Adjusted Net income and adjusted basic earnings per share** measures are used to evaluate performance at a consolidated level and exclude items that, in management's view, may obscure underlying trends in business performance or items of an unusual nature that do not reflect our ongoing operations. These measures should not be considered alternatives to Net income and basic earnings per share in measuring TELUS' performance

<sup>2</sup> **Return on common equity** is Net income attributed to equity shares for a 12-month trailing period, divided by the average Common equity for the 12-month period.

<sup>3</sup> **EBITDA interest coverage ratio** is defined as EBITDA (excluding restructuring and other costs), divided by net interest cost. Net interest cost is defined as financing costs, net of capitalized long-term debt interest, excluding employee defined benefit plans net interest, as well as recoveries on redemption and repayment of debt, calculated on a 12-month trailing basis. Any losses recorded on the redemption of debt are included in net interest. This measure is similar to the coverage ratio covenant in TELUS' credit facilities.

<sup>4</sup> **Free cash flow** is a supplementary indicator of our operating performance, and there is no generally accepted industry definition of free cash flow. It should not be considered an alternative to the measures in the Consolidated statements of cash flows. Free cash flow excludes certain working capital changes (such as trade receivables and trade payables), proceeds from divested assets and other sources and uses of cash, as found in the Consolidated statements of cash flows. It provides an indication of how much cash generated by operations is available after capital expenditures (excluding purchases of spectrum licences) that may be used to, among other things, pay dividends, repay debt, purchase shares or make other investments. We exclude impacts of accounting changes that do not impact cash, such as IFRS 15 and IFRS 16. Free cash flow may be supplemented from time to time by proceeds from divested assets or financing activities.

<sup>5</sup> **Net debt** is defined as Long-term Debt (including current maturities of long-term debt) plus debt issue costs netted against long-term debt, Short-term borrowings and Accumulated other comprehensive income amounts arising from financial instruments used to manage interest rate and currency risks associated with U.S. dollar-denominated long-term debt (excluding tax effects), less Cash and temporary investments and net derivative assets. Net debt is a useful measure because it represents the amount of Short-term borrowings and long-term debt obligations that are not covered by available Cash and temporary investments. The nearest IFRS measure to net debt is Long-term debt, including Current maturities of Long-term debt.

<sup>6</sup> **Net debt to EBITDA excluding restructuring and other costs** is defined as Net debt as at the end of the period divided by the 12-month trailing EBITDA excluding restructuring and other costs. Historically, Net debt to EBITDA excluding restructuring and other costs is similar to the Leverage Ratio covenant in TELUS' credit facilities.

<sup>7</sup> **EBITDA (earnings before interest, income taxes, depreciation and amortization)** is an indicator we have issued guidance on and report EBITDA because it is a key measure used to evaluate performance at a consolidated level. EBITDA is commonly reported and widely used by investors and lending institutions as an indicator of a company's operating performance and ability to incur and service debt, and as a valuation metric. EBITDA should not be considered an alternative to Net income in measuring TELUS' performance, nor should it be used as a measure of cash flow. EBITDA as calculated by TELUS is equivalent to Operating revenues and other income less the total of Goods and services purchased expense and Employee benefits expense.

<sup>8</sup> **Capital expenditure intensity** is calculated as capital expenditures (excluding spectrum licences) divided by total Operating revenues and other income.

<sup>9</sup> **Adjusted EBITDA** is calculated to exclude items of an unusual nature that do not reflect our ongoing operations and should not, in our opinion, be considered in a long-term valuation metric or should not be included in an assessment of our ability to service or incur debt.

<sup>10</sup> **Restructuring and other costs** are associated incremental, non-recurring restructuring costs. We may also incur atypical charges when undertaking major or transformational changes to our business or operating models or post-acquisition business integration. In other costs, we include incremental atypical external costs incurred in connection with business acquisition or disposition activity; significant litigation costs in respect of losses or settlements, adverse retrospective regulatory decisions; and certain incremental atypical costs incurred in connection with the COVID-19 pandemic.

## Non-GAAP measures and definitions of key operating indicators, continued

<sup>11</sup> **Mobile phone subscriber** means a TELUS subscriber on an active service plan with a recurring revenue-generating portable unit (e.g. feature phones and smartphones) that is connected to the TELUS network and provides voice, text and/or data connectivity.

<sup>12</sup> **Mobile phone Average billing per subscriber per month (ABPU)** is calculated as network revenue derived from monthly service plan, roaming and usage charges, as well as monthly re-payments of the outstanding device balance owing from customers on contract; divided by the average number of mobile phone subscribers on the network during the period and is expressed as a rate per month.

<sup>13</sup> **Mobile phone Average revenue per subscriber per month (ARPU)** is calculated as network revenue derived from monthly service plan, roaming and usage charges; divided by the average number of mobile phone subscribers on the network during the period, and is expressed as a rate per month.

<sup>14</sup> **Churn** is calculated as the number of subscribers deactivated during a given period divided by the average number of subscribers on the network during the period, and is expressed as a rate per month. Mobile phone churn refers to the aggregate average of both prepaid and postpaid mobile phone churn. A TELUS, Koodo or Public Mobile brand prepaid mobile phone subscriber is deactivated when the subscriber has no usage for 90 days following expiry of the prepaid credits.

<sup>15</sup> **Connected device subscriber** means a TELUS subscriber on an active service plan with a recurring revenue-generating portable unit (e.g. tablets, internet keys, Internet of Things, wearables and connected cars) that is connected to the TELUS network and is intended for limited or no cellular voice capability.

<sup>16</sup> **Internet subscriber** means a TELUS subscriber on an active internet plan with a recurring revenue-generating fixed unit that is connected to the TELUS network and provides internet connectivity.

<sup>17</sup> **TV subscriber** means a TELUS subscriber on an active TV plan with a recurring revenue-generating fixed unit subscription for video services from a TELUS TV platform (e.g. Optik TV and Pik TV).

<sup>18</sup> **Residential voice subscriber** means a TELUS subscriber on an active phone plan with a recurring revenue-generating fixed unit that is connected to the TELUS network and provides voice service.

<sup>19</sup> **Security subscriber** means a TELUS subscriber on an active security plan with a recurring revenue-generating fixed unit that is connected to the TELUS security and automation platform.

<sup>20</sup> **Healthcare lives covered** means the number of users (primary members and their dependents) enrolled in various health programs supported by TELUS Health services (e.g. virtual care, health benefits management, preventative care and personal health security).

<sup>21</sup> **Virtual care member** means primary enrolment to receive services on an active TELUS Health virtual care plan.

<sup>22</sup> **Digital health transactions** mean the total number of health claims, dental claims, consultations or other paid transactions facilitated by TELUS Health services.