



# TELUS Corporation

*Fourth Quarter, 2020*

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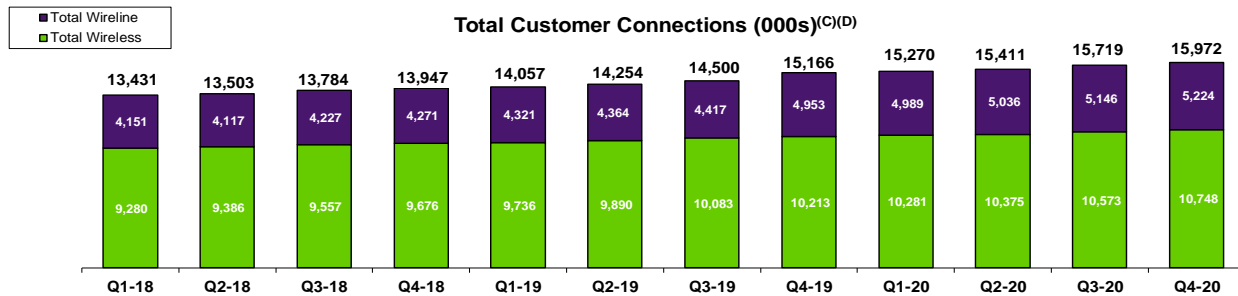
**TELUS Corporation**  
**Selected Consolidated Data**

*\$ millions except shares, per share amounts, ratios and total customer connections*

	Quarterly								Dec YTD 2020	Annual 2019
	Q4/20	Q3/20	Q2/20	Q1/20	Q4/19	Q3/19	Q2/19	Q1/19		
Net Income	271	321	315	353	379	440	520	437	1,260	1,776
Adjusted Net Income <sup>(A)</sup>	289	356	316	400	400	458	416	453	1,361	1,727
Basic earnings per share (\$) <sup>(B)</sup>	0.20	0.24	0.23	0.28	0.30	0.36	0.43	0.36	0.95	1.45
Adjusted Basic earnings per share (\$) <sup>(A)(B)</sup>	0.22	0.28	0.25	0.32	0.32	0.39	0.35	0.38	1.06	1.43
Dividends declared per share (\$) <sup>(B)</sup>	0.31120	0.29125	0.29125	0.29125	0.29125	0.28125	0.28125	0.27250	1.18495	1.12625
Return on common equity <sup>1</sup>	10.1%	11.3%	12.7%	15.2%	16.7%	16.8%	17.2%	16.3%	10.1%	16.7%
EBITDA interest coverage ratio <sup>2</sup>	7.3	7.4	7.2	7.3	7.5	7.7	8.0	8.4	7.3	7.5
Free cash flow <sup>3</sup>	218	161	511	545	135	320	324	153	1,435	932
Net debt <sup>4</sup>	19,826	18,489	17,664	17,983	18,199	17,029	16,602	15,732	19,826	18,199
Net debt : EBITDA (times) <sup>5</sup>	3.45	3.21	3.06	3.13	3.20	3.05	2.94	2.84	3.45	3.20
Outstanding shares at end of period (M) <sup>(B)</sup>	1,291	1,285	1,278	1,272	1,209	1,204	1,203	1,202	1,291	1,209
Basic weighted average shares outstanding (M) <sup>(B)</sup>	1,291	1,284	1,278	1,248	1,209	1,204	1,203	1,201	1,275	1,204
Total customer connections (000s) <sup>(C)(D)</sup>	15,972	15,719	15,411	15,270	15,166	14,500	14,254	14,057	15,972	15,166

<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 TELUS International (TI). Q2 2019 income tax-related adjustments include \$121 million from the revaluation of our deferred income tax liability for the multi-year reduction in the Alberta provincial corporate tax rate that was substantively enacted in the second quarter of 2019.

<sup>(B)</sup>All information pertaining to shares and per-share amounts for periods before March 17, 2020 reflects retrospective treatment of our 2 for 1 share split.



<sup>(C)</sup>Customer Connections may not balance due to rounding alignment to YTD figures. Effective April 1, 2018 and on a prospective basis, we adjusted Wireline cumulative subscriber connections to remove approximately 68,000 TELUS TV subscribers as we ceased marketing our Satellite TV product. In addition, the fourth quarter of 2018 opening mobile phone subscriber connections have been adjusted to exclude an estimated 23,000 subscribers impacted by the CRTC's final pro-rating ruling in June 2018, which was effective October 1, 2018. As well, during the first quarter of 2019, we adjusted internet and total wireline cumulative subscriber connections to add approximately 16,000 subscribers from acquisitions undertaken during the quarter.

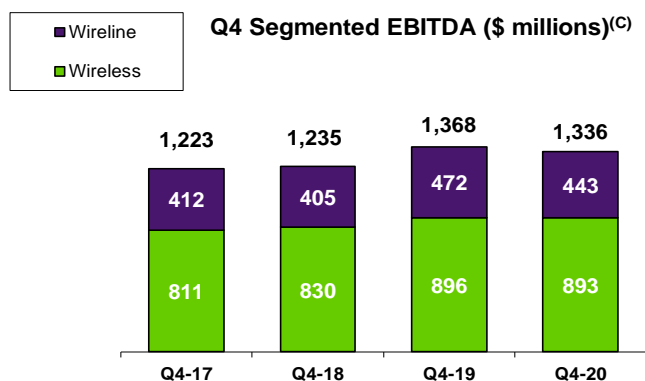
<sup>(D)</sup>Effective for the third quarter of 2019, with retrospective application to the launch of TELUS branded security services at the beginning of Q3 2018, we have added security subscriber connections to our total subscriber connections. December 31, 2019 security subscriber connections have been increased to include approximately 490,000 subscribers related to our acquisition of ADT Canada (acquired on November 5, 2019). 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.

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

\$ millions	Quarter 4				December YTD			
	2020	2019	Change	% Change	2020	2019	Change	% Change
<b>Operating revenues and other income</b>								
TELUS Wireless	2,130	2,169	(39)	(1.8%)	7,974	8,202	(228)	(2.8%)
TELUS Wireline	2,014	1,770	244	13.8%	7,811	6,760	1,051	15.5%
Less: Intersegment revenue	(84)	(81)	(3)	3.7%	(322)	(304)	(18)	5.9%
Operating revenues and other income	4,060	3,858	202	5.2%	15,463	14,658	805	5.5%
<b>EBITDA</b>								
TELUS Wireless	893	896	(3)	(0.2%)	3,642	3,693	(51)	(1.4%)
TELUS Wireline	443	472	(29)	(6.1%)	1,852	1,861	(9)	(0.5%)
Consolidated	1,336	1,368	(32)	(2.3%)	5,494	5,554	(60)	(1.1%)
<b>EBITDA margin</b>								
TELUS Wireless	41.9%	41.3%	0.6 pts.		45.7%	45.0%	0.7 pts.	
TELUS Wireline	22.0%	26.7%	(4.7) pts.		23.7%	27.5%	(3.8) pts.	
Consolidated	32.9%	35.5%	(2.6) pts.		35.5%	37.9%	(2.4) pts.	
<b>Capital expenditures</b>								
TELUS Wireless	170	238	(68)	(28.6%)	810	889	(79)	(8.9%)
TELUS Wireline	443	504	(61)	(12.1%)	1,965	2,017	(52)	(2.6%)
Consolidated	613	742	(129)	(17.4%)	2,775	2,906	(131)	(4.5%)
<b>Capital expenditure intensity<sup>6</sup></b>								
TELUS Wireless	8%	11%	(3) pts.		10%	11%	(1) pts.	
TELUS Wireline	22%	28%	(6) pts.		25%	30%	(5) pts.	
Consolidated	15%	19%	(4) pts.		18%	20%	(2) pts.	
<b>EBITDA less capex</b>								
TELUS Wireless	723	658	65	9.9%	2,832	2,804	28	1.0%
TELUS Wireline	-	(32)	32	n.m.	(113)	(156)	43	27.6%
Consolidated	723	626	97	15.5%	2,719	2,648	71	2.7%
<b>Adjusted EBITDA<sup>(A)</sup></b>								
TELUS Wireless	898	911	(13)	(1.1%)	3,689	3,728	(39)	(1.0%)
TELUS Wireline	511	502	9	1.5%	2,012	1,965	47	2.3%
Consolidated	1,409	1,413	(4)	(0.2%)	5,701	5,693	8	0.2%
<b>Adjusted EBITDA margin<sup>(B)</sup></b>								
TELUS Wireless	42.2%	41.9%	0.3 pts.		46.2%	45.4%	0.8 pts.	
TELUS Wireline	25.4%	28.4%	(3.0) pts.		26.0%	29.1%	(3.1) pts.	
Consolidated	34.7%	36.6%	(1.9) pts.		37.0%	38.8%	(1.8) 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 TI.

<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 TI.



<sup>(C)</sup>Periods prior to 2019 have not been adjusted for adoption of IFRS16, accordingly, they are not comparable to 2019 and 2020 results.

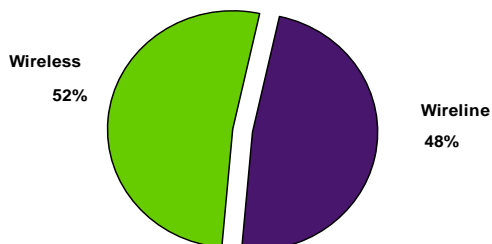
**TELUS Corporation**  
**Segmented Data - Historical Trend**

<i>\$ millions</i>	Quarterly								Dec YTD 2020	Annual 2019
	Q4/20	Q3/20	Q2/20	Q1/20	Q4/19	Q3/19	Q2/19	Q1/19		
<b>Operating revenues and other income</b>										
TELUS Wireless	2,130	2,100	1,846	1,898	2,169	2,099	1,997	1,937	7,974	8,202
TELUS Wireline	2,014	1,963	1,961	1,873	1,770	1,678	1,674	1,638	7,811	6,760
Less: Intersegment revenue	(84)	(82)	(79)	(77)	(81)	(80)	(74)	(69)	(322)	(304)
Operating revenues and other income	4,060	3,981	3,728	3,694	3,858	3,697	3,597	3,506	15,463	14,658
<b>Revenues % change on prior year</b>										
TELUS Wireless	(1.8%)	0.0%	(7.6%)	(2.0%)	(0.5%)	(2.9%)	2.9%	1.9%	(2.8%)	0.2%
TELUS Wireline	13.8%	17.0%	17.1%	14.3%	7.3%	0.1%	6.4%	6.4%	15.5%	5.0%
Operating revenues and other income	5.2%	7.7%	3.6%	5.4%	2.5%	(2.0%)	4.2%	3.8%	5.5%	2.0%
<b>EBITDA</b>										
TELUS Wireless	893	945	870	934	896	970	919	908	3,642	3,693
TELUS Wireline	443	445	489	475	472	464	454	471	1,852	1,861
Consolidated	1,336	1,390	1,359	1,409	1,368	1,434	1,373	1,379	5,494	5,554
<b>EBITDA % change on prior year</b>										
TELUS Wireless	(0.2%)	(2.6%)	(5.3%)	2.9%	8.0%	5.3%	8.9%	8.6%	(1.4%)	7.6%
TELUS Wireline	(6.1%)	(4.1%)	7.7%	0.8%	16.5%	8.4%	11.5%	8.8%	(0.5%)	11.2%
Consolidated	(2.3%)	(3.1%)	(1.0%)	2.2%	10.8%	6.3%	9.8%	8.7%	(1.1%)	8.8%
<b>EBITDA margin</b>										
TELUS Wireless	41.9%	45.0%	47.1%	49.2%	41.3%	46.2%	46.0%	46.9%	45.7%	45.0%
TELUS Wireline	22.0%	22.6%	25.0%	25.3%	26.7%	27.6%	27.1%	28.7%	23.7%	27.5%
Consolidated	32.9%	34.9%	36.5%	38.1%	35.5%	38.8%	38.2%	39.3%	35.5%	37.9%
<b>Capital expenditures</b>										
TELUS Wireless	170	212	234	194	238	251	223	177	810	889
TELUS Wireline	443	529	522	471	504	497	547	469	1,965	2,017
Consolidated	613	741	756	665	742	748	770	646	2,775	2,906
<b>Capital expenditure intensity<sup>6</sup></b>										
TELUS Wireless	8%	10%	13%	10%	11%	12%	11%	9%	10%	11%
TELUS Wireline	22%	27%	27%	25%	28%	30%	33%	29%	25%	30%
Consolidated	15%	19%	20%	18%	19%	20%	21%	18%	18%	20%
<b>EBITDA less capex</b>										
TELUS Wireless	723	733	636	740	658	719	696	731	2,832	2,804
TELUS Wireline	-	(84)	(33)	4	(32)	(33)	(93)	2	(113)	(156)
Consolidated	723	649	603	744	626	686	603	733	2,719	2,648
<b>Adjusted EBITDA<sup>(A)</sup></b>										
TELUS Wireless	898	961	890	940	911	976	924	917	3,689	3,728
TELUS Wireline	511	495	471	535	502	487	478	498	2,012	1,965
Consolidated	1,409	1,456	1,361	1,475	1,413	1,463	1,402	1,415	5,701	5,693
<b>Adjusted EBITDA<sup>(A)</sup> % change on prior year</b>										
TELUS Wireless	(1.1%)	(1.6%)	(3.7%)	2.6%	6.9%	7.0%	8.6%	8.4%	(1.0%)	7.7%
TELUS Wireline	1.5%	1.6%	(1.2%)	7.2%	9.6%	10.9%	9.9%	9.0%	2.3%	9.8%
Consolidated	(0.2%)	(0.6%)	(2.9%)	4.2%	7.9%	8.3%	9.0%	8.6%	0.2%	8.4%
<b>Adjusted EBITDA margin<sup>(B)</sup></b>										
TELUS Wireless	42.2%	45.6%	48.2%	49.5%	41.9%	46.5%	46.3%	47.4%	46.2%	45.4%
TELUS Wireline	25.4%	25.1%	24.9%	28.5%	28.4%	29.0%	28.5%	30.4%	26.0%	29.1%
Consolidated	34.7%	36.5%	37.2%	39.9%	36.6%	39.6%	39.0%	40.4%	37.0%	38.8%

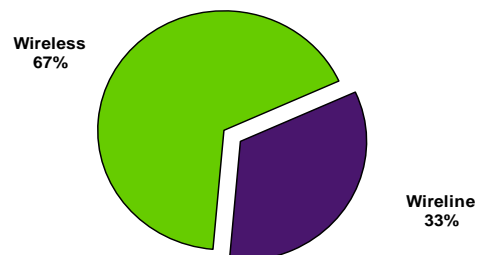
<sup>(A)</sup>Adjusted EBITDA excludes restructuring and other costs, other equity losses related to real estate joint ventures, as well as retirement of a provision arising from business acquisition-related written put options within TI. (see Historical Trend pages for Wireless and Wireline).

<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 TI.

**Segmented external revenue profile - Q4 2020**  
(% of total operating revenues)



**Segmented EBITDA profile - Q4 2020**



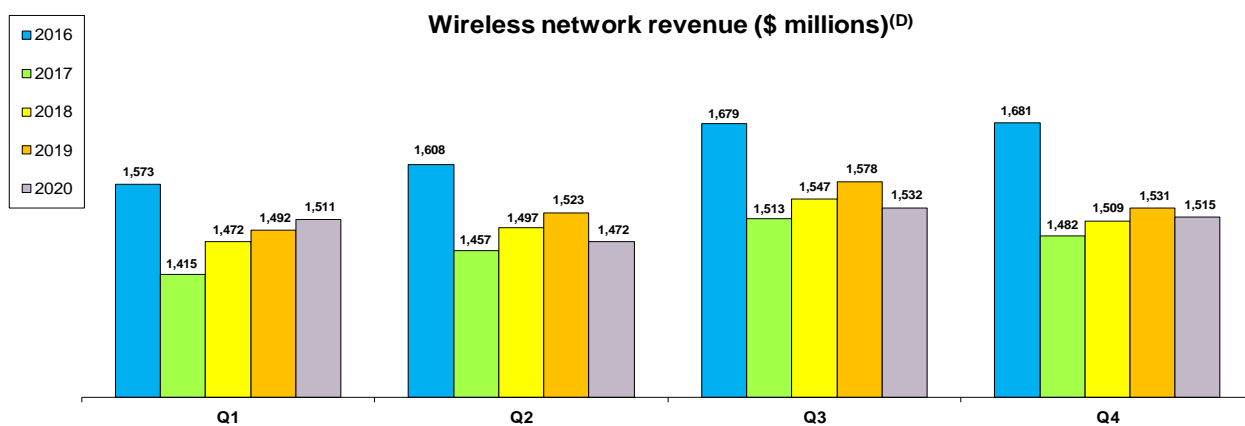
## TELUS Wireless Operations<sup>(A)</sup>

<i>\$ millions</i>	Quarter 4				December YTD			
	2020	2019	Change	% Change	2020	2019	Change	% Change
<b>Operating revenues and other income</b>								
Network revenue	1,515	1,531	(16)	(1.0%)	6,030	6,124	(94)	(1.5%)
Equipment and other service revenue	599	619	(20)	(3.2%)	1,875	2,005	(130)	(6.5%)
<b>Operating revenues (arising from contracts with customers)</b>	<b>2,114</b>	<b>2,150</b>	<b>(36)</b>	<b>(1.7%)</b>	<b>7,905</b>	<b>8,129</b>	<b>(224)</b>	<b>(2.8%)</b>
Other income	-	6	(6)	n.m.	9	20	(11)	(55.0%)
<b>Total external revenue</b>	<b>2,114</b>	<b>2,156</b>	<b>(42)</b>	<b>(1.9%)</b>	<b>7,914</b>	<b>8,149</b>	<b>(235)</b>	<b>(2.9%)</b>
Intersegment network revenue	16	13	3	23.1%	60	53	7	13.2%
<b>Operating revenues and other income</b>	<b>2,130</b>	<b>2,169</b>	<b>(39)</b>	<b>(1.8%)</b>	<b>7,974</b>	<b>8,202</b>	<b>(228)</b>	<b>(2.8%)</b>
Goods and services purchased <sup>(B)</sup>	1,073	1,096	(23)	(2.1%)	3,698	3,844	(146)	(3.8%)
Employee benefits expense <sup>(B)</sup>	164	177	(13)	(7.3%)	634	665	(31)	(4.7%)
<b>Total operating expense</b>	<b>1,237</b>	<b>1,273</b>	<b>(36)</b>	<b>(2.8%)</b>	<b>4,332</b>	<b>4,509</b>	<b>(177)</b>	<b>(3.9%)</b>
<b>EBITDA</b>	<b>893</b>	<b>896</b>	<b>(3)</b>	<b>(0.2%)</b>	<b>3,642</b>	<b>3,693</b>	<b>(51)</b>	<b>(1.4%)</b>
<b>EBITDA margin (total revenue)</b>	<b>41.9%</b>	<b>41.3%</b>	<b>0.6 pts.</b>		<b>45.7%</b>	<b>45.0%</b>	<b>0.7 pts.</b>	
<b>Capital expenditures</b>	170	238	(68)	(28.6%)	810	889	(79)	(8.9%)
<b>Capital expenditure intensity<sup>6</sup></b>	<b>8%</b>	<b>11%</b>	<b>(3) pts.</b>		<b>10%</b>	<b>11%</b>	<b>(1) pts.</b>	
<b>EBITDA less capex</b>	<b>723</b>	<b>658</b>	<b>65</b>	<b>9.9%</b>	<b>2,832</b>	<b>2,804</b>	<b>28</b>	<b>1.0%</b>
Add: Restructuring and other costs included in total operating expense	4	12	(8)	n.m.	38	32	6	18.8%
Add: other equity losses related to real estate joint ventures	1	3	(2)	n.m.	9	3	6	n.m.
<b>Adjusted EBITDA</b>	<b>898</b>	<b>911</b>	<b>(13)</b>	<b>(1.1%)</b>	<b>3,689</b>	<b>3,728</b>	<b>(39)</b>	<b>(1.0%)</b>
<b>Adjusted EBITDA margin<sup>(C)</sup></b>	<b>42.2%</b>	<b>41.9%</b>	<b>0.3 pts.</b>		<b>46.2%</b>	<b>45.4%</b>	<b>0.8 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.



<sup>(D)</sup> Periods prior to 2017 have not been adjusted for adoption of IFRS15 and IFRS9 accounting standards; accordingly, they are not comparable to 2017 - 2020 results. The implementation of IFRS16 standards did not impact network revenue.

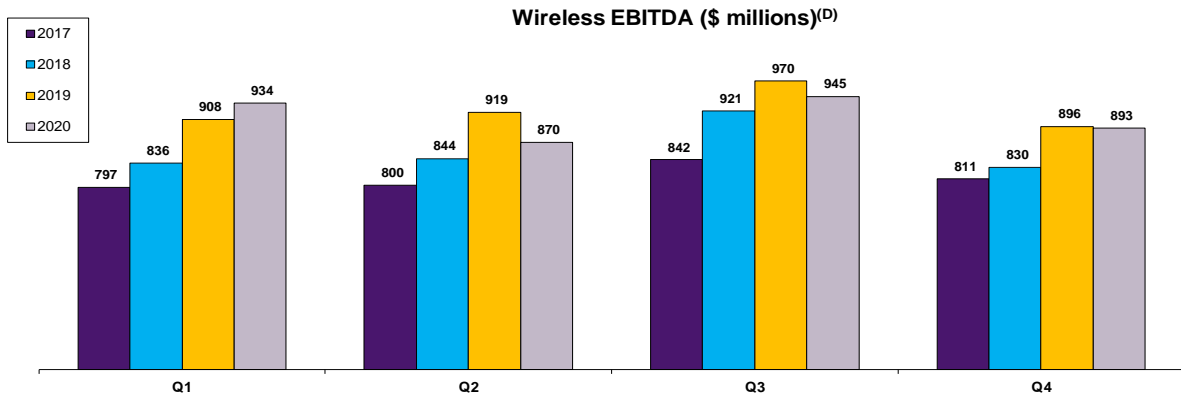
**TELUS Wireless**  
**Operations - Historical Trend<sup>(A)</sup>**

<i>\$ millions</i>	Quarterly								Dec YTD 2020	Annual 2019
	Q4/20	Q3/20	Q2/20	Q1/20	Q4/19	Q3/19	Q2/19	Q1/19		
<b>Operating revenues and other income</b>										
Network revenue	1,515	1,532	1,472	1,511	1,531	1,578	1,523	1,492	6,030	6,124
Equipment and other service revenue	599	542	360	374	619	504	455	427	1,875	2,005
<b>Operating revenues (arising from contracts with customers)</b>	2,114	2,074	1,832	1,885	2,150	2,082	1,978	1,919	7,905	8,129
Other income	-	11	(1)	(1)	6	4	5	5	9	20
<b>Total external revenue</b>	2,114	2,085	1,831	1,884	2,156	2,086	1,983	1,924	7,914	8,149
Intersegment network revenue	16	15	15	14	13	13	14	13	60	53
<b>Operating revenues and other income</b>	2,130	2,100	1,846	1,898	2,169	2,099	1,997	1,937	7,974	8,202
<i>Network revenue % change on prior year</i>	(1.0%)	(2.9%)	(3.3%)	1.3%	1.5%	2.0%	1.7%	1.4%	(1.5%)	1.6%
<i>Total external revenue % change on prior year</i>	(1.9%)	(0.0%)	(7.7%)	(2.1%)	(0.5%)	(2.9%)	2.8%	1.8%	(2.9%)	0.2%
Goods and services purchased <sup>(B)</sup>	1,073	1,011	809	805	1,096	965	907	876	3,698	3,844
Employee benefits expense <sup>(B)</sup>	164	144	167	159	177	164	171	153	634	665
<b>Total operating expense</b>	1,237	1,155	976	964	1,273	1,129	1,078	1,029	4,332	4,509
<b>EBITDA</b>	893	945	870	934	896	970	919	908	3,642	3,693
<i>EBITDA % change on prior year</i>	(0.2%)	(2.6%)	(5.3%)	2.9%	8.0%	5.3%	8.9%	8.6%	(1.4%)	7.6%
<b>EBITDA margin (total revenue)</b>	41.9%	45.0%	47.1%	49.2%	41.3%	46.2%	46.0%	46.9%	45.7%	45.0%
<b>Capital expenditures</b>	170	212	234	194	238	251	223	177	810	889
<b>Capital expenditure intensity<sup>6</sup></b>	8%	10%	13%	10%	11%	12%	11%	9%	10%	11%
<b>EBITDA less capex</b>	723	733	636	740	658	719	696	731	2,832	2,804
Add: Restructuring and other costs included in total operating expense	4	12	19	3	12	6	5	9	38	32
Add: other equity losses related to real estate joint ventures	1	4	1	3	3	-	-	-	9	3
<b>Adjusted EBITDA</b>	898	961	890	940	911	976	924	917	3,689	3,728
<i>Adjusted EBITDA % change on prior year</i>	(1.1%)	(1.6%)	(3.7%)	2.6%	6.9%	7.0%	8.6%	8.4%	(1.0%)	7.7%
<b>Adjusted EBITDA margin<sup>(C)</sup></b>	42.2%	45.6%	48.2%	49.5%	41.9%	46.5%	46.3%	47.4%	46.2%	45.4%

<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.



<sup>(D)</sup> Periods prior to 2019 have not been adjusted for adoption of IFRS16, accordingly, they are not comparable to 2019 and 2020 results.

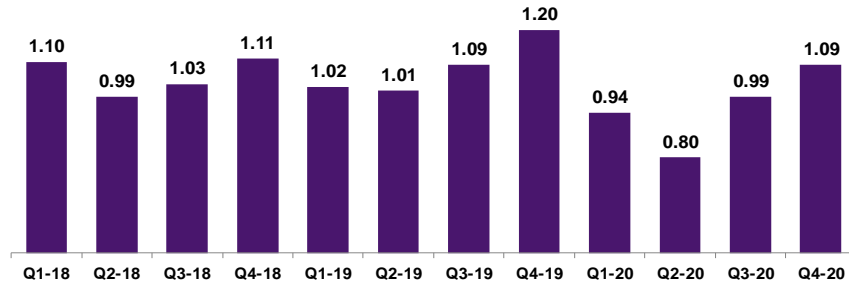
## TELUS Wireless Operating Statistics<sup>(A)</sup>

	Quarter 4				December YTD			
	2020	2019	Change	% Change	2020	2019	Change	% Change
<b>Mobile Phone</b>								
Additions (000s)								
Gross additions	374	382	(8)	(2.1%)	1,277	1,375	(98)	(7.1%)
Net additions	87	70	17	24.3%	280	274	6	2.2%
Subscribers (000s) <sup>(B)</sup>	8,952	8,733	219	2.5%	8,952	8,733	219	2.5%
ABPU (\$) <sup>7</sup>	\$70.07	\$72.79	(\$2.72)	(3.7%)	\$70.84	\$73.37	(\$2.53)	(3.4%)
ARPU (\$) <sup>8</sup>	\$57.29	\$59.29	(\$2.00)	(3.4%)	\$57.81	\$60.14	(\$2.33)	(3.9%)
Churn, per month (%) <sup>9</sup>	1.09%	1.20%	(0.11) pts.		0.95%	1.08%	(0.13) pts.	
<b>Mobile Connected Device</b>								
Net additions (000s)	88	60	28	46.7%	257	263	(6)	(2.3%)
Subscribers (000s) <sup>(B)</sup>	1,796	1,480	316	21.4%	1,796	1,480	316	21.4%
<b>Total</b>								
Net additions (000s)	175	130	45	34.6%	537	537	-	-
Subscribers (000s) <sup>(B)</sup>	10,748	10,213	535	5.2%	10,748	10,213	535	5.2%

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

<sup>(B)</sup> Effective January 1, 2020 on a prospective basis, as a result of subscribers substantially loaded prior to 2019 and were identified as having limited or no cellular voice capability through an in-depth review of our mobile phone subscriber base, we made an adjustment to transfer approximately 60,000 mobile phone subscribers to our mobile connected devices subscriber base.

### Mobile Phone Churn (%)

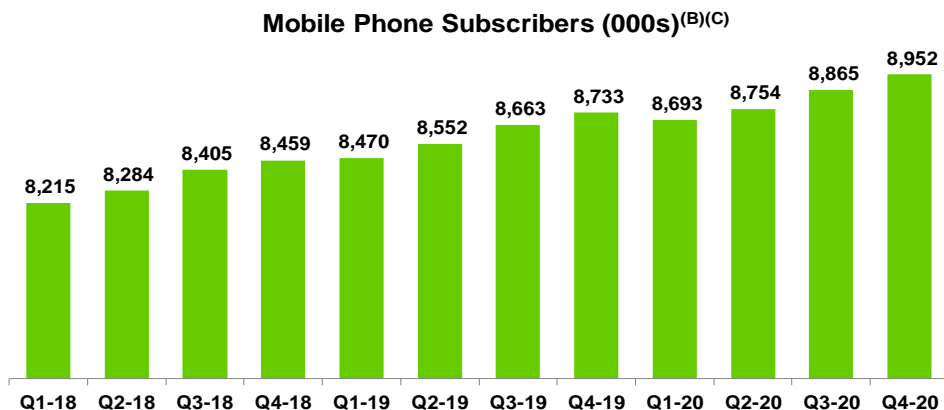


**TELUS Wireless**  
**Operating Statistics - Historical Trend<sup>(A)</sup>**

	Quarterly								Dec YTD 2020	Annual 2019	
	Q4/20	Q3/20	Q2/20	Q1/20	Q4/19	Q3/19	Q2/19	Q1/19			
<b>Mobile Phone</b>											
Additions (000s)											
Gross additions	374	370	268	265	382	388	336	269	1,277	1,375	
Net additions	87	111	61	21	70	111	82	11	280	274	
Subscribers (000s) <sup>(B)</sup>	8,952	8,865	8,754	8,693	8,733	8,663	8,552	8,470	8,952	8,733	
ABPU (\$) <sup>7</sup>	\$70.07	\$71.39	\$69.65	\$72.30	\$72.79	\$75.06	\$73.43	\$72.19	\$70.84	\$73.37	
ABPU % change on prior year	(3.7%)	(4.9%)	(5.1%)	0.2%	(0.1%)	0.5%	0.5%	0.1%	(3.4%)	0.2%	
ARPU (\$) <sup>8</sup>	\$57.29	\$58.54	\$56.82	\$58.60	\$59.29	\$61.64	\$60.30	\$59.33	\$57.81	\$60.14	
ARPU % change on prior year	(3.4%)	(5.0%)	(5.8%)	(1.2%)	(1.7%)	(1.1%)	(1.2%)	(1.5%)	(3.9%)	(1.4%)	
Churn, per month (%) <sup>9</sup>	1.09%	0.99%	0.80%	0.94%	1.20%	1.09%	1.01%	1.02%	0.95%	1.08%	
<b>Mobile Connected Device</b>											
Net additions (000s)	88	87	33	49	60	82	72	49	257	263	
Subscribers (000s) <sup>(B)</sup>	1,796	1,708	1,621	1,588	1,480	1,420	1,338	1,266	1,796	1,480	
<b>Total</b>											
Net additions (000s)	175	198	94	70	130	193	154	60	537	537	
Subscribers (000s) <sup>(B)</sup>	10,748	10,573	10,375	10,281	10,213	10,083	9,890	9,736	10,748	10,213	

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

<sup>(B)</sup>Effective January 1, 2020 on a prospective basis, as a result of subscribers substantially loaded prior to 2019 and were identified as having limited or no cellular voice capability through an in-depth review of our mobile phone subscriber base, we made an adjustment to transfer approximately 60,000 mobile phone subscribers to our mobile connected devices subscriber base.



<sup>(C)</sup>Fourth quarter of 2018 opening mobile phone subscriber connections have been adjusted to exclude an estimated 23,000 subscribers impacted by the CRTC's final pro-rating ruling in June 2018, as well as associated Q4 operating statistics (ARPU, ABPU and churn), which was effective October 1, 2018. In addition, Q2 2018 and Q4 2018 mobile phones were adjusted to reflect an adjustment for temporary subscribers in connected devices, instead of mobile phones. All associated Q2, Q3 and Q4 2018 operating statistics were also updated.



**TELUS Wireline  
Operations<sup>(A)</sup>**

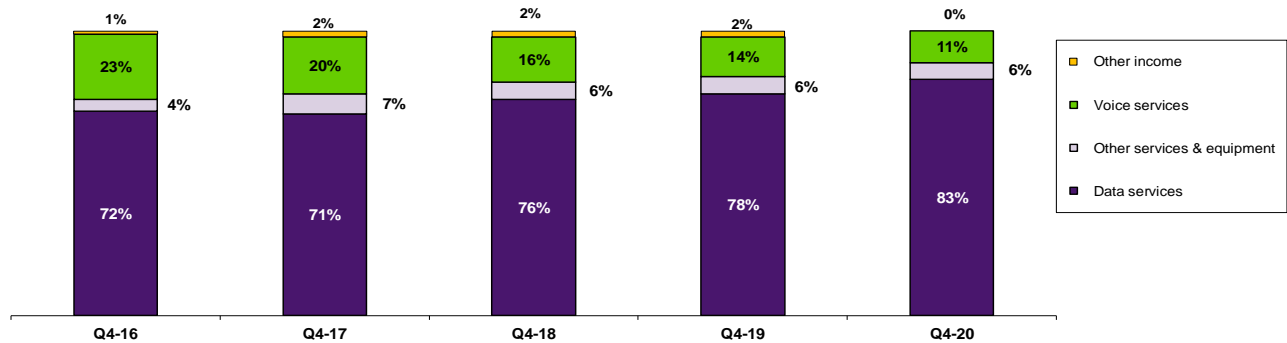
<i>\$ millions</i>	Quarter 4				December YTD			
	2020	2019	Change	% Change	2020	2019	Change	% Change
<b>Operating revenues and other income</b>								
Data services	1,617	1,330	287	21.6%	6,111	5,080	1,031	20.3%
Voice service (local and long distance)	218	240	(22)	(9.2%)	912	986	(74)	(7.5%)
Other service and equipment	112	106	6	5.7%	413	394	19	4.8%
<b>Operating revenues (arising from contracts with customers)</b>	<b>1,947</b>	<b>1,676</b>	<b>271</b>	<b>16.2%</b>	<b>7,436</b>	<b>6,460</b>	<b>976</b>	<b>15.1%</b>
Other income	(1)	26	(27)	n.m.	113	49	64	n.m.
<b>Total external revenue</b>	<b>1,946</b>	<b>1,702</b>	<b>244</b>	<b>14.3%</b>	<b>7,549</b>	<b>6,509</b>	<b>1,040</b>	<b>16.0%</b>
Intersegment revenue	68	68	-	-	262	251	11	4.4%
<b>Operating revenues and other income</b>	<b>2,014</b>	<b>1,770</b>	<b>244</b>	<b>13.8%</b>	<b>7,811</b>	<b>6,760</b>	<b>1,051</b>	<b>15.5%</b>
Goods and services purchased <sup>(B)</sup>	777	666	111	16.7%	2,892	2,530	362	14.3%
Employee benefits expense <sup>(B)</sup>	794	632	162	25.6%	3,067	2,369	698	29.5%
<b>Total operating expense</b>	<b>1,571</b>	<b>1,298</b>	<b>273</b>	<b>21.0%</b>	<b>5,959</b>	<b>4,899</b>	<b>1,060</b>	<b>21.6%</b>
<b>EBITDA</b>	<b>443</b>	<b>472</b>	<b>(29)</b>	<b>(6.1%)</b>	<b>1,852</b>	<b>1,861</b>	<b>(9)</b>	<b>(0.5%)</b>
<b>EBITDA margin</b>	<b>22.0%</b>	<b>26.7%</b>	<b>(4.7) pts.</b>		<b>23.7%</b>	<b>27.5%</b>	<b>(3.8) pts.</b>	
<b>Capital expenditures</b>	443	504	(61)	(12.1%)	1,965	2,017	(52)	(2.6%)
<b>Capital expenditure intensity<sup>6</sup></b>	<b>22%</b>	<b>28%</b>	<b>(6) pts.</b>		<b>25%</b>	<b>30%</b>	<b>(5) pts.</b>	
<b>EBITDA less capex</b>	-	(32)	32	n.m.	(113)	(156)	43	27.6%
Add: Restructuring and other costs included in total operating expense	67	28	39	n.m.	221	102	119	n.m.
Add: other equity losses related to real estate joint ventures	1	2	(1)	n.m.	10	2	8	n.m.
Deduct: retirement of a provision arising from business acquisition-related written put options within TI	-	-	-	n.m.	(71)	-	(71)	n.m.
<b>Adjusted EBITDA</b>	<b>511</b>	<b>502</b>	<b>9</b>	<b>1.5%</b>	<b>2,012</b>	<b>1,965</b>	<b>47</b>	<b>2.3%</b>
<b>Adjusted EBITDA margin<sup>(C)</sup></b>	<b>25.4%</b>	<b>28.4%</b>	<b>(3.0) pts.</b>		<b>26.0%</b>	<b>29.1%</b>	<b>(3.1) 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 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 TI.

**Q4 Wireline revenue profile - (% of total external wireline revenue)<sup>(D)</sup>**



<sup>(D)</sup>Periods prior to 2017 have not been adjusted for adoption of IFRS15 and IFRS9 accounting standards; accordingly, they are not comparable to 2017 - 2020 results. The implementation of IFRS16 standards did not impact wireline revenue.

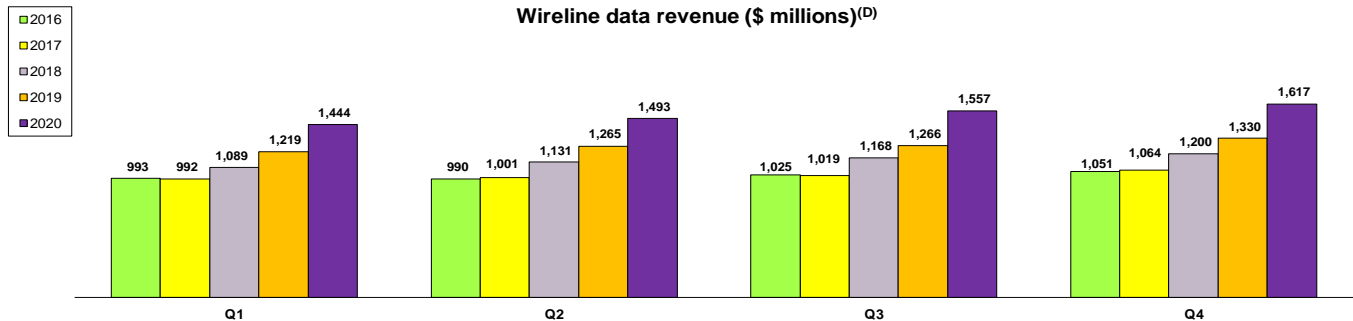
**TELUS Wireline**  
**Operations - Historical Trend<sup>(A)</sup>**

<i>\$ millions</i>	Quarterly								Dec YTD 2020	Annual 2019
	Q4/20	Q3/20	Q2/20	Q1/20	Q4/19	Q3/19	Q2/19	Q1/19		
<b>Operating revenues and other income</b>										
Data services	1,617	1,557	1,493	1,444	1,330	1,266	1,265	1,219	6,111	5,080
Voice service (local and long distance)	218	222	236	236	240	244	249	253	912	986
Other service and equipment	112	108	95	98	106	95	95	98	413	394
<b>Operating revenues (arising from contracts with customers)</b>	<b>1,947</b>	<b>1,887</b>	<b>1,824</b>	<b>1,778</b>	<b>1,676</b>	<b>1,605</b>	<b>1,609</b>	<b>1,570</b>	<b>7,436</b>	<b>6,460</b>
Other income	(1)	9	73	32	26	6	5	12	113	49
<b>Total external revenue</b>	<b>1,946</b>	<b>1,896</b>	<b>1,897</b>	<b>1,810</b>	<b>1,702</b>	<b>1,611</b>	<b>1,614</b>	<b>1,582</b>	<b>7,549</b>	<b>6,509</b>
Intersegment revenue	68	67	64	63	68	67	60	56	262	251
<b>Operating revenues and other income</b>	<b>2,014</b>	<b>1,963</b>	<b>1,961</b>	<b>1,873</b>	<b>1,770</b>	<b>1,678</b>	<b>1,674</b>	<b>1,638</b>	<b>7,811</b>	<b>6,760</b>
<i>Data services revenue % change on prior year</i>	21.6%	23.0%	18.0%	18.5%	10.8%	8.4%	11.8%	11.9%	20.3%	10.7%
<i>Total external revenue % change on prior year</i>	14.3%	17.7%	17.5%	14.4%	6.6%	(0.9%)	5.9%	6.4%	16.0%	4.4%
Goods and services purchased <sup>(B)</sup>	777	703	728	684	666	617	633	614	2,892	2,530
Employee benefits expense <sup>(B)</sup>	794	815	744	714	632	597	587	553	3,067	2,369
<b>Total operating expense</b>	<b>1,571</b>	<b>1,518</b>	<b>1,472</b>	<b>1,398</b>	<b>1,298</b>	<b>1,214</b>	<b>1,220</b>	<b>1,167</b>	<b>5,959</b>	<b>4,899</b>
<b>EBITDA</b>	<b>443</b>	<b>445</b>	<b>489</b>	<b>475</b>	<b>472</b>	<b>464</b>	<b>454</b>	<b>471</b>	<b>1,852</b>	<b>1,861</b>
<i>EBITDA % change on prior year</i>	(6.1%)	(4.1%)	7.7%	0.8%	16.5%	8.4%	11.5%	8.8%	(0.5%)	11.2%
<b>EBITDA margin</b>	22.0%	22.6%	25.0%	25.3%	26.7%	27.6%	27.1%	28.7%	23.7%	27.5%
<b>Capital expenditures</b>	443	529	522	471	504	497	547	469	1,965	2,017
<b>Capital expenditure intensity<sup>(C)</sup></b>	22%	27%	27%	25%	28%	30%	33%	29%	25%	30%
<b>EBITDA less capex</b>	-	(84)	(33)	4	(32)	(33)	(93)	2	(113)	(156)
Add: Restructuring and other costs included in total operating expense	67	46	51	57	28	23	24	27	221	102
Add: other equity losses related to real estate joint ventures	1	4	2	3	2	-	-	-	10	2
Deduct: retirement of a provision arising from business acquisition-related written put options within TI	-	-	(71)	-	-	-	-	-	(71)	-
<b>Adjusted EBITDA</b>	<b>511</b>	<b>495</b>	<b>471</b>	<b>535</b>	<b>502</b>	<b>487</b>	<b>478</b>	<b>498</b>	<b>2,012</b>	<b>1,965</b>
<i>Adjusted EBITDA % change on prior year</i>	1.5%	1.6%	(1.2%)	7.2%	9.6%	10.9%	9.9%	9.0%	2.3%	9.8%
<b>Adjusted EBITDA margin<sup>(C)</sup></b>	25.4%	25.1%	24.9%	28.5%	28.4%	29.0%	28.5%	30.4%	26.0%	29.1%

<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 and retirement of a provision arising from business acquisition-related written put options within TI.



<sup>(D)</sup>Periods prior to 2017 have not been adjusted for adoption of IFRS15 and IFRS9 accounting standards; accordingly, they are not comparable to 2017 - 2020 results. The implementation of IFRS16 standards did not impact wireline revenue.

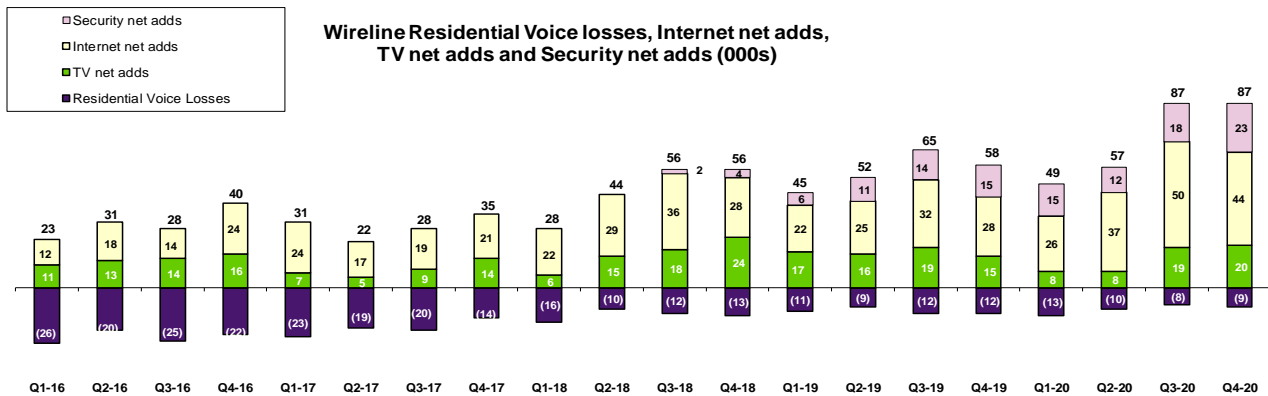
## TELUS Wireline Operating Statistics <sup>(A)</sup>

<i>thousands (000s)</i>	Quarter 4				December YTD			
	2020	2019	Change	% Change	2020	2019	Change	% Change
<b>Internet Subscriber net additions</b>	44	28	16	57.1%	157	107	50	46.7%
<b>Internet Subscribers</b>	2,138	1,981	157	7.9%	2,138	1,981	157	7.9%
<b>TV Subscriber net adds</b>	20	15	5	33.3%	55	67	(12)	(17.9%)
<b>TV Subscribers</b>	1,215	1,160	55	4.7%	1,215	1,160	55	4.7%
<b>Residential Voice net additions (losses)</b>	(9)	(12)	3	25.0%	(40)	(44)	4	9.1%
<b>Residential Voice Subscribers</b>	1,164	1,204	(40)	(3.3%)	1,164	1,204	(40)	(3.3%)
<b>Security net additions</b>	23	15	8	53.3%	68	46	22	47.8%
<b>Security Subscribers <sup>(B)(C)</sup></b>	707	608	99	16.3%	707	608	99	16.3%
<b>Total Wireline net additions</b>	78	46	32	69.6%	240	176	64	36.4%
<b>Total Wireline Subscribers <sup>(B)(C)</sup></b>	5,224	4,953	271	5.5%	5,224	4,953	271	5.5%

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

<sup>(B)</sup>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.



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

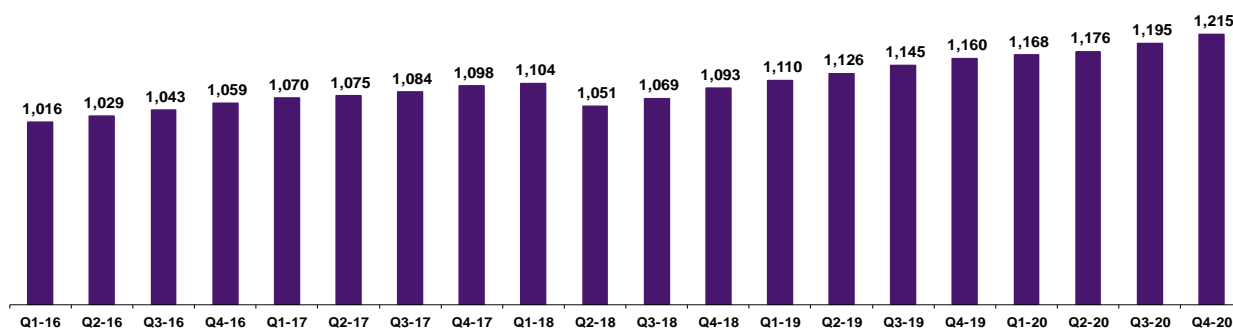
<i>thousands (000s)</i>	Quarterly								Dec YTD 2020	Annual 2019
	Q4/20	Q3/20	Q2/20	Q1/20	Q4/19	Q3/19	Q2/19	Q1/19		
<b>Internet Subscriber net additions</b>	44	50	37	26	28	32	25	22	157	107
<b>Internet Subscribers</b>	2,138	2,094	2,044	2,007	1,981	1,953	1,921	1,896	2,138	1,981
<b>TV Subscriber net adds</b>	20	19	8	8	15	19	16	17	55	67
<b>TV Subscribers</b>	1,215	1,195	1,176	1,168	1,160	1,145	1,126	1,110	1,215	1,160
<b>Residential Voice net additions (losses)</b>	(9)	(8)	(10)	(13)	(12)	(12)	(9)	(11)	(40)	(44)
<b>Residential Voice Subscribers</b>	1,164	1,173	1,181	1,191	1,204	1,216	1,228	1,237	1,164	1,204
<b>Security net additions</b>	23	18	12	15	15	14	11	6	68	46
<b>Security Subscribers<sup>(B)(C)</sup></b>	707	684	635	623	608	103	89	78	707	608
<b>Total Wireline net additions</b>	78	79	47	36	46	53	43	34	240	176
<b>Total Wireline Subscribers<sup>(B)(C)</sup></b>	5,224	5,146	5,036	4,989	4,953	4,417	4,364	4,321	5,224	4,953

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

<sup>(B)</sup> 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.

**TELUS TV subscribers (000s)<sup>(C)</sup>**



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

<sup>1</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>2</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>3</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>4</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.

<sup>5</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>6</sup> **Capital expenditure intensity** is defined as capital expenditures (excluding spectrum licences and non-monetary transactions) as a percentage of total operating revenues and other income.

<sup>7</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>8</sup> **Mobile phone Average revenue per subscriber per month (ARPU)** for mobile phone subscribers 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>9</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.