



## TELUS Corporation

***Second Quarter, 2023***

### ***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**

<i>\$ in millions except shares, per share amounts, and ratios</i>	Quarterly						Jun YTD 2023	Annual 2022
	Q2/23	Q1/23	Q4/22	Q3/22	Q2/22	Q1/22		
Net Income	196	224	265	551	498	404	420	1,718
Adjusted Net Income <sup>1</sup>	273	386	339	471	422	415	659	1,647
Basic earnings per share (\$)	0.14	0.15	0.17	0.37	0.34	0.28	0.29	1.16
Adjusted Basic earnings per share (\$) <sup>1</sup>	0.19	0.27	0.24	0.34	0.32	0.30	0.46	1.18
Dividends declared per common share (\$)	0.3636	0.3511	0.3511	0.3386	0.3386	0.3274	0.7147	1.3557
Return on common equity <sup>2</sup>	7.2%	8.9%	10.1%	12.9%	12.1%	11.4%	7.2%	10.1%
Earnings coverage	2.5	3.1	3.6	4.4	4.2	4.0	2.5	3.6
EBITDA interest coverage ratio <sup>3</sup>	6.4	7.1	7.8	9.1	8.9	8.6	6.4	7.8
Cash provided by operating activities	1,117	761	1,126	1,300	1,250	1,135	1,878	4,811
Free cash flow <sup>4</sup>	279	535	323	331	205	415	814	1,274
Long-term debt	26,588	26,566	25,037	25,139	21,628	21,319	26,588	25,037
Net debt <sup>5</sup>	26,485	26,250	24,152	23,689	21,693	20,960	26,485	24,152
Net debt : EBITDA - excluding restructuring and other costs (times) <sup>6</sup>	3.84	3.85	3.63	3.44	3.23	3.18	3.84	3.63
Outstanding shares at end of period (M)	1,447	1,440	1,431	1,420	1,381	1,376	1,447	1,431
Basic weighted average shares outstanding (M)	1,447	1,439	1,429	1,398	1,381	1,376	1,443	1,396

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

<i>\$ in millions</i>	Quarter 2				June YTD			
	2023	2022	Change	% Change	2023	2022	Change	% Change
<b>Operating revenues and other income</b>								
TELUS technology solutions	4,227	3,733	494	13.2%	8,439	7,375	1,064	14.4%
Digitally-led customer experiences - TELUS International	896	797	99	12.4%	1,824	1,556	268	17.2%
Less: Intersegment revenue	(177)	(129)	(48)	(37.2%)	(353)	(248)	(105)	(42.3%)
Operating revenues and other income	4,946	4,401	545	12.4%	9,910	8,683	1,227	14.1%
<b>EBITDA<sup>7</sup></b>								
TELUS technology solutions	1,457	1,417	40	2.9%	2,910	2,817	93	3.3%
Digitally-led customer experiences - TELUS International	131	176	(45)	(25.9%)	299	345	(46)	(13.2%)
Consolidated	1,588	1,593	(5)	(0.3%)	3,209	3,162	47	1.5%
<b>EBITDA margin</b>								
TELUS technology solutions	34.5%	37.9%	(3.4) pts.		34.5%	38.2%	(3.7) pts.	
Digitally-led customer experiences - TELUS International	14.6%	22.2%	(7.6) pts.		16.4%	22.2%	(5.8) pts.	
Consolidated	32.1%	36.2%	(4.1) pts.		32.4%	36.4%	(4.0) pts.	
<b>Adjusted EBITDA<sup>8</sup></b>								
TELUS technology solutions	1,551	1,436	115	8.1%	3,144	2,871	273	9.5%
Digitally-led customer experiences - TELUS International	152	186	(34)	(18.6%)	338	359	(21)	(5.8%)
Consolidated	1,703	1,622	81	5.0%	3,482	3,230	252	7.8%
<b>Adjusted EBITDA margin<sup>9</sup></b>								
TELUS technology solutions	36.7%	38.4%	(1.7) pts.		37.3%	38.9%	(1.6) pts.	
Digitally-led customer experiences - TELUS International	16.9%	23.4%	(6.5) pts.		18.5%	23.1%	(4.6) pts.	
Consolidated	34.4%	36.9%	(2.5) pts.		35.1%	37.2%	(2.1) pts.	
<b>Capital expenditures</b>								
TELUS technology solutions operations	761	1,012	(251)	(24.8%)	1,449	1,805	(356)	(19.7%)
TELUS technology solutions real estate development	12	4	8	n.m.	17	13	4	30.8%
TELUS technology solutions	773	1,016	(243)	(23.9%)	1,466	1,818	(352)	(19.4%)
Digitally-led customer experiences - TELUS International	34	38	(4)	(10.5%)	54	69	(15)	(21.7%)
Consolidated	807	1,054	(247)	(23.4%)	1,520	1,887	(367)	(19.4%)
<b>Capital expenditure intensity<sup>10</sup></b>								
TELUS technology solutions	18%	27%	(9) pts.		17%	24%	(7) pts.	
Digitally-led customer experiences - TELUS International	4%	5%	(1) pts.		3%	4%	(1) pt.	
Consolidated	16%	24%	(8) pts.		15%	22%	(7) pt.	
<b>Adjusted EBITDA less capital expenditures</b>								
TELUS technology solutions	778	420	358	85.2%	1,678	1,053	625	59.4%
Digitally-led customer experiences - TELUS International	118	148	(30)	(20.3%)	284	290	(6)	(2.1%)
Consolidated	896	568	328	57.7%	1,962	1,343	619	46.1%

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

<i>\$ in millions</i>	Quarterly						Jun YTD 2023	Annual 2022
	Q2/23	Q1/23	Q4/22	Q3/22	Q2/22	Q1/22		
<b>Operating revenues and other income</b>								
TELUS technology solutions	4,227	4,212	4,368	4,009	3,733	3,642	8,439	15,752
Digitally-led customer experiences - TELUS International	896	928	855	803	797	759	1,824	3,214
Less: Intersegment revenue	(177)	(176)	(165)	(141)	(129)	(119)	(353)	(554)
Operating revenues and other income	4,946	4,964	5,058	4,671	4,401	4,282	9,910	18,412
<b>Revenues % change on prior year</b>								
TELUS Technology Solutions	13.2%	15.7%	3.1%	9.3%	4.7%	4.2%	14.4%	5.3%
Digitally-led customer experiences - TELUS International	12.4%	22.3%	12.9%	14.7%	21.1%	18.8%	17.2%	16.7%
Operating revenues and other income	12.4%	15.9%	3.8%	9.9%	7.1%	6.4%	42.3%	6.7%
<b>EBITDA<sup>7</sup></b>								
TELUS technology solutions	1,457	1,453	1,423	1,457	1,417	1,400	2,910	5,697
Digitally-led customer experiences - TELUS International	131	168	175	189	176	169	299	709
Consolidated	1,588	1,621	1,598	1,646	1,593	1,569	3,209	6,406
<b>EBITDA % change on prior year</b>								
TELUS Technology Solutions	2.9%	3.7%	(17.2%)	7.5%	7.1%	4.8%	3.3%	(0.6%)
Digitally-led customer experiences - TELUS International	(25.9%)	(0.6%)	8.0%	35.1%	37.1%	35.1%	(13.2%)	27.7%
Consolidated	(0.3%)	3.3%	(15.1%)	10.1%	9.8%	7.4%	1.5%	1.9%
<b>EBITDA margin</b>								
TELUS technology solutions	34.5%	34.5%	32.6%	36.3%	37.9%	38.4%	34.5%	36.2%
Digitally-led customer experiences - TELUS International	14.6%	18.1%	20.4%	23.6%	22.2%	22.2%	16.4%	22.1%
Consolidated	32.1%	32.7%	31.6%	35.2%	36.2%	36.6%	32.4%	34.8%
<b>Adjusted EBITDA<sup>8</sup></b>								
TELUS technology solutions	1,551	1,593	1,479	1,524	1,436	1,435	3,144	5,874
Digitally-led customer experiences - TELUS International	152	186	210	200	186	173	338	769
Consolidated	1,703	1,779	1,689	1,724	1,622	1,608	3,482	6,643
<b>Adjusted EBITDA % change on prior year</b>								
TELUS Technology Solutions	8.1%	11.0%	9.9%	8.1%	6.1%	5.1%	9.5%	7.3%
Digitally-led customer experiences - TELUS International	(18.6%)	8.1%	22.9%	35.5%	35.6%	25.3%	(5.8%)	29.5%
Consolidated	5.0%	10.7%	11.3%	10.7%	8.9%	7.0%	7.8%	9.5%
<b>Adjusted EBITDA margin<sup>9</sup></b>								
TELUS technology solutions	36.7%	37.8%	33.9%	38.0%	38.4%	39.4%	37.3%	37.3%
Digitally-led customer experiences - TELUS International	16.9%	20.1%	24.5%	24.9%	23.4%	22.7%	18.5%	23.9%
Consolidated	34.4%	35.9%	33.4%	36.9%	36.9%	37.6%	35.1%	36.1%
<b>Capital expenditures</b>								
TELUS technology solutions operations	761	688	591	873	1,012	793	1,449	3,269
TELUS technology solutions real estate development	12	5	36	19	4	9	17	68
TELUS technology solutions	773	693	627	892	1,016	802	1,466	3,337
Digitally-led customer experiences - TELUS International	34	20	33	33	38	31	54	135
Consolidated	807	713	660	925	1,054	833	1,520	3,472
<b>Capital expenditure intensity<sup>10</sup></b>								
TELUS technology solutions	18%	16%	14%	22%	27%	22%	17%	21%
Digitally-led customer experiences - TELUS International	4%	2%	4%	4%	5%	4%	3%	4%
Consolidated	16%	14%	12%	19%	24%	19%	15%	18%
<b>Adjusted EBITDA less capital expenditures</b>								
TELUS technology solutions	778	900	852	632	420	633	1,678	2,537
Digitally-led customer experiences - TELUS International	118	166	177	167	148	142	284	634
Consolidated	896	1,066	1,029	799	568	775	1,962	3,171

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

<i>\$ in millions</i>	Quarter 2				June YTD			
	2023	2022	Change	%Change	2023	2022	Change	%Change
<b>Operating revenues and other income</b>								
Mobile network revenue	1,718	1,623	95	5.9%	3,415	3,200	215	6.7%
Mobile equipment and other service revenues	519	459	60	13.1%	1,036	899	137	15.2%
Fixed data services	1,146	1,079	67	6.2%	2,274	2,136	138	6.5%
Fixed voice services	190	201	(11)	(5.5%)	382	401	(19)	(4.7%)
Fixed equipment and other service revenue	131	121	10	8.3%	259	234	25	10.7%
Health services	428	137	291	n.m.	851	277	574	n.m.
Agriculture and consumer goods services	79	81	(2)	(2.5%)	163	166	(3)	(1.8%)
<b>Operating revenues (arising from contracts with customers)</b>	<b>4,211</b>	<b>3,701</b>	<b>510</b>	<b>13.8%</b>	<b>8,380</b>	<b>7,313</b>	<b>1,067</b>	<b>14.6%</b>
Other income	12	28	(16)	(57.1%)	51	54	(3)	(5.6%)
<b>Total external revenue</b>	<b>4,223</b>	<b>3,729</b>	<b>494</b>	<b>13.2%</b>	<b>8,431</b>	<b>7,367</b>	<b>1,064</b>	<b>14.4%</b>
Intersegment revenue	4	4	-	—%	8	8	-	—%
<b>Total operating revenues and other income</b>	<b>4,227</b>	<b>3,733</b>	<b>494</b>	<b>13.2%</b>	<b>8,439</b>	<b>7,375</b>	<b>1,064</b>	<b>14.4%</b>
Goods and services purchased	1,820	1,609	211	13.1%	3,630	3,170	460	14.5%
Employee benefits expense	950	707	243	34.4%	1,899	1,388	511	36.8%
<b>Total operating expense<sup>(B)</sup></b>	<b>2,770</b>	<b>2,316</b>	<b>454</b>	<b>19.6%</b>	<b>5,529</b>	<b>4,558</b>	<b>971</b>	<b>21.3%</b>
<b>EBITDA<sup>7</sup></b>	<b>1,457</b>	<b>1,417</b>	<b>40</b>	<b>2.9%</b>	<b>2,910</b>	<b>2,817</b>	<b>93</b>	<b>3.3%</b>
<b>EBITDA margin</b>	<b>34.5%</b>	<b>37.9%</b>	<b>(3.4) pts.</b>		<b>34.5%</b>	<b>38.2%</b>	<b>(3.7) pts.</b>	
Add: Restructuring and other costs included in EBITDA	94	19	75	n.m.	235	54	181	n.m.
(Deduct) Add: Other equity (income) losses related to real estate joint ventures	-	-	-	n.m.	(1)	-	(1)	n.m.
<b>Adjusted EBITDA<sup>8</sup></b>	<b>1,551</b>	<b>1,436</b>	<b>115</b>	<b>8.1%</b>	<b>3,144</b>	<b>2,871</b>	<b>273</b>	<b>9.5%</b>
<b>Adjusted EBITDA margin<sup>9</sup></b>	<b>36.7%</b>	<b>38.4%</b>	<b>(1.7) pts.</b>		<b>37.3%</b>	<b>38.9%</b>	<b>(1.6) pts.</b>	
Operations capital expenditures	761	1,012	(251)	(24.8%)	1,449	1,805	(356)	(19.7%)
Real estate development capital expenditures	12	4	8	n.m.	17	13	4	30.8%
<b>Capital expenditures</b>	<b>773</b>	<b>1,016</b>	<b>(243)</b>	<b>(23.9%)</b>	<b>1,466</b>	<b>1,818</b>	<b>(352)</b>	<b>(19.4%)</b>
<b>Capital expenditure intensity<sup>10</sup></b>	<b>18%</b>	<b>27%</b>	<b>(9) pts.</b>		<b>17%</b>	<b>24%</b>	<b>(7) pts.</b>	
<b>Adjusted EBITDA less capital expenditures</b>	<b>778</b>	<b>420</b>	<b>358</b>	<b>85.2%</b>	<b>1,678</b>	<b>1,053</b>	<b>625</b>	<b>59.4%</b>

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

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

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

\$ in millions	Quarterly						Jun YTD 2023	Annual 2022
	Q2/23	Q1/23	Q4/22	Q3/22	Q2/22	Q1/22		
<b>Operating revenues and other income</b>								
Mobile network revenue	1,718	1,697	1,695	1,696	1,623	1,577	3,415	6,591
Mobile equipment and other service revenues	519	517	688	545	459	440	1,036	2,132
Fixed data services	1,146	1,128	1,116	1,099	1,079	1,057	2,274	4,351
Fixed voice services	190	192	194	198	201	200	382	793
Fixed equipment and other service revenue	131	128	122	125	121	113	259	481
Health services	428	423	411	225	137	140	851	913
Agriculture and consumer goods services	79	84	103	85	81	85	163	354
<b>Operating revenues (arising from contracts with customers)</b>	4,211	4,169	4,329	3,973	3,701	3,612	8,380	15,615
Other income	12	39	35	31	28	26	51	120
<b>Total external revenue</b>	4,223	4,208	4,364	4,004	3,729	3,638	8,431	15,735
Intersegment revenue	4	4	4	5	4	4	8	17
<b>Total operating revenues and other income</b>	4,227	4,212	4,368	4,009	3,733	3,642	8,439	15,752
<i>Mobile network revenue % change on prior year</i>	5.9%	7.6%	6.5%	6.8%	6.4%	4.9%	6.7%	6.2%
<i>Fixed data services revenue % change on prior year</i>	6.2%	6.7%	5.9%	5.4%	4.5%	5.2%	6.5%	5.2%
<i>Total external revenue % change on prior year</i>	13.2%	15.7%	3.1%	9.3%	4.7%	4.3%	14.4%	5.3%
Goods and services purchased	1,820	1,810	2,061	1,785	1,609	1,561	3,630	7,016
Employee benefits expense	950	949	884	767	707	681	1,899	3,039
<b>Total operating expense<sup>(B)</sup></b>	2,770	2,759	2,945	2,552	2,316	2,242	5,529	10,055
<b>EBITDA<sup>7</sup></b>	1,457	1,453	1,423	1,457	1,417	1,400	2,910	5,697
<i>EBITDA % change on prior year</i>	2.9%	3.7%	(17.2%)	7.5%	7.1%	4.8%	3.3%	(0.6%)
<b>EBITDA margin</b>	34.5%	34.5%	32.6%	36.3%	37.9%	38.4%	34.5%	36.2%
Add: Restructuring and other costs included in EBITDA	94	141	59	67	19	35	235	180
(Deduct) Add: Other equity (income) losses related to real estate joint ventures	-	(1)	(3)	-	-	-	(1)	(3)
<b>Adjusted EBITDA<sup>8</sup></b>	1,551	1,593	1,479	1,524	1,436	1,435	3,144	5,874
<i>Adjusted EBITDA % change on prior year</i>	8.1%	11.0%	9.9%	8.1%	6.1%	5.1%	9.5%	7.3%
<b>Adjusted EBITDA margin<sup>9</sup></b>	36.7%	37.8%	33.9%	38.0%	38.4%	39.4%	37.3%	37.3%
Operations capital expenditures	761	688	591	873	1,012	793	1,449	3,269
Real estate development capital expenditures	12	5	36	19	4	9	17	68
<b>Capital expenditures</b>	773	693	627	892	1,016	802	1,466	3,337
<b>Capital expenditure intensity<sup>10</sup></b>	18%	16%	14%	22%	27%	22%	17%	21%
<b>Adjusted EBITDA less capital expenditures</b>	778	900	852	632	420	633	1,678	2,537

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

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

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

	Quarter 2				June YTD			
	2023	2022	Change	% Change	2023	2022	Change	% Change
<b>Mobile Phone<sup>11</sup></b>								
Additions (thousands)								
Gross additions	376	320	56	17.5%	676	592	84	14.2%
Net additions	110	93	17	18.3%	157	139	18	12.9%
ARPU (\$) <sup>12</sup>	\$58.80	\$57.74	\$1.06	1.8%	\$58.71	\$57.10	\$1.61	2.8%
Churn, per month (%) <sup>13</sup>	0.91%	0.81%	0.10 pts.		0.90%	0.81%	0.09 pts.	
<b>Connected Device (thousands)<sup>14</sup></b>								
Net additions	124	92	32	34.8%	182	138	44	31.9%
<b>Fixed (thousands)</b>								
Internet net additions	35	34	1	2.9%	70	64	6	9.4%
TV net additions	17	15	2	13.3%	26	25	1	4.0%
Residential voice net losses	(8)	(7)	(1)	(14.3%)	(16)	(17)	1	5.9%
Security net additions	15	20	(5)	(25.0%)	37	46	(9)	(19.6%)
<b>Total telecom net additions (thousands)</b>	<b>293</b>	<b>247</b>	<b>46</b>	<b>18.6%</b>	<b>456</b>	<b>395</b>	<b>61</b>	<b>15.4%</b>
<b>Digital health transactions (millions)<sup>15</sup></b>	<b>152.9</b>	<b>145.4</b>	<b>7.5</b>	<b>5.2%</b>	<b>301.8</b>	<b>285.0</b>	<b>16.8</b>	<b>5.9%</b>

	As at Jun 30			
	2023	2022	Change	% Change
<b>Telecom subscribers (thousands)</b>				
Mobile phone subscribers <sup>11(B)</sup>	9,798	9,429	369	3.9%
Connected device subscribers <sup>14(B)</sup>	2,732	2,238	494	22.1%
Internet subscribers <sup>16(C)</sup>	2,553	2,335	218	9.3%
TV subscribers <sup>17</sup>	1,351	1,290	61	4.7%
Residential voice subscribers <sup>18</sup>	1,080	1,106	(26)	(2.4%)
Security subscribers <sup>19(D)</sup>	1,015	925	90	9.7%
<b>Total telecom subscribers (thousands)</b>	<b>18,529</b>	<b>17,323</b>	<b>1,206</b>	<b>7.0%</b>
<b>Healthcare lives covered (millions)<sup>20(E)</sup></b>	<b>68.3</b>	<b>22.4</b>	<b>45.9</b>	<b>n.m.</b>
<b>Virtual care members (millions)<sup>21</sup></b>	<b>5.3</b>	<b>3.6</b>	<b>1.7</b>	<b>47.2%</b>

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

<sup>(B)</sup> Effective January 1, 2023, on a prospective basis, we adjusted our mobile phone and connected device subscriber bases to remove 50,000 subscribers and add 82,000 subscribers, respectively, due to a review of our subscriber bases.

<sup>(C)</sup> Effective January 1, 2023, on a prospective basis, we adjusted our internet subscriber base to add 70,000 subscribers as a result of business acquisitions.

<sup>(D)</sup> During the second quarter of 2022, we adjusted our cumulative security subscriber connections to add approximately 75,000 subscribers as a result of a business acquisition.

<sup>(E)</sup> During the third quarter of 2022, we added 36.9 million healthcare lives covered as a result of the LifeWorks acquisition.

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

	Quarterly						Jun YTD 2023	Annual 2022
	Q2/23	Q1/23	Q4/22	Q3/22	Q2/22	Q1/22		
<b>Mobile Phone<sup>11</sup></b>								
Additions (thousands)								
Gross additions	376	300	462	421	320	272	676	1,475
Net additions	110	47	112	150	93	46	157	401
ARPU (\$) <sup>12</sup>	\$58.80	\$58.61	\$58.69	\$59.48	\$57.74	\$56.45	\$58.71	\$58.10
ARPU % change on prior year <sup>(B)</sup>	1.8%	3.8%	2.2%	2.3%	2.1%	0.6%	2.8%	1.8%
Churn, per month (%) <sup>13</sup>	0.91%	0.88%	1.22%	0.95%	0.81%	0.81%	0.90%	0.95%
<b>Connected Device (thousands)<sup>14</sup></b>								
Net additions	124	58	106	124	92	46	182	368
<b>Fixed (thousands)</b>								
Internet net additions	35	35	42	36	34	30	70	142
TV net additions	17	9	17	18	15	10	26	60
Residential voice net losses	(8)	(8)	(4)	(6)	(7)	(10)	(16)	(27)
Security net additions	15	22	28	25	20	26	37	99
<b>Total telecom net additions (thousands)</b>	<b>293</b>	<b>163</b>	<b>301</b>	<b>347</b>	<b>247</b>	<b>148</b>	<b>456</b>	<b>1,043</b>
<b>Digital health transactions (millions)<sup>15</sup></b>	<b>152.9</b>	<b>148.9</b>	<b>152.3</b>	<b>143.2</b>	<b>145.4</b>	<b>139.6</b>	<b>301.8</b>	<b>580.5</b>
<b>Telecom subscribers (thousands)</b>								
	As at						As at	
	Q2/23	Q1/23	Q4/22	Q3/22	Q2/22	Q1/22	Jun 30, 2023	Dec 31, 2022
Mobile phone subscribers <sup>11(B)</sup>	9,798	9,688	9,691	9,579	9,429	9,336	9,798	9,691
Connected device subscribers <sup>14(B)</sup>	2,732	2,608	2,468	2,362	2,238	2,146	2,732	2,468
Internet subscribers <sup>16(C)</sup>	2,553	2,518	2,413	2,371	2,335	2,301	2,553	2,413
TV subscribers <sup>17</sup>	1,351	1,334	1,325	1,308	1,290	1,275	1,351	1,325
Residential voice subscribers <sup>18</sup>	1,080	1,088	1,096	1,100	1,106	1,113	1,080	1,096
Security subscribers <sup>19(D)</sup>	1,015	1,000	978	950	925	830	1,015	978
<b>Total telecom subscribers (thousands)</b>	<b>18,529</b>	<b>18,236</b>	<b>17,971</b>	<b>17,670</b>	<b>17,323</b>	<b>17,001</b>	<b>18,529</b>	<b>17,971</b>
<b>Healthcare lives covered (millions)<sup>20(E)</sup></b>	<b>68.3</b>	<b>67.0</b>	<b>67.7</b>	<b>60.4</b>	<b>22.4</b>	<b>21.9</b>	<b>68.3</b>	<b>67.7</b>
<b>Virtual care members (millions)<sup>21</sup></b>	<b>5.3</b>	<b>5.2</b>	<b>4.5</b>	<b>4.0</b>	<b>3.6</b>	<b>3.3</b>	<b>5.3</b>	<b>4.5</b>

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

<sup>(B)</sup>Effective January 1, 2023, on a prospective basis, we adjusted our mobile phone and connected device subscriber bases to remove 50,000 subscribers and add 82,000 subscribers, respectively, due to a review of our subscriber bases.

<sup>(C)</sup>Effective January 1, 2023, on a prospective basis, we adjusted our internet subscriber base to add 70,000 subscribers as a result of business acquisitions.

<sup>(D)</sup>During the second quarter of 2022, we adjusted our cumulative security subscriber connections to add approximately 75,000 subscribers as a result of a business acquisition.

<sup>(E)</sup>During the third quarter of 2022, we added 36.9 million healthcare lives covered as a result of the LifeWorks acquisition.



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

<i>\$ in millions</i>	Quarter 2				June YTD			
	2023	2022	Change	% Change	2023	2022	Change	% Change
<b>Operating revenues and other income</b>								
Operating revenues (arising from contracts with customers)	723	672	51	7.6%	1,479	1,316	163	12.4%
Intersegment revenue	173	125	48	38.4%	345	240	105	43.8%
<b>Total operating revenues and other income</b>	<b>896</b>	<b>797</b>	<b>99</b>	<b>12.4%</b>	<b>1,824</b>	<b>1,556</b>	<b>268</b>	<b>17.2%</b>
Goods and services purchased	147	157	(10)	(6.4%)	316	309	7	2.3%
Employee benefits expense	618	464	154	33.2%	1,209	902	307	34.0%
<b>Total operating expense<sup>(B)</sup></b>	<b>765</b>	<b>621</b>	<b>144</b>	<b>23.2%</b>	<b>1,525</b>	<b>1,211</b>	<b>314</b>	<b>25.9%</b>
<b>EBITDA<sup>7</sup></b>	<b>131</b>	<b>176</b>	<b>(45)</b>	<b>(25.9%)</b>	<b>299</b>	<b>345</b>	<b>(46)</b>	<b>(13.2%)</b>
<b>EBITDA margin</b>	<b>14.6%</b>	<b>22.2%</b>	<b>(7.6) pts.</b>		<b>16.4%</b>	<b>22.2%</b>	<b>(5.8) pts.</b>	
Add: Restructuring and other costs included in EBITDA	21	10	11	n.m.	39	14	25	n.m.
<b>Adjusted EBITDA<sup>8</sup></b>	<b>152</b>	<b>186</b>	<b>(34)</b>	<b>(18.6%)</b>	<b>338</b>	<b>359</b>	<b>(21)</b>	<b>(5.8%)</b>
<b>Adjusted EBITDA margin<sup>9</sup></b>	<b>16.9%</b>	<b>23.4%</b>	<b>(6.5) pts.</b>		<b>18.5%</b>	<b>23.1%</b>	<b>(4.6) pts.</b>	
<b>Capital expenditures</b>	<b>34</b>	<b>38</b>	<b>(4)</b>	<b>(10.5%)</b>	<b>54</b>	<b>69</b>	<b>(15)</b>	<b>(21.7%)</b>
<b>Capital expenditure intensity<sup>10</sup></b>	<b>4%</b>	<b>5%</b>	<b>(1) pts.</b>		<b>3%</b>	<b>4%</b>	<b>(1) pts.</b>	
<b>Adjusted EBITDA less capital expenditures</b>	<b>118</b>	<b>148</b>	<b>(30)</b>	<b>(20.3%)</b>	<b>284</b>	<b>290</b>	<b>(6)</b>	<b>(2.1%)</b>
<b>Average CAD:USD FX rate<sup>(C)</sup></b>	<b>0.74</b>	<b>0.78</b>	<b>(0.04)</b>	<b>(5.1%)</b>	<b>0.74</b>	<b>0.79</b>	<b>(0.05)</b>	<b>(5.7%)</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>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)</sup>**

<i>\$ in millions</i>	Quarterly						Jun YTD 2023	Annual 2022
	Q2/23	Q1/23	Q4/22	Q3/22	Q2/22	Q1/22		
<b>Operating revenues and other income</b>								
Operating revenues (arising from contracts with customers)	723	756	694	667	672	644	1,479	2,677
Intersegment revenue	173	172	161	136	125	115	345	537
<b>Total operating revenues and other income</b>	<b>896</b>	<b>928</b>	<b>855</b>	<b>803</b>	<b>797</b>	<b>759</b>	<b>1,824</b>	<b>3,214</b>
<i>Operating revenues % change on prior year</i>	7.6%	17.4%	8.8%	13.6%	22.2%	20.4%	12.4%	15.9%
Goods and services purchased	147	169	186	150	157	152	316	645
Employee benefits expense	618	591	494	464	464	438	1,209	1,860
<b>Total operating expense<sup>(B)</sup></b>	<b>765</b>	<b>760</b>	<b>680</b>	<b>614</b>	<b>621</b>	<b>590</b>	<b>1,525</b>	<b>2,505</b>
<b>EBITDA<sup>7</sup></b>	<b>131</b>	<b>168</b>	<b>175</b>	<b>189</b>	<b>176</b>	<b>169</b>	<b>299</b>	<b>709</b>
<i>EBITDA % change on prior year</i>	(25.9%)	(0.6%)	8.0%	35.1%	37.1%	35.1%	(13.2%)	27.7%
<b>EBITDA margin</b>	<b>14.6%</b>	<b>18.1%</b>	<b>20.4%</b>	<b>23.6%</b>	<b>22.2%</b>	<b>22.2%</b>	<b>16.4%</b>	<b>22.1%</b>
Add: Restructuring and other costs included in EBITDA	21	18	35	11	10	4	39	60
<b>Adjusted EBITDA<sup>8</sup></b>	<b>152</b>	<b>186</b>	<b>210</b>	<b>200</b>	<b>186</b>	<b>173</b>	<b>338</b>	<b>769</b>
<i>Adjusted EBITDA % change on prior year</i>	(18.6%)	8.1%	22.9%	35.5%	35.6%	25.3%	(5.8%)	29.5%
<b>Adjusted EBITDA margin<sup>9</sup></b>	<b>16.9%</b>	<b>20.1%</b>	<b>24.5%</b>	<b>24.9%</b>	<b>23.4%</b>	<b>22.7%</b>	<b>18.5%</b>	<b>23.9%</b>
<b>Capital expenditures</b>	<b>34</b>	<b>20</b>	<b>33</b>	<b>33</b>	<b>38</b>	<b>31</b>	<b>54</b>	<b>135</b>
<b>Capital expenditure intensity<sup>10</sup></b>	<b>4%</b>	<b>2%</b>	<b>4%</b>	<b>4%</b>	<b>5%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>
<b>Adjusted EBITDA less capital expenditures</b>	<b>118</b>	<b>166</b>	<b>177</b>	<b>167</b>	<b>148</b>	<b>142</b>	<b>284</b>	<b>634</b>
<b>Average CAD:USD FX rate<sup>(C)</sup></b>	<b>0.74</b>	<b>0.74</b>	<b>0.74</b>	<b>0.77</b>	<b>0.78</b>	<b>0.79</b>	<b>0.74</b>	<b>0.77</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>Represents a simple average of monthly average FX rates within the time period, per Bank of Canada posted rates.

## Non-GAAP and Other Specified Financial Measures and definitions of key operating indicators

<sup>1</sup> **Adjusted Net income and adjusted basic earnings per share** These are Non-GAAP measures that do not have any standardized meaning prescribed by IFRS-IASB are therefore unlikely to be comparable to similar measures presented by other issuers. Adjusted Net income 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 virtual power purchase agreements unrealized change in forward element. Adjusted basic earnings per share is calculated as adjusted net income divided by basic weighted-average common shares outstanding. These measures should not be considered alternatives to Net income and basic earnings per share in measuring TELUS' performance.

Please refer to the Q2 2023 Management's Discussion & Analysis Section 11.1 for an explanation of how these measures provide useful information to investors and for which purposes management uses these measures, and quantitative reconciliation of Adjusted Net Income to Net Income. MD&A is made available on SEDAR+ ([www.sedarplus.com](http://www.sedarplus.com)).

<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 interim 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 interim consolidated statements of cash flows. It provides an indication of how much cash generated by operations is available after capital expenditures that may be used to, among other things, pay dividends, repay debt, purchase shares or make other investments. We exclude impacts of accounting standards 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.

Please refer to the Q2 2023 Management's Discussion & Analysis Section 11.1 for the quantitative reconciliation of free cash flow to cash provided by operating activities. MD&A is made available on SEDAR+ ([www.sedarplus.com](http://www.sedarplus.com)).

<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 : 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 : 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.

Please refer to the Q2 2023 Management's Discussion & Analysis Section 11.1 for the quantitative reconciliation of Net Income to EBITDA. MD&A is made available on SEDAR+ ([www.sedarplus.com](http://www.sedarplus.com)).

<sup>8</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.

Please refer to the Q2 2023 Management's Discussion & Analysis Section 11.1 for the quantitative reconciliation of Net Income to Adjusted EBITDA. MD&A is made available on SEDAR+ ([www.sedarplus.com](http://www.sedarplus.com)).

## Non-GAAP and Other Specified Financial Measures and definitions of key operating indicators, continued

<sup>9</sup> **Adjusted EBITDA margin** is a non-GAAP ratio that does not have any standardized meaning prescribed by IFRS-IASB and therefore is unlikely to be comparable to similar measures presented by other issuers. We report EBITDA margin and Adjusted EBITDA margin for our TTEch and DLCX segments as these are key measures used to evaluate performance at the operating segment level.

Please refer to the Q2 2023 Management's Discussion & Analysis Section 11.1 for the composition of this measure and explanation of how these measures provide useful information to investors and for which purposes management uses these measures. MD&A is made available on SEDAR+ ([www.sedarplus.com](http://www.sedarplus.com)).

<sup>10</sup> **Capital expenditure intensity** is calculated as capital expenditures excluding real estate development divided by total Operating revenues and other income.

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

<sup>12</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>13</sup> **Mobile phone 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>14</sup> **Connected device subscriber** means a subscriber on an active TELUS service plan with a recurring revenue-generating portable unit (e.g. tablets, internet keys, Internet of Things, wearables and connected cars) that is supported by TELUS and is intended for limited or no cellular voice capability.

<sup>15</sup> **Digital health transactions** mean the total number of health claims, dental claims, consultations or other transactions facilitated by TELUS Health products and services.

<sup>16</sup> **Internet subscriber** means a subscriber on an active TELUS internet plan with a recurring revenue-generating unit where TELUS provides internet connectivity.

<sup>17</sup> **TV subscriber** means a subscriber on an active TELUS TV plan with a recurring revenue-generating subscription for video services from a TELUS TV platform.

<sup>18</sup> **Residential voice subscriber** means a subscriber on an active TELUS phone plan with a recurring revenue-generating unit where TELUS provides voice service.

<sup>19</sup> **Security subscriber** means a subscriber on an active TELUS security plan with a recurring revenue-generating 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, personal health security and employee and family assistance programs). It is probable that some members and their dependents will be a user of multiple TELUS Health services.

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