

stronger together



We are advancing our strategy through key initiatives

Together in 2017, our team worked relentlessly to deliver on our long-term growth strategy, focus on putting customers first and drive innovation along the way.

Q1

- Achieved national leadership in network performance, as noted by OpenSignal's 2017 State of Mobile Networks: Canada report, which showed that TELUS' 4G LTE wireless network offered the fastest overall download speeds and best network availability among three national providers in Canada. Later in the year, TELUS was also recognized for network performance in three other independent studies
- Lowered our weighted average cost of long-term debt and extended our average term to maturity by issuing US\$500 million of 10-year senior unsecured notes and \$325 million of 31-year senior unsecured notes
- Introduced our future friendly story™, enabling us to share how we are leveraging our technology innovation to create remarkable outcomes for our customers, communities and citizens across Canada and around the world
- Launched our TELUS Mobility for Good pilot program, which supports young adults transitioning from foster care to independent living by providing them with a smartphone and wireless rate plan so they can stay connected to the people and information that matter most.



Q2

- Expanded our presence in Manitoba by acquiring postpaid wireless subscribers, certain network assets and dealer locations in Manitoba, as part of an agreement with BCE Inc. following its acquisition of Manitoba Telecom Services Inc.
- Launched Pik TV™, an innovative self-install TV service for customers who want easy and affordable access to streaming apps and live TV. Pik TV complements our Optik TV® service in B.C. and Alberta and helps us better meet the varied needs of our customers
- Acquired Kroll Computer Systems Inc., a complementary pharmacy management software company, to expand and enhance TELUS Health's geographic reach and offering as a national service provider
- TELUS Health was selected by Canada Health Infoway to be the technical solution provider for PrescriberIT, a national e-prescribing service that enables secure electronic transmission of prescriptions, limiting errors, saving time and increasing convenience
- Held our 12th annual TELUS Days of Giving® with 32,000 team members, retirees, family, friends and customers volunteering in Canada and eight other countries around the world to make a positive difference.



Q3

- Expanded our cloud-based communications solutions with the launch of TELUS Business Connect® Mobile, an all-in-one integrated mobile solution designed to drive productivity and cost savings for businesses
- Introduced TELUS Network as a Service to enable businesses to virtually build, manage and optimize their networks quickly, easily and cost-effectively through a flexible self-serve platform
- Acquired Voxpro Limited, a business process outsourcing and contact centre services company, through TELUS International, expanding our U.S. footprint, adding new service delivery centres in Ireland and growing our presence in Romania and the Philippines
- Launched MedDialog, a national clinical solution that enables doctors to communicate electronically with each other regarding the care of their patients directly from their electronic medical records systems, allowing for seamless communication, greater efficiency and better patient care
- Established the TELUS Barrie Community Board, providing annual funding to grassroots charities that support local youth. We now have 13 community boards in Canada and five internationally.



Q4

- Introduced a new and integrated Optik TV app that enables subscribers to easily watch live TV, access thousands of On Demand titles, and set and manage recordings, all from their smartphone, tablet or computer
- Announced that TELUS Health and Tunstall Healthcare are working together to improve the lives of patients living with chronic disease by advancing the capabilities of TELUS Health's home monitoring solutions through the use of Tunstall's integrated care platform
- Announced our agreement to acquire Xavient Information Systems, an IT consulting firm, to expand TELUS International's client base, and enhance our IT solutions and delivery capabilities
- Received the fewest customer complaints of any national wireless service provider in the Commission for Complaints for Telecom-television Services' annual report, for the sixth year in a row. We continue to remain focused on putting customers first and delivering exceptional experiences by listening and taking action to address our customers' top complaints
- Surpassed one million hours of volunteering in local communities by TELUS team members, retirees and our extended TELUS family.

