

Mobility is changing the face of business, providing more ways to increase employee productivity, realize business efficiencies, and enhance corporate agility.

Understanding modern business needs as they relate to the mobile landscape – from security to user connectivity to cost and operational efficiencies - TELUS collaborates with its customers to develop a customized mobile strategy that will help your business remain competitive.

Having assessed your business needs carefully, we are confident our robust networks and devices, dedicated account management and dealer support teams can successfully implement and support your wireless services, now and in the future. At TELUS, we are dedicated to innovation and putting Customers First, helping businesses and organizations of all sizes to get the most from their wireless investment.

We put our Customers First

We put our customers at the heart of everything we do. Over the past several years, we have introduced hundreds of customer centric programs and services to improve our customers' experiences and continue to earn their business. TELUS has consistently led the Canadian industry with the lowest churn rate of 0.86% in Q3 of 2017, and has one of the best loyalty rates globally. This is a powerful testament to our focus on putting customers first.

Listening to our customers and acting on their feedback has resulted in measurable improvements in customer satisfaction. Once again, TELUS received the lowest number of complaints (7 per cent) amongst all national carriers for the 6-month period ended January 31, 2017 in the Commissioner for Complaints for Telecommunications Services (CCTS) Mid-Year report, demonstrating the successful result of this strategy.

DEALER NETWORK

Across Canada, hundreds of TELUS Authorized Dealers provide personalized service to consumers and business customers. The breadth of our dealer network ensures support exists for every scale of client regardless of location - from small businesses with a few phones to organizations that operate across Canada.

TELUS also offers business-focused dealers, such as Sky Wireless that deal exclusively with the unique requirements of ONN Members. Sky Wireless provides personalized, attentive service to every TELUS customer.

NETWORK INVESTMENT

TELUS is a key contributor to the Canadian wireless industry. TELUS provides best-in-class technology and wireless coverage to 99 per cent of the Canadian population. Our coast-to-coast 4G network includes 4G Long Term Evolution (LTE) and nationwide HSPA+ network technologies. Our 4G LTE network offers our customers the world's most advanced wireless technology and is available in more than 200 communities nationwide, reaching over 93 per cent of the Canadian population. Through 2016, we have committed to spending significant capital funds to continue to enhance our mobile offerings and coverage across the country.

Exceptional service and support

Our goal is to act as a trusted advisor to TELUS Communications Inc., helping you understand and take full advantage of the ways in which mobile technology can make your employees more

effective and efficient. Our commitment to delivering an exceptional customer experience through dedicated partnership and support was recognized in 2014 by Canadian who voted TELUS as the number one national full service provider for a third straight year by J.D. Power and Associates' annual Canadian Wireless Customer Satisfaction study.











Our Network

TELUS' 4G LTE Advanced next generation wireless network is the latest enhancement to TELUS' mobile strategy. Our network offers wireless data download speeds of up to 225 megabits per second, access to a wide selection of mobile devices, and international roaming service to more than 225 countries.

TELUS wins third award for top Canadian wireless network in 2017

TELUS has been ranked as the fastest wireless network nationally¹ for the third time in 2017. This recognition from PC Magazine follows two other prestigious rankings this year including one from OpenSignal in their 2017 State of Mobile Networks: Canada report² and another from J.D. Power Awards for Highest Network Performance Quality in Ontario and the West³. Together, these results confirm the differentiated network experience that TELUS provides to our customers.

LTE Advanced provides download speeds three times as fast as LTE, and almost five times the speed of other technologies such as Dual Cell HSPA+. In fact, OpenSignal, a leading source of insight into the coverage and performance of Mobile Operators worldwide, determined that **TELUS offers the best network performance, LTE download speeds and network availability in Canada** in their 2017 State of Mobile Networks: Canada report.

	Download speed 4G	Download speed 3G	Download speed: Overall	Latency: 4G	Latency 3G	Availability 4G
	 Draw	 Draw	 Winner	 Winner	 Winner	 Draw
Second place	 Draw	 Draw				
Third place						 Draw

According to OpenSignal's 2017 State of Mobile Networks: Canada report, TELUS' network is the best in responsiveness and LTE download speeds.

¹ PC Magazine: Fastest Mobile Networks Canada 2017
<https://www.pcmag.com/article/348825/fastest-mobile-networks-canada-2017>

² <https://opensignal.com/reports/2017/01/canada/state-of-the-mobile-network/>

³ J.D. Power Canada Press Releases: May 25, 2017:
<http://canada.jdpower.com/press-releases/jd-power-2017-canadian-wireless-network-quality-study>

OpenSignal study highlights

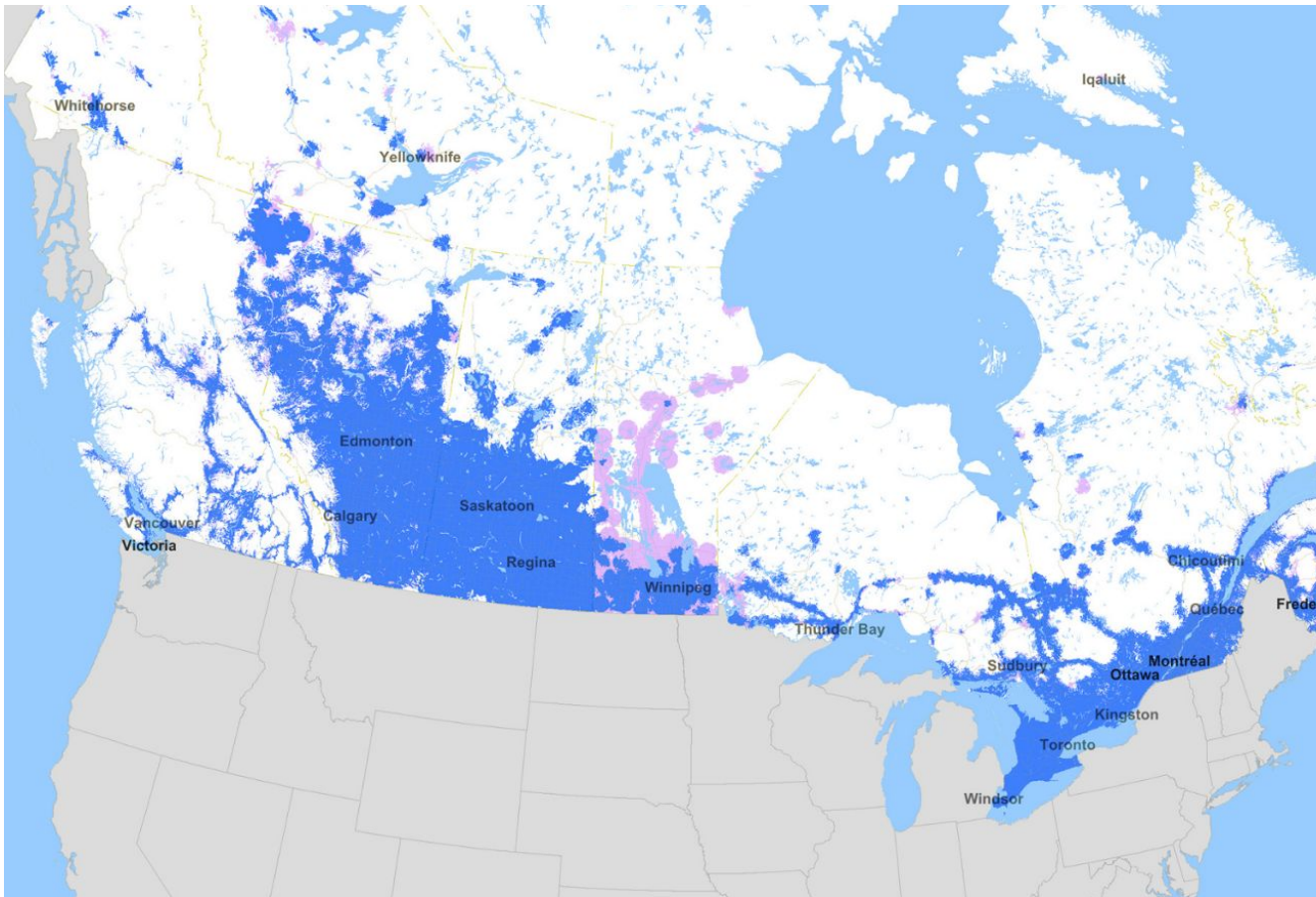
According to OpenSignal's 2017 report, TELUS offers the best network performance, LTE download speeds and network availability in Canada. Using 289 million data points from more than 15,000 users OpenSignal compared 3G and 4G network performance across Canada's three major operators. Unlike other tests that use drive testing or simulate the network experience, OpenSignal's results come from real users – namely, our customers.

Study findings concluded that TELUS customers enjoy the following benefits:

- **The most responsive network:** TELUS was the clear winner in 3G and 4G LTE network performance using a measure called latency. Latency measures the delay in data as it travels across a network. Lower latency means web pages and videos will load faster. Our wireless networks had the lowest latency (43.6 milliseconds for 4G and 73.2 milliseconds for 3G), indicating our network is extremely responsive.
- **The fastest speeds:** Although TELUS shared top spot for speeds we stood out as the winner for LTE download speeds. Our average download speeds clocked in at 30.5 megabits per second (Mbps) against our competitor's 28.4 Mbps.
- **4G LTE access 80 per cent of the time:** Availability shows the proportion of time that customers have access to an LTE signal. TELUS shared the top spot in network availability.

The largest 4G network in Canada

TELUS continues to invest heavily in upgrading and maintaining our wireless network.



*Coverage area is approximate and is subject to change.

First-class international roaming

International roaming is possible across the full portfolio of LTE devices, with talk and text roaming in over 200 countries and email and web roaming in over 100 countries. TELUS customers also have access to a well-established international roaming footprint, as our 4G devices support roaming on to GSM/EDGE and HSPA+ networks. Our TELUS Passports offer business travellers discounts on voice and data roaming and the convenience of 30-day or monthly subscription options —essential for anyone who travels to the United States or overseas. We also provide dedicated 24x7 support for international travellers.

Future technology

Over the next few years, the trend towards increased use of wireless data will drive the need for larger, faster mobile data capacity in our networks. In the near term, TELUS is focusing on increasing the density and coverage of our national LTE network. This translates to faster data speeds, seamless coverage and improved digital experiences overall, with the potential to accommodate new and emerging technologies on our wireless network. TELUS' acquisition of 700MHz spectrum will enable us to provide a superior coverage experience to clients in both rural and urban areas.

Service and support

TELUS prides itself on providing an unparalleled level of customer service. Our relentless focus on the customer experience, as measured by our customers' likelihood to recommend our company and its services, means that we never forget that the ultimate measure of how well