



Collaboration Services. Backed by TELUS.

Collaboration Services

Working smarter, better, together

Comprehensive foundation for conferencing solutions.

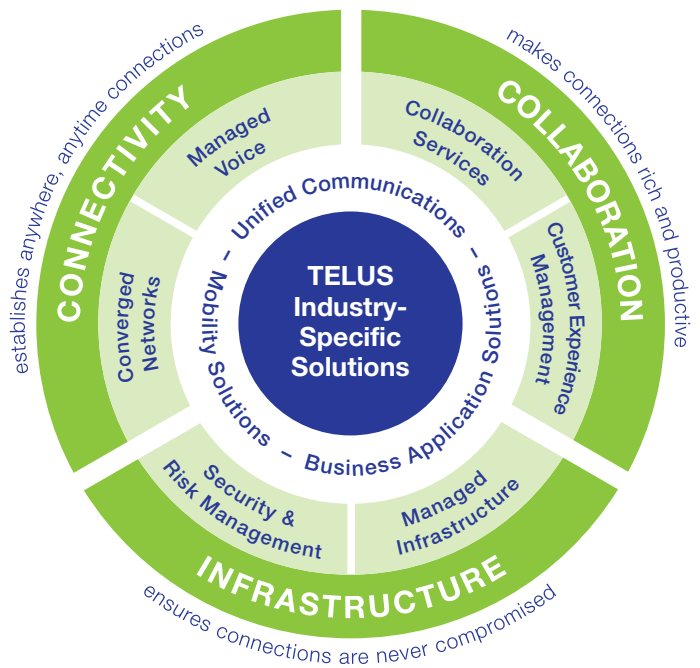
Business success depends on collaborating and communicating efficiently in real-time with clients, vendors and employees. Critical business relationships – internal and external – are precious and must be nurtured, which involves addressing key issues:

- Creating productive work environments for employees
- Responding to clients in real-time
- Ensuring fast turnaround on requests from partners and vendors
- Sharing the right information with the right people, where and when they need it

TELUS delivers leading-edge conferencing solutions that can help your organization realize the full benefits of collaboration:

- Enhanced relationships
- Accelerated decision making
- Increased productivity
- Reduced travel costs

We offer a wide range of solutions – from quick-to-implement tools that create an on-demand environment for employees, clients and partners, to collaborative applications that are tailored to specific business needs and integrated with other processes.



CLIENT NEEDS	TELUS SOLUTIONS
Share information quickly and easily	Audio Conferencing
Enhance the sharing of corporate information, data and applications	Web Conferencing
Virtually connect teams from multiple locations	Video Conferencing
Deliver consistent messages without compromising accuracy or security	Digital Media Solutions

Collaboration Services

With the assurance of 99.9% availability, you have peace of mind knowing that whenever you are on a TELUS audio conference, the lines will be available and reliable, and sharing with other participants will be easy.

TELUS Collaboration Services give you the tools to drive interactive and real-time communication. Our solutions can help you strengthen relationships and improve business performance by:

- Delivering immediate communications to a geographically dispersed audience
- Reducing operational costs through implementation of collaboration applications and decreased travel expenditures
- Improving employee productivity and morale by transforming the workplace and enabling work-life balance
- Accelerating collaborative decision making through streamlined access to information and improved stakeholder engagement
- Driving true client intimacy and exceeding client expectations by delivering instant, informed responses and empowering clients to get answers faster and easier
- Sharing corporate information, data and applications over a reliable and secure network
- Responding to public pressure to reduce carbon footprint by engaging in environmentally responsible business practices

Share information quickly and easily – TELUS Audio Conferencing

Great ideas don't wait. TELUS Audio Conferencing is an easy-to-use communication solution that allows geographically dispersed teams to simultaneously connect by telephone – anytime, anywhere, at a reasonable cost. It is especially valuable for meetings for which cost-efficiency is of key importance. It uses a standard telephone, so there is no need for any technical training. The suite includes Conference on Demand, Professional Conferencing, Special Event Conferencing, and Crisis Management Conferencing.

Unlike other service providers, TELUS provides users with six regional telephone numbers and one toll-free number so that no one incurs long distance charges. We also provide a unique, easy-to-remember dial-in number for each organization. Our audio conferencing solution can be integrated with Microsoft Outlook®, enabling each worker to set up their own audio meetings. Our Web console is a free, value-added service that lets users view and manage their meetings in progress. TELUS Active Reporting is the best-in-class billing and reporting tool that allows clients to view their charges online for easy usage monitoring and management.

Enhance the sharing of corporate information, data and applications – TELUS Web Conferencing

When you need to create an online data sharing environment for meetings, Web conferencing can be the ideal solution. Web conferencing adds an extra layer of visibility to audio conferences for richer communication. TELUS Web Conferencing allows teams to conduct collaborative, visual, interactive meetings. Share ideas, share your desktop, empower your workforce, all at a reasonable cost. Our solutions provide all the control and functionality needed to manage meetings online, record meetings, annotate documents, chat, and share applications including full Microsoft PowerPoint® animations and transitions, live video, flash and 3D objects, and file transfers. Because TELUS Web Conferencing operates across different platforms, it is the reliable and affordable method of connecting via the Internet for interactive desktop and application sharing.

TELUS is your one-stop shop for all your collaboration needs. Choose from three robust Web conferencing solutions:

- TELUS Web Conference on Demand – a TELUS-owned Web conference solution that is hosted in a secure TELUS Internet Data Centre
- Web Collaboration from TELUS powered by WebEx™ – hosted by Cisco
- Microsoft® Office Live Meeting from TELUS – hosted by Microsoft

These three Web conferencing services differ in prices and features. All our solutions provide high-quality telephony and video integration, are browser-based, support any application, and work with all firewalls and proxy servers. Sites, sessions, transmissions and firewalls are secure.

Virtually connect teams from multiple locations – TELUS Video Conferencing

Connecting teams via audio and Web conferencing enables collaboration and communication in real-time. Video adds another dimension, empowering your teams with the most visually interactive collaboration tool and creating a memorable user experience. TELUS makes it possible for you to hold virtual face-to-face sessions, supported by full motion video over IP and ISDN. TELUS Video Conferencing enables collaboration from the desktop, home office, and boardroom – anywhere, anytime. Our telepresence solutions go beyond the realm of standard video conferencing. They display life-size images of each remote participant and convey the subtleties of human interaction via an “in-person” experience.

TELUS is Canada's leading video conferencing provider. We are the recipient of the 2008 North American Frost & Sullivan Award for Market Leadership in the Canadian video conferencing services market. TELUS is also the only video conferencing integrator in Canada with federal government security clearance. And we are the only organization in Canada that has received the highest level of certification with the top three video conferencing equipment manufacturers: Cisco, Polycom, and TANDBERG.

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Our service is the most comprehensive, including bridging, reservations, gateway service, managed services and room integration – over both IP and ISDN networks. TELUS clients also have access to 2500 video-conference-enabled public rooms worldwide. We provide complete installation and maintenance packages including design, project management, training and on-going maintenance. All of our equipment solutions are covered by our TELUS-backed warranty services. Unlike other providers, TELUS owns the network, giving us complete accountability for the solution. Because we have full responsibility for the end-to-end solution and delivery of the video conference session, your organization can be assured of quality and reliability.

Deliver consistent messages without compromising accuracy or security – TELUS Digital Media Solutions

Whether you are delivering a quarterly earnings report, making a major announcement, launching a new product, testing a promotion or sharing informative content, it is critical to extend your message to a large audience over the Web. TELUS Digital Media Solutions enable maximum coverage at minimum cost. They use IP streaming technology as the transport medium for real-time or on-demand digital audio and video content.

TELUS has more than 20 years experience with real-time multimedia applications and solutions. We have been running our own internal digital signage program for more than five years. In 2008, we produced over 2,800 Webcasts for clients. We partner with industry-leading organizations to consult with clients in developing and providing the solution. Our on-site specialists provide technical support, customized on-site training and tailored consulting services to ensure flawless execution.

TELUS Digital Media Solutions include TELUS Webcasting/Streaming Media and TELUS Digital Signage. With TELUS Webcasting/Streaming Media, you can author, manage and distribute live or pre-recorded multimedia presentations and broadcast them over the Internet. With TELUS Digital Signage, you can deliver high-quality, high-definition content to on-premise digital displays that are remotely managed over a wired or wireless IP network. We offer an array of digital signage solutions – partial or fully managed, hosted, full turnkey or mixed turnkey.

Digital media solutions require state-of-the-art technology, specialized expertise and significant experience for successful implementation. Unlike other providers, TELUS owns the network and so we have full accountability for the solution. We are a one-stop-shop for the end-to-end solution, content management, and an on-demand library for client content.

GET THE BEST FOR YOUR BUSINESS.

Do more with TELUS solutions. Connect with us today and we'll show you how.

Contact your TELUS Account Executive, call **1-800-652-3266** or visit **telus.com/conferencing**

 **TELUS**
the future is friendly®