

**FOR IMMEDIATE RELEASE – SEPTEMBER 23, 2008**



WORKING SOLUTIONS™

## **TELUS ENTERS STRATEGIC PARTNERSHIP WITH WORKING SOLUTIONS TO ACCELERATE HOMESHORING IN CANADA**

**Plano, Texas** – Working Solutions, a leading provider of remote agent sales and support solutions for the contact center industry, announced earlier today a partnership with TELUS, a leading Canadian telecommunications company. Under the terms of the agreement with TELUS, Working Solutions will begin to immediately recruit and pre-qualify contact center workers in Canada who will work from their homes.

“We’ve been providing home-based agents to enterprise companies since 1996,” stated Tim Houlne, Chief Executive Officer of Working Solutions. “Our agent community allows us to offer highly-skilled workers residing anywhere in Canada to augment TELUS Agent Anywhere™. We’re excited about the growth potential for this partnership and our plans to expand services in Canada.”

“TELUS clearly understands the value proposition for homeshoring; their culture and philosophy is aligned with the intent of our agent community in Canada” added Jason Rodriguez, Sr. Customer Strategy Specialist US & Foreign Markets for Working Solutions. “On the whole, outsourcing providers like Working Solutions continue to prove their mettle by managing customer interactions at a lower cost with consistently better results than in-house contact centers,” said Frost & Sullivan Strategic Analyst Michael DeSalles.

“The expansion of our home agent program will increase the level of services that we offer our clients and allow them to focus on delivering the best customer experience possible while being able to take advantage of environmental and financial advantages,” stated Stan Tyo, Vice President of TELUS Contact Center Solutions.

About **Working Solutions**: Working Solutions is a pioneer and global leader in remote agent and enterprise contact center solutions for the virtual world and continues to be the industry leader with innovative technology and provider of remote contact center services.

About **TELUS**: TELUS is a leading national telecommunications company in Canada, with \$8.7 billion (C) in annual revenue and 10.7 million customer connections including 5.1 million wireless subscribers, 4.5 million wireline network access lines and 1.1 million Internet subscribers.

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