



For Immediate Release

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**Canada-based TELUS Signs Reseller Agreement for
Calabrio Workforce Optimization Products**

MINNEAPOLIS, Minn., August 6, 2008 – Calabrio, Inc., a leading provider of workforce optimization and unified desktop software for IP-based contact centers, today announced an agreement with TELUS to resell Calabrio's workforce optimization products. TELUS is a leading national telecommunications company in Canada, providing a wide range of communications products and services including data, Internet protocol (IP), voice, entertainment and video.

TELUS provides consulting, deployment and managed services for a range of unified communications and contact centre solutions. TELUS will now offer Calabrio Workforce Management and Calabrio Quality Management products as part of their contact centre portfolio.

“One key focus area of our contact centre practice is to assist customers in assessing the effectiveness of their current operations against desired objectives to identify gaps which will impact performance,” said Ken Redekop, TELUS director of Contact Centre Solutions. “The Calabrio products certainly support this commitment by helping customers align business goals and objectives with contact centre performance in one simple suite that integrates easily and reliably with the contact centre platform TELUS offers.”

“We are excited to have TELUS as a strong partner in Canada,” said Ralph Flamini, vice president of Worldwide Channels for Calabrio. “Given their leadership in innovative contact center solutions, their impressive services models, and their proficiency with the contact center platforms they offer, we expect them to leverage the full capabilities of Calabrio’s products to deliver the kind of effective solutions that today’s contact centers demand.”

The Calabrio One suite integrates Quality Management and Workforce Management with unified desktop applications for agents and supervisors in order to improve the customer experience, grow revenue, and increase profitability. For example, Calabrio One customers can create forecasts, generate work schedules, measure quality and efficiency, access reports and alerts, and collaborate within their teams to impact performance. The Calabrio One name represents a move toward streamlining business processes - providing agents with one view of the customer, and providing supervisors and managers with one view of the contact center – all from a common desktop.

About TELUS

TELUS (TSX: T, T.A; NYSE: TU) is a leading national telecommunications company in Canada, with \$9.2 billion of annual revenue and 11.2 million customer connections including 5.6 million wireless subscribers, 4.4 million wireline network access lines and 1.2 million Internet subscribers. TELUS provides a wide range of communications products and services including data, Internet protocol (IP), voice, entertainment and video. In support of our philosophy to give where we live, TELUS, our team members and alumni have contributed \$113 million to charitable and not-for-profit organizations and volunteered more than 2.1 million hours of service to local communities since 2000. Eight TELUS Community Boards across Canada lead our local philanthropic initiatives. For more information about TELUS, please visit telus.com.

About Calabrio, Inc.

Calabrio, Inc. develops and markets Calabrio One™, a comprehensive suite of customer interaction and workforce optimization software that’s easy to implement, use and maintain in new IP-based customer interaction networks. By integrating workforce optimization within the agent and supervisor workflow, Calabrio helps customers align their contact center business processes and performance with their business objectives. Calabrio distributes their software through channel partnerships and an OEM relationship with Cisco, and has installed software on more than 550,000 desktops. Calabrio is also a member of the Cisco Technology Developer Program (CTDP). Find news and information at www.calabrio.com.