

4 NEW Unlimited Data Plans To Choose From. No Data Overage.

AVAILABLE FOR UP TO 10 FAMILY MEMBERS ON THE SAME ACCOUNT & FREE NEXT DAY PUROLATOR SHIPPING

**\$35.00** / month  **BYOD PLAN**  
NEW ACTIVATION ONLY

- Unlimited 5G Speed Data
- Unlimited Canada Wide Calling
- Call Display & Voice Mail
- International Text, Picture & Video Messaging
- **Reduced Speed After 60GB of Data Usage**

\$35.00 Rate Applies After \$5 Credit For Pre-Authorized Payment Set-Up and \$10 BYOD Credit. Available for New Activations to TELUS Only. Not Available for Telus Renewals

**\$45.00** / month  **WITH PHONE**  
NEW ACTIVATION

- Unlimited 5G Speed Data
- Unlimited Canada Wide Calling
- Call Display & Voice Mail
- International Text, Picture & Video Messaging
- **Reduced Speed After 60GB of Data Usage**

\$45.00 Rate Applies After \$5.00 Credit For Pre-Authorized Payment Set-Up Not Available for Telus Renewals or Migrations.

**\$45.00** / month  **BYOD PLAN**  
NEW ACTIVATION ONLY

- Unlimited 5G+ Data (Canada & USA)
- Unlimited Canada & USA Calling
- Call Display & Voice Mail
- International Text, Picture & Video Messaging
- **Reduced Speed After 100GB of Data Usage**

\$55.00 Rate Applies After \$5.00 Credit For Pre-Authorized Payment Set-Up. Available for New Activations to TELUS Only. Not Available for Telus Renewals

**\$55.00** / month  **NEW ACTIVATIONS or**  
**TELUS RENEWALS**

- Unlimited 5G+ Data (Canada & USA)
- Unlimited Canada & USA
- Call Display & Voice Mail
- International Text, Picture & Video Messaging
- **Reduced Speed After 100GB of Data Usage**

\$55.00 Rate Applies After \$5.00 Credit For Pre-Authorized Payment Set-Up Available for Telus Renewals and New Activations with a Phone

**Continue to Surf and Stream at a Reduced Speed After Exceeding Your Data Bundle (Speed is 512kbs)**

A \$70 Connection Fee will Be Applied to the Telus Account When Completing a Telus Renewal and \$35 for New Activations. If Ordering 2 or More Renewals or New Activations the Activation Fee is Waived.

Hardware Financing Options. All Phones are \$0.00 Upfront.

**\$0.00 Upfront. Monthly Payments is for 24 months and Automatically Reduces to \$0.00 After 24 Months. 0% Financing.**



**\$0**  
\$28.88/month  
With Bring it Back Program or \$36.38 Without Bring it Back  
Prices Below are With Bring it Back Program



**\$0**  
\$15.00/month  
With Bring it Back Program. Or \$24.58 Without Bring it Back  
Prices Below are With Bring it Back Program



**\$0**  
\$17.00/month  
With Bring it Back Program. Or \$32.83 Without Bring it Back  
Prices Below are With Bring it Back Program



**\$0**  
\$5.00/month  
With Bring it Back Program. Or \$12.50 Without Bring it Back  
Prices Below are With Bring it Back Program



**\$0**  
\$0.00/month  
With Bring it Back Program. Or \$10.00 Without Bring it Back  
Prices Below are With Bring it Back Program

iPhone 14 128GB  
Colour \_\_\_\_\_  
Black or Purple

iPhone 13 128GB \$29.96  
Only Available in Black

Google Pixel 9 128GB \$0.00

Google Pixel 9XL 128GB \$18.29

Opt. in for Bring it Back  
(Bring it Back Buy out for the Pixel 9 is \$150 & the Pixel 9XL 128GB is \$210)

iPhone 15 128GB  
Colour \_\_\_\_\_  
Only Available in Black

iPhone 15 Pro 128GB \$48.33

iPhone 15 Plus 128GB \$37.96

iPhone 15 Pro Max \$58.71

Opt. in for Bring it Back  
(Bring it Back Buy out for the iPhone 15 128GB after 24 months is \$230)

iPhone 16 128GB  
Colour \_\_\_\_\_  
Ultramarine, Black, White, Pink or Teal

iPhone 16 Pro 128GB \$42.50

iPhone 16 Plus 128GB \$36.88

iPhone 16 Pro Max \$51.21

Opt. in for Bring it Back  
(Bring it Back Buy out for the iPhone 16 128GB after 24 months is \$380)

Samsung Galaxy S24 128GB  
Colour \_\_\_\_\_  
Black or Violet

Samsung S24 Ultra \$37.08

Samsung S24+ 256GB \$10.00

Only Available in Black

Opt. in for Bring it Back  
(Bring it Back Buy out for the S24 128GB after 24 months is \$180)

Samsung Galaxy S24FE 128GB  
Colour \_\_\_\_\_  
Black or Blue

Samsung Z Flip6 \$15.00

Colour \_\_\_\_\_

Silver, Blue or Mint

Samsung Z Fold6 \$75.33

Colour \_\_\_\_\_

Silver or Navy

Samsung S23 Ultra \$39.52

If you are currently a Telus subscriber on The Bring it Back Program and would like to send your phone back to TELUS, Click Here

Add Additional Lines, Features, Accessories & Apple Care

Add Another Line (60GB)

\$35.00 / month (BYOD)

- Unlimited 5G+ Data
  - Unlimited Canada Wide Calling
  - Call Display & Voice Mail & International Text
  - Unlimited Picture and Video Messaging
  - Reduced Speed After 60GB of Data Usage
- \$35.00 Rate Applies After \$5.00 Credit For Pre-Authorized Payment & \$10 BYOD Credit  
 Choose a Canada & US 100GB BYOD Plan For \$45 Click Here:

Add Another Line (100GB)

\$40.00 / month (WITH PHONE)

- Unlimited 5G+ Data
  - Unlimited Canada Wide Calling
  - Call Display & Voice Mail & International Text
  - Unlimited Picture and Video Messaging
  - Reduced Speed After 100GB of Data Usage
- Rate Applies After \$5 Bill Credit for 24 Months For Having Pre-Authorized Payment  
 Choose a Canada & US 100GB BYOD Plan For \$50 Click Here:

Add Another Line (3GB of Data)

\$33.00 / month

- Unlimited Canada Wide Calling
- 3GB of Data (Not Shared, Overages Charges Apply)
- Unlimited Text, Picture and Video Messaging
- Available For Bring Your Own Device Only
- Available for New Activations Only
- Or \$25 per Month for Talk and Text Only
- City for New Cell Number \_\_\_\_\_

Glass Screen Protector

\$19.00

- S21 Series is \$50 for the Screen Protector
- Durable glass provides additional protection

Otterbox Cases

From \$49.00

- Symmetry Series - \$49.00
- Defender Series - \$69.00

Telus Stream+

\$38.00

- Netflix Premium
- Disney + Premium
- Amazon Prime

Car Charger

\$22.00 / each

- Standard Cigarette Lighter Car Charger
- Wireless Charger - \$29.95

Charging Cables

From \$22.00 / each

- Apple Original Lightning Cable USB - \$34.00
- After Market Charging Cable Type C - \$22.00

Charging Cubes

From \$24.00 / each

- After Market Charging Cube USB - \$24.00
- Apple Original Charging Cube USB - \$39.00
- Otterbox Charger Cube Type C - \$29.00

Telus Device Care Plus

\$15.00 / month

- Extends Warranty to 2 Years
- Includes Lost or Stolen
- BYOD Available at \$9.00 per Month
- See Page 6 For More Details

iPhone Apple Care Monthly

\$14.00 / month

- Extends Warranty to 2 Years
- \$14 / Month for all iPhone 11, 12, 13, 14 and 15
- \$16 / Month for all iPhone 14+ and 15+ Models
- \$17 / Month for iPhone 14 and 15 Pro Models

iPhone Apple Care Upfront

\$249.00 / one time

- Extends Warranty to 2 Years
- \$199 upfront for all iPhone 11, 12, 13, 14 and 15
- \$239 upfront for all iPhone 14+ and 15+ Models
- \$269 upfront for iPhone 14 and 15 Pro Models

TELUS Service Agreement will be emailed to the email address provided upon completion

Express Processing and Shipping means your order will be processed immediately upon receipt. It will be the Next Order Processed by our Staff and Shipped Same Day

Employee Name: \_\_\_\_\_ Date Of Birth (MM/DD/YY): \_\_\_\_\_

Drivers License Number: \_\_\_\_\_ License Expiry: \_\_\_\_\_ SIN (Optional): \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Home Phone: \_\_\_\_\_ Best Contact Number: \_\_\_\_\_

Shipping Address: Same As Above:  Work Email Address: \_\_\_\_\_

Express Processing and Shipping (\$19.95)  Personal Email (Optional) \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Company You Work For: \_\_\_\_\_

Hardware Payment: A Member Of Our Staff Will Contact You To Collect Credit Card Details or You Can Pay At the Store If You Choose To Pickup Your Order

Cellular Carrier You Are Currently With: \_\_\_\_\_ Existing TELUS Account Number If Adding a Line: \_\_\_\_\_

Existing Cell Number: \_\_\_\_\_ 2<sup>nd</sup> Existing Cell Number: \_\_\_\_\_

3<sup>rd</sup> Existing Cell Number To Transfer: \_\_\_\_\_ 4<sup>th</sup> Existing Cell Number: \_\_\_\_\_

Need a New Number. (City for New Number) \_\_\_\_\_ We Will Email You a Link To Your Work Email Address To Acquire The Discount Codes: \_\_\_\_\_

A Credit Check Will Need To Be Completed In Order To Obtain Services With TELUS. I Authorize TELUS To Obtain Information About My Credit History

For Inquiries Email or Call or Text : Craig Woods [craig@skywireless.ca](mailto:craig@skywireless.ca)

Or 416-659-6531

To order Email or Fax Completed Form to:

[craig@skywireless.ca](mailto:craig@skywireless.ca) or Fax 647-498-1046



Visit our TELUS Store Located at 1755 Pickering Parkway (Brock Rd. & 401) Open 9am to 5pm Monday to Friday

## All Hardware Pricing Options

### All Available Hardware Options

Select Hardware has the Option to Enroll in the Bring it Back Program. Under the Monthly Charges Columns the Pricing for Both the Bring it Back Program and Non Bring it Back Program is Listed. The Buy Out After the 24 Month Term is Listed in the Bring it Back Amount Column.

Device	Bring-It-Back Amount as of November 14th, 2024	Top-Up (additional discount) as of November 14th, 2024	Zero Upfront Easy Payment Tier None Upfront, Highest Monthly	
			Monthly Charge	
			Non-BiB	BiB
iPhone 16 128GB	\$380	\$0	\$32.83	\$17.00
iPhone 16 256GB	\$400	\$0	\$32.95	\$22.58
iPhone 16 512GB	\$420	\$0	\$52.13	\$34.63
iPhone 16 Plus 128GB	\$430	\$0	\$54.79	\$36.88
iPhone 16 Plus 256GB	\$450	\$0	\$61.21	\$42.46
iPhone 16 Plus 512GB	\$470	\$0	\$74.08	\$54.50
iPhone 16 Pro 128GB	\$470	\$0	\$62.08	\$42.50
iPhone 16 Pro 256GB	\$490	\$0	\$68.50	\$48.08
iPhone 16 Pro 512GB	\$510	\$0	\$81.38	\$60.13
iPhone 16 Pro 1TB	\$540	\$0	\$94.21	\$71.71
iPhone 16 Pro Max 256GB	\$570	\$0	\$74.96	\$51.21
iPhone 16 Pro Max 512GB	\$600	\$0	\$87.79	\$62.79
iPhone 16 Pro Max 1TB	\$630	\$0	\$100.63	\$74.38
Apple iPhone 15 128GB	\$230		\$24.58	\$15.00
Apple iPhone 15 Plus 128GB	\$270		\$49.21	\$37.96
Apple iPhone 15 Pro 256GB	\$350		\$68.50	\$53.92
Apple iPhone 15 Pro Max 256GB	\$390		\$74.96	\$58.71
Google Pixel 9 128GB	\$150	\$251	\$16.71	\$0.00
Google Pixel 9 256GB	\$160	\$251	\$22.25	\$5.13
Google Pixel 9 Pro 128GB	\$200	\$125	\$27.00	\$13.46
Google Pixel 9 Pro 256GB	\$210	\$125	\$32.63	\$18.67
Google Pixel 9 Pro XL 128GB	\$210	\$125	\$32.25	\$18.29
Google Pixel 9 Pro XL 256GB	\$220	\$125	\$37.83	\$23.46
Google Pixel 9 Pro XL 512GB	\$230	\$125	\$45.17	\$30.38
Google Pixel Pro Fold 256GB	\$150	\$125	\$53.54	\$42.08
Google Pixel Pro Fold 512GB	\$160	\$125	\$60.88	\$49.00
Samsung Galaxy S24FE 5G 128GB	\$240	\$0	\$10.00	\$0.00
Samsung Galaxy S24FE 5G 256GB	\$260	\$0	\$14.17	\$3.33
Samsung Galaxy S23FE 5G 128GB	\$100	\$0	\$36.25	\$32.08
Samsung Galaxy S23 Ultra 256GB	\$200	\$0	\$48.25	\$39.92
Samsung Galaxy S24 128GB	\$180	\$0	\$12.50	\$5.00
Samsung Galaxy S24+ 256GB	\$220	\$0	\$19.17	\$10.00
Samsung Galaxy S24 Ultra 256GB	\$310	\$0	\$50.00	\$37.08

Select a Model If Different Then Page 1 Options. Type Which Model. \_\_\_\_\_ Colour. \_\_\_\_\_

Opt. in for Bring it Back Program

## Tablet and Watch Pricing

**Add a Tablet or Watch to your Plan for \$10.00 Per Month. The Data is Shared with the Phone.**

**Complete the Below Information if you would like to increase the plan you selected by \$10 to share the Phone Data with a tablet or Watch**

**\$0.00 Upfront. Monthly Payments is for 24 months and Automatically Reduces to \$0.00 After 24 Months. 0% Financing.**

**All Tablets and Watches are \$0.00 Upfront.**

(taxes are paid at the time of purchase based on the MTM Amount)

Pricing subject to change without notice. \$60 activation fee will be charged for new activations or renewals.

Device	MTM	Zero Upfront Easy Payment
		Monthly Charge
Apple iPad 9th Gen Wi-Fi + Cellular 64GB	\$628	\$26.17
Apple iPad 10th Gen 64GB (2023) Blue	\$799	\$33.29
Apple iPad Air 11 128GB Purple & Blue	\$999	\$41.63
Apple iPad Air 11 256 Blue	\$1,149	\$47.88
Apple iPad Pro 11v5 256 Black	\$1,679	\$69.96
Apple iPad Air 13 128GB (2024) grey	\$1,299	\$54.13
Apple iPad Pro 13 256GB (2024) Black	\$2,079	\$86.63
Apple iPad 13 512GB (2024) Black	\$2,358	\$98.25
Apple Watch SE GPS + Cellular Aluminium 40mm S/M STARLIGHT	\$422	\$17.58
Apple Watch Series 9GPS + Cellular Aluminium 45 M/L black	\$762	\$31.75
Apple Watch Series 9 GPS + Cellular Aluminium Case 41mm S/M black	\$719	\$29.96
Apple Watch Ultra. Titanium Case 49mm Ocean Band/Trail Loop M/L	\$1,095	\$45.63
Apple Watch Ultra 2 GPS + Cellular Titanium Case 49mm	\$1,106	\$46.08
Google Pixel Watch (LTE) SILVER AND BLACK	\$530	\$22.08
PIXEL WATCH 2 BLACK	\$550	\$22.92
Samsung Galaxy Watch 47MM Grey & Green	\$520	\$21.67
Samsung Galaxy Watch5 44 Grey	\$315	\$13.13
Samsung Galaxy Watch 40MM Cream	\$480	\$20.00
Samsung Galaxy Watch Ultra	\$880	\$36.67

Add a Tablet or Watch

Select a Model

Type Which Model: \_\_\_\_\_

Type Which Colour: \_\_\_\_\_

Bring Your Own Tablet or Watch

Watch Information

IMEI: \_\_\_\_\_

EID: \_\_\_\_\_

For Inquiries Email or Call or Text : Craig Woods [craig@skywireless.ca](mailto:craig@skywireless.ca)

Or 416-659-6531

To order Email or Fax Completed Form to:

[craig@skywireless.ca](mailto:craig@skywireless.ca) or Fax 647-498-1046



**SKYWIRELESS**  
we manage your communications

**Visit our TELUS Store Located at 1755 Pickering Parkway (Brock Rd. & 401) Open 9am to 5pm Monday to Friday**



## HOME SOLUTIONS

### TELUS SmartHome Security + TELUS Online Security

Check in on your kids, pets and deliveries from anywhere at any time.



Get TELUS home security starting at \$15 / month.

[Reply to ask for details](#)

Click to learn more about [TELUS SmartHome Security](#) and [TELUS Online Security](#)

### TELUS PureFibre Internet - Canada's #1 Internet Technology

Ditch the Cable,  
Upgrade to 100%  
PureFibre



Experience lightning-fast internet and connect seamlessly:

- **Unlimited Data:** Stream and browse without any data limits.
- **100% Fibre Connection:** Directly to your home for uninterrupted performance, even at peak times
- **Symmetrical Speeds:** Equal upload and download speeds, ideal for gaming, streaming, and video calls.

Purefibe Home Internet \$79 / Month. Also Includes \$100 Bill Credit

## TELUS Device Care Complete

Get TELUS Device Care starting at \$9 / month.



### What's Included?



Accidental Damage Coverage (Physical/Liquid Damage) & Lost or stolen coverage



Faulty battery replacement for \$0



Unlimited photo storage & video backup



Covers malfunctions after manufacturer warranty ends



\$39 cracked front screen repairs for eligible devices



Expert tech help with Step-by-step device setup

### Additional Details

- Make up to two (2) claims within any 12-month period
- Unable to service locally? Enjoy hassle-free Device mail-in repairs

**Note:** Coverage is applied to the enrolled phone number and covers the device in use at the time of accidental damage or malfunction.

	Device Care Complete	Device Care BYOD	Device Care Connected
Launch	Existing	Oct 31, 2024	
Eligibility	New/Renewal Activations, BYOD, & CPO Smartphones TELUS & Koodo Postpaid	BYOD Smartphones TELUS & Koodo Postpaid	New Watches & Tablets TELUS & Koodo Postpaid
Monthly Cost	\$15/month, No Term	\$9/month, No Term	\$9/month, No Term
Claim Limit	2 in 12 mths	2 in 12 mths	2 in 12 mths
Perils Covered	Lost/stolen replacement Damage repair/replacement Unlimited cracked screen repairs	Damage repair / replacement	Damage repair / replacement
Screen Repair	\$39: Unlimited	\$39: counts towards claim #	<b>Tablet: \$39</b> , counts towards claim # <b>Watches:</b> Samsung & Google repairs available, counts towards claim #, Apple replacement only, counts towards claim #.
Battery Replacement	\$0: Unlimited	\$0: counts towards claim #	<b>Tablet: \$0</b> ; Counts towards claim limit <b>Watches:</b> Replacement only
Repairs Beyond Cracked Screen	Included. Counts towards claim #	Included. Counts towards claim #	<b>Tablets:</b> Repairs available, counts towards claim # <b>Watches:</b> Samsung & Google repairs available, counts towards claim #, Apple replacement only, counts towards claim #.
Value Added Services	<ul style="list-style-type: none"> <li>• Unlimited photo storage &amp; video backup (up to 20GB per file)</li> <li>• Expert tech help</li> </ul>	Not Included	Not included

Add Telus Device Care to your order. \$15 Per Month. Cancel Anytime. No Contract  
(If you're Bringing your own device to Telus it is \$9.00 Per Month)

[Click Here to Add Telus Device Care:](#)

If Bringing your Own Device Enter the IMEI of the Device Here: \_\_\_\_\_

## Rate Plan and Hardware Financing Information

### Rate Plan Information

- The Rate Plans include Unlimited Data. The \$55 Rate Plan is the most popular option. It includes Unlimited Canada and USA Calling, Texting and Data. Once you reach 100GB of Data within the month the speed will automatically reduce to 512kbs. If you use your device as a personal hotspot it will stop working once the speed is reduced to 512kbs.
- Canada Wide only rate plans include the USA and International Easy Roam feature which allows subscribers to use their phone in the USA for a flat rate of \$16 per day or internationally for \$18 per day. The maximum monthly charge for USA usage is \$240 and \$300 for International usage.
- If you are an existing TELUS customer you can move to the new plan at anytime by dialing 611 from your TELUS phone and request customer service to change your Plan to the new unlimited data plan. If you still have a contract the Device Balance remaining will be charged to your TELUS account. If you do not have a contract there is no charge to move to the new plan.

### Hardware Financing Information (examples below may not be accurate hardware pricing)

- Hardware is not included with the plan. The hardware price is amortized over 24 months at 0% interest and added to TELUS invoice. For Example, if you went with the \$55 Plan and the iPhone 15 64GB, \$15 would be added to the TELUS Monthly invoice for 24 months. After 24 months the hardware is paid off and the monthly cost would only be the \$55 rate plan charge. There are options to pay for the entire hardware upfront or partially upfront if you do not want to take advantage of the 24 month 0% financing option or if you want to have a lower hardware repayment monthly charge. You can also opt in to the Bring It Back Program which reduces the monthly hardware repayment by up to \$40 per month however you are agreeing to bring the device back after 24 months. If you do not bring the device back after 24 months the discount you received at the original point of purchase will be charged to your TELUS account. The rate of the Bring It Back program vary depending on the device model.
- The Bring it Back Program is similar to a car lease where you get a discount on the monthly cost of the hardware but agree to Bring the Phone Back after 24 Months. You can choose not to bring it back but there will be a buy out at the end of the 24 months applied to your TELUS invoice automatically.
- Provincial Sales Tax. (13% hst) is charged at the point of sale and not charged on the TELUS monthly invoice. For example, if you select the iPhone SE 64GB the taxable amount of the hardware is \$240. Provincial Sales tax is charged at time of purchase which is \$31.20. This is charged at the time of purchase to comply with Canadian Tax laws. There is no Tax applied to the TELUS Monthly invoice for the Hardware repayment. For example, if you selected the \$56 Plan and the iPhone SE 64GB with the 0% Financing the TELUS Monthly Price would be \$60 plus 13% Sales tax equals \$67.80 plus \$10 for the hardware repayment for a total of \$77.80 for 24 months.

Subject to change without notice

## Your Next Steps And Frequently Asked Questions

### So What's Next?

1. Once you have submitted your order, you will receive an email from TELUS. Click on the "Get My Offer" button in the email. Then check the box to verify your email. Once done you have finished this step. No need to submit the order online. If you are not using a work email address for submission, you will be required to upload a proof of employment via your personal email. These include a Badge ID, Warrant Card, Current Paystub, or Current Letter of Employment from HR.
2. 24-48 hours later you will receive an agreement from Sky Wireless staff to sign off on. This will need to be signed and sent back via email or fax. Our Fax Number is 647-498-1046
3. If your device selection requires payment, a Sky Wireless representative will contact you for credit card details; e-Transfer is also an option, however we cannot accept Debit Visa/Debit MasterCard.
4. Once your service agreement is signed, your device will be shipped to the address of your choice as indicated on the order form within 24 hrs.
5. Your device will come with a sticker with activation instructions located on the box. Follow these to complete the process.

### Frequently Asked Questions:

- Is the Data Shared?
  - Yes. If you multiple lines on the same account the data will be combined. For example, if you have 2 Subscribers on the \$60 20GB Data Plan both lines would share 40GB of data. Once the 40GB of data is exceeded the speed will be reduced to 512kbps. There is no Data Overage Charges. The Data is Unlimited.
- Can I keep my number?
  - Yes you can keep your current TELUS phone number on renewal or bring a number from another carrier if you are new to TELUS. If you are porting from another provider, we must have the account number to submit the transfer.
- How do I transfer my number to TELUS from my old provider?
  - Your device will come with a sticker on the box indicating the final process to complete the transfer. It is similar to activating a credit card at home and takes only 30 seconds.
- Do I have to call my other carrier to cancel?
  - No. Once you finish the transfer process your other service provider will automatically cancel.
- Can I have a second corporate account?
  - No. Each employee is eligible for one Corporate Account and you may have up to 10 activate lines per account.
- Why do I need to input my Drivers Licence or SIN?
  - One or the other is required by TELUS to complete a credit check along with your Date of Birth.
- Why do you need my Personal Email address?
  - This is the email address that will be registered with TELUS for your My TELUS registration. TELUS no longer offers paper billing (except in special circumstances). You can access all of your account info, usage and bills through the App or Site.



## Your Next Steps And Frequently Asked Questions Continued

- What if I am with TELUS on a consumer plan currently, or under someone else's plan?
  - TELUS charges a one time \$50 fee for transferring to a corporate account. This is called a Migration. This process can take up to 24 hours. If your account is in someone else's name a \$35 transfer of ownership will apply.
- What if I have billing questions?
  - Billing questions and concerns can be easily resolved with TELUS Client Care directly by calling 611 from your mobile or 1-866-558-2273.
- Does my phone come with any warranty?
  - Your handset comes with a 1 year manufacturers warranty. This does not include any liquid or physical damage which voids this warranty. You can reach out to the manufacturer directly or contact us for warranty inquiries. Repairs can be arranged for most devices through your local Telus store.
- How can I find out if I'm eligible to upgrade my device?
  - You can see your device balance as well as your plan information through the My TELUS app, Online account or on your Telus bills or by calling customer service by dialing 611
- What if I don't like my new device?
  - You have 15 days from your activation or renewal date to return or exchange your device.
- Can I use my device as a mobile hotspot?
  - Yes you can use your device to create a mobile hotspot and allow others to connect.
- What happens after my 2 years is complete.
  - Your device will be paid for and your amortization of the device will drop off, reducing your cost to the rate plan only.
- Can I transfer my existing plan to the new Unlimited Plan?
  - Yes, but you would be required to payback your existing device balance in order to do so if on contract.
- Am I required to pay taxes on the new device?
  - Yes, you are charged 13% HST upfront for the new device.
- Buying ADT?
  - Proof of eligible employment required for all Exclusive Partner Program ("EPP") offers. EPP members get a 2-months of services for \$0. Offer only available to current TELUS Mobility customers who do not have an existing ADT by TELUS Security Agreement with more than 6 months remaining. Customer must agree to a new 3 year service agreement.
  - Equipment is ADT-owned. Equipment must be returned in good condition upon cancellation of service, otherwise the replacement cost will be charged to the account. Includes Quality Service Plan (QSP). QSP is ADT's Extended Limited Warranty. Limit 1 offer per new ADT customer contract and cannot be combined with other offers or discounts.
  - Cancellation fees apply for early termination of the service agreement.
  - Offer applies to all ADT by TELUS packages and requires a 36-month monitoring contract. Prices exclude taxes. Equipment may vary in appearance.