

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

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

**\$60.00** / month

- Unlimited 5G Speed Data (Canada Wide)
- Unlimited Canada Wide Calling
- Call Display & Voice Mail
- Unlimited Text, Picture and Video Messaging
- **Reduced Speed After 25GB of Data Usage**

**BYOD Rate \$55.00 / Month 20GB** (Limited Time Offer)  
 Or Choose BYOD Rate \$50 15GB 4G. New Activations To Telus Only

**\$70.00** / month

- Unlimited 5G Speed Data (Canada Wide)
- Unlimited Canada Wide Calling
- Call Display & Voice Mail
- Unlimited Text, Picture and Video Messaging
- **Reduced Speed After 30GB of Data Usage**

**BYOD Rate \$65.00 / Month**  
 \$65 BYOD Rate Available for new Activations to TELUS Only. 30GB

**\$75.00** / month

- Unlimited 5G Speed Data (Canada Wide)
- Unlimited Canada Wide Calling
- Call Display & Visual Voice Mail
- Unlimited International Messaging
- **Reduced Speed After 40GB of Data Usage**

**BYOD Rate is \$66.50 / Month (45GB)**

**\$75.00** / month  **UNLIMITED USA ROAMING**

- Unlimited 5G Data (Canada & USA Wide)
- Unlimited Canada & USA Calling
- Call Display & Visual Voice Mail
- Unlimited International Messaging
- **Reduced Speed After 45GB of Data Usage**

**BYOD Rate is \$75.00 / Month**

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

\$50 Activation fee is waived for New Activations. Telus Renewals will be charged a \$50 Connection Fee applied to the TELUS Invoice for Single Renewals. If processing more than 1 Renewal the Fee will be 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**  
 \$6.00/month  
 With Bring it Back Program. Or \$14.33 Without Bring it Back

- iPhone 12 64GB  
 Colour \_\_\_\_\_  
 Black or Purple or Blue
- iPhone SE 3<sup>rd</sup> Gen. 64GB \$14.79
- Colour \_\_\_\_\_  
 Black, Red Or White
- Google Pixel 7 \$25.00
- Google Pixel 7 Pro \$37.00
- Opt. in for Bring it Back  
 (Bring it Back Buy out for the iPhone 12 after 24 months is \$200  
 Pixel 7 is \$180, Pixel 7 Pro is 270  
 and Pixel 6a is \$110)



**\$0**  
 \$10.00/month  
 With Bring it Back Program. Or \$21.67 Without Bring it Back

- iPhone 13 128GB  
 Colour \_\_\_\_\_  
 Black, Red, Blue, Green or Pink
- iPhone 13 256GB \$14.75
- iPhone 13 Pro Max \$30.00  
 Colour \_\_\_\_\_  
 Black or Blue
- Opt. in for Bring it Back  
 (Bring it Back Buy out for the iPhone 13 128GB after 24 months is \$280)



**\$0**  
 \$26.88/month  
 With Bring it Back Program. Or \$42.29 Without Bring it Back

- iPhone 14 128GB  
 Colour \_\_\_\_\_  
 Black, Red, Blue, Purple or Silver
- iPhone 14 256GB \$31.17
- iPhone 14 Pro 128GB \$35.54
- iPhone 14 Plus 128GB \$31.04
- iPhone 14 Pro Max \$36.79
- Opt. in for Bring it Back  
 (Bring it Back Buy out for the iPhone 14 128GB after 24 months is \$370)



**\$0**  
 \$15.00/month  
 With Bring it Back Program. Or \$30.83 Without Bring it Back

- Samsung Galaxy S22 128GB  
 Only Available in Black
- Samsung Galaxy S22+ \$20.00  
 Only Available in Black
- Samsung S22 Ultra \$25.00  
 Colour \_\_\_\_\_  
 Black or Burgundy
- Opt. in for Bring it Back  
 (Bring it Back Buy out for the Samsung S22 128GB after 24 months is \$310)



**\$0**  
 \$0.96/month  
 With the Bring it Back Program. Or \$10.00 Without Bring It Back

- Samsung Galaxy S20 FE 128GB  
 Only Available in Blue
- Samsung S21 FE 5G \$25.00  
 Only Available in Black
- Samsung A53 128GB \$24.58  
 Only Available in Black
- Opt. in for Bring it Back  
 (Bring it Back Buy out for the Samsung S20 FE after 24 months is \$180)

Pricing subject to change without notice. Taxes for the hardware are paid upfront at the point of purchase.

## Add Additional Lines, Features, Accessories & Apple Care

**Add Another Line (25B)**

**\$60.00 / month**

- Unlimited 5G Speed Data (Canada Wide)
- Unlimited Canada Wide Calling
- Call Display & Voice Mail & Unlimited Text Messaging
- Unlimited Picture and Video Messaging
- \$55 BYOD Rate (20GB of High-Speed Data)
- \$50 BYOD Rate (15GB of 4G data)

**Add Another Line (30GB)**

**\$70.00 / month**

- Unlimited 5G Data (Canada Wide)
- Unlimited Canada Wide Calling
- Call Display & Voice Mail
- Unlimited Picture and Video Messaging
- Reduced Speed After 30GB of Data Usage
- \$66.50 BYOD Rate (45GB of High-Speed Data)

**Add Another Line (Talk & Text)**

**\$20.00 / month**

- Unlimited Canada Wide Calling
- Call Display & Voice Mail
- Unlimited Text, Picture and Video Messaging
- Available For Bring Your Own Device Only
- Available for New Activations 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

**Apple Cases**

**\$19.00**

- Silicone Protective Case
- Red  Navy  Black

**Car Charger**

**\$22.00 / each**

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

**Charging Cables**

**From \$22.00 / each**

- After Market Lightning Cable USB - \$22.00
- 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
- Allows for 2 Incidents

**iPhone Apple Care Monthly**

**\$11.00 / month**

- Extends Warranty to 2 Years
- \$11 / Month for all XR Models, iPhone 11, 13 and 13 Mini
- \$7 / Month for iPhone SE
- \$14 / Month for iPhone 13 Pro and Pro Models

**iPhone Apple Care Upfront**

**\$199.00 / one time**

- Extends Warranty to 2 Years
- \$199 upfront for all XR Models and iPhone 11
- \$119 upfront for all iPhone SE Models
- \$249 upfront for iPhone 12 and 13 Pro Models

## Order Form (TELUS Service Agreement will be emailed to the email address provided upon completion)

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: \_\_\_\_\_

Personal Email: \_\_\_\_\_

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: Darryl Sandilands [darryl@skywireless.ca](mailto:darryl@skywireless.ca)

Or 416-729-7717

To order Email or Fax Completed Form to:

[Darryl@skywireless.ca](mailto:Darryl@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 Oct 4, 2022 | Zero Upfront Easy Payment Tier<br>None Upfront, Highest Monthly |         |
|--|--|---|---------|
|  |  | Monthly Charge  |         |
|  |  | Non-BiB   | BiB     |
| Apple iPhone SE (3rd generation) 64GB  | \$0                                    | \$14.79   | \$14.79 |
| Apple iPhone SE (3rd generation) 128GB | \$0                                    | \$17.79   | \$17.79 |
| Apple iPhone SE (3rd generation) 256GB | \$0                                    | \$23.79   | \$23.79 |
| Apple iPhone 11 64GB                   | \$0                                    | \$14.08   | \$14.08 |
| Apple iPhone 12 64GB                   | \$190                                  | \$14.33   | \$6.00  |
| Apple iPhone 13 128 GB                 | \$260                                  | \$21.67   | \$10.00 |
| Apple iPhone 13 Pro Max 128GB          | \$390                                  | \$53.38   | \$30.00 |
| Apple iPhone 14 128GB                  | \$370                                  | \$42.08   | \$26.67 |
| Apple iPhone 14 256GB                  | \$420                                  | \$48.54   | \$31.04 |
| Apple iPhone 14 512GB                  | \$510                                  | \$60.08   | \$38.83 |
| Apple iPhone 14 Plus 128GB             | \$420                                  | \$48.54   | \$31.04 |
| Apple iPhone 14 Plus 256GB             | \$470                                  | \$54.92   | \$35.33 |
| Apple iPhone 14 Plus 512GB             | \$570                                  | \$66.54   | \$42.79 |
| Apple iPhone 14 Pro 128GB              | \$530                                  | \$54.92   | \$32.83 |
| Apple iPhone 14 Pro 256GB              | \$590                                  | \$61.38   | \$36.79 |
| Apple iPhone 14 Pro 512GB              | \$690                                  | \$72.92   | \$44.17 |
| Apple iPhone 14 Pro 1TB                | \$790                                  | \$84.54   | \$51.63 |
| Apple iPhone 14 Pro Max 128GB          | \$590                                  | \$61.38   | \$36.79 |
| Apple iPhone 14 Pro Max 256GB          | \$640                                  | \$67.79   | \$41.13 |
| Apple iPhone 14 Pro Max 512GB          | \$750                                  | \$79.38   | \$48.13 |
| Apple iPhone 14 Pro Max 1TB            | \$850                                  | \$90.92   | \$55.50 |
| Google Pixel 6a 128GB                  | \$110                                  | \$25.88   | \$20.00 |
| Google Pixel 7 128GB                   | \$180                                  | \$34.50   | \$25.00 |
| Google Pixel 7 Pro 128GB               | \$270                                  | \$50.88   | \$37.00 |
| Samsung Galaxy S20 FE 128GB            | \$180                                  | \$10.00   | \$0.96  |
| Samsung Galaxy S21 FE 5G 128GB         | \$260                                  | \$39.58   | \$25.00 |
| Samsung Galaxy S22 128GB               | \$310                                  | \$30.83   | \$15.00 |
| Samsung Galaxy S22 256GB               | \$330                                  | \$33.75   | \$17.33 |
| Samsung Galaxy S22+ 128GB              | \$380                                  | \$40.33   | \$20.00 |
| Samsung Galaxy S22+ 256GB              | \$400                                  | \$43.25   | \$22.33 |
| Samsung Galaxy S22 Ultra 128GB         | \$450                                  | \$52.29   | \$25.00 |
| Samsung Galaxy Z Flip3 5G 128GB        | \$100                                  | \$35.00   | \$22.50 |
| Samsung Galaxy Z Fold3 5G 256GB        | \$130                                  | \$78.33   | \$53.75 |
| Samsung Galaxy Z Flip4 128GB           | \$160                                  | \$42.50   | \$5.00  |
| Samsung Galaxy Z Flip4 256GB           | \$170                                  | \$45.83   | \$7.92  |
| Samsung Galaxy Z Flip4 512GB           | \$190                                  | \$52.50   | \$13.33 |
| Samsung Galaxy Z Fold4 256GB           | \$220                                  | \$84.58   | \$35.00 |
| Samsung Galaxy Z Fold4 512GB           | \$310                                  | \$91.25   | \$40.42 |

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

## 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. A one time \$50 activation fee will be charged for new activations or renewals.

| Device  | MTM     | Zero Upfront Easy Payment |
|---|---------|---------------------------|
|   |         | Monthly Charge            |
| iPad Mini Wi-Fi + Cellular 64GB   | \$850   | \$35.42                   |
| Apple iPad 9th Gen Wi-Fi + Cellular 64GB  | \$600   | \$25.00                   |
| Apple iPad 9th Gen Wi-Fi + Cellular 256GB   | \$800   | \$33.33                   |
| Apple iPad Air (5th gen) 64GB   | \$949   | \$39.54                   |
| Apple iPad Pro 12.9" (5th gen) 128GB  | \$1,600 | \$66.67                   |
| Samsung Galaxy Tab A 8.4" 32GB  | \$360   | \$12.50                   |
| Samsung Galaxy Tab A7 Lite 32GB   | \$305   | \$12.71                   |
| Apple iPad 10.2 (8th Gen) 32GB  | \$600   | \$25.00                   |
| Apple iPad 10.2 (8th Gen) 128GB   | \$720   | \$30.00                   |
| Apple iPad Air (4th gen) 64GB   | \$950   | \$39.58                   |
| Apple iPad Pro 11" (2nd gen) 128GB  | \$1,250 | \$52.08                   |
| Apple iPad Pro 11" (3rd gen) 128GB  | \$1,200 | \$50.00                   |
| Apple iPad Pro 12.9" (4th gen) 128GB  | \$1,500 | \$62.50                   |
| Huawei Mediapad T5 10" 16GB   | \$360   | \$0.00                    |
| Apple Watch SE GPS + Cellular Aluminium 40mm  | \$420   | \$17.50                   |
| Apple Watch SE GPS + Cellular Aluminium Case 44mm                                     | \$460   | \$19.17                   |
| Apple Watch Series 8 GPS + Cellular Aluminium Case 41mm                               | \$690   | \$28.75                   |
| Apple Watch Series 8 GPS + Cellular Aluminium Case 45mm                               | \$735   | \$30.63                   |
| Apple Watch Series 8 GPS + Cellular 41mm Stainless Steel Case                         | \$895   | \$37.29                   |
| Apple Watch Series 8 GPS + Cellular Stainless Steel Case 41mm Milanese Loop           | \$965   | \$40.21                   |
| Apple Watch Series 8 GPS + Cellular Silver Stainless Steel Case 45mm                  | \$965   | \$40.21                   |
| Apple Watch Series 8 GPS + Cellular Silver Stainless Steel Case 45mm Milanese Loop    | \$1,035 | \$43.13                   |
| Apple Watch Ultra GPS + Cellular Titanium Case 49mm Ocean Band/Alpine Loop/Trail Loop | \$1,095 | \$45.63                   |
| Samsung Galaxy Watch Active 2 Aluminum LTE 40mm                                       | \$385   | \$16.04                   |
| Samsung Galaxy Watch Active 2 Aluminum LTE 44mm                                       | \$415   | \$17.29                   |
| Samsung Galaxy Watch4 40mm  | \$424   | \$17.67                   |
| Samsung Galaxy Watch4 44mm  | \$466   | \$19.42                   |
| Samsung Galaxy Watch4 Classic 42mm  | \$561   | \$23.38                   |
| Samsung Galaxy Watch4 Classic 46mm  | \$604   | \$25.17                   |
| Samsung Galaxy Watch 5 40MM   | \$420   | \$17.50                   |
| Samsung Galaxy Watch 5 44MM   | \$460   | \$19.17                   |
| Samsung Galaxy Watch 5 Pro  | \$630   | \$26.25                   |

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: Darryl Sandilands [darryl@skywireless.ca](mailto:darryl@skywireless.ca)

Or 416-729-7717

To order Email or Fax Completed Form to:

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



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## TELUS SMART HOME SECURITY

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



Get a TELUS Control Plus Video & Online Security for just \$35/mth 5yr. term  
OR \$40/mth 3yr. term.

Pricing above is after \$5 EPP Discounts and \$10 Multiple Product Discount

- ✓ Zero Upfront
- ✓ Free Installation (regularly \$450)
- ✓ 1 Control Panel
- ✓ 2 Door/Window Sensors
- ✓ 1 Motion Sensor
- ✓ Choice of 3 security or automation devices
- ✓ Choice of 1 camera
- ✓ 24/7 monitoring
- ✓ Dark Web Monitoring
- ✓ Full-Service Identity Restoration
- ✓ Identity Theft Reimbursement Coverage (up to \$25,000)
- ✓ One-Bureau Annual Credit Report
- ✓ One Bureau Credit Report
- ✓ Device Security up to 3 devices
- ✓ Secure VPN for up to 3 Devices



## Rate Plan and Hardware Financing Information

### Rate Plan Information

- The Rate Plans include Unlimited Data. The \$60 Rate Plan is the most popular option. It includes Unlimited Canada Wide Calling, Texting and Data. Once you reach 20GB 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.
- The 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 \$12 per day or internationally for \$15 per day. The maximum monthly charge for USA usage is \$240 and \$300 for International usage.
- These new plans are do not include hardware subsidies. The pricing is the same if you purchase a new phone from Sky Wireless or if you bring your own unlocked hardware.
- 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 \$60 Plan and the iPhone 11 64GB, \$22 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 \$60 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.

## 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 Payout, 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.