

your guide
to getting started



welcome

Thank you for choosing TELUS Mobility.

This guide will help you get familiar with some of the features and services we offer.

If you need to activate your phone, follow the simple instructions in the **getting started** section of this booklet.

To get a detailed description of your phone's features, read the Manufacturer's User Guide found in your box.

If after reading this guide you have any questions, visit us at telusmobility.com, your local TELUS Mobility location, or call us at 1-866-558-2273.

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how to get started

1 find the ESN or MEID number

Find the ESN (11 digit) or MEID (18 digit) number on the back of your phone, behind the battery. Please write it here.

ESN# _____

MEID# _____

2 attach the battery and charge the phone

For the first time we recommend you charge your battery for a minimum of 8 hours with the phone powered off.

3 review the service terms

Please review the service terms booklet included in your box or online at telusmobility.com/serviceterms before you activate this phone. By activating this phone on the TELUS Mobility network, you will be confirming to TELUS Mobility your acceptance of these service terms.

4 choose your service

TELUS Mobility offers two great ways to go wireless:

monthly rate plans

We offer a variety of plans to choose from. And, when you sign a 1, 2 or 3 year term your monthly plan rate is guaranteed not to increase during the term.

- More minutes for less
- Up to \$150 in term credits
- No need to top up

Pay & Talk prepaid service

With our Pay & Talk prepaid service, you can make regular deposits into your account whenever you need to. As you use your phone, your account balance will decrease.

- No contracts, credit checks or monthly bill
- Lots of included features
- Top up as you need

For more detailed information on monthly and Pay & Talk prepaid plans visit us at telusmobility.com

5 select your rate plan, features, term and payment options

Visit telusmobility.com to select what's right for you and write it here.

Rate plan: _____

Features: _____

Term: month to month 1 year 2 year 3 year

Payment Option:

monthly invoice pre-authorized payment prepaid

6 prepare your personal information

- Have two pieces of identification ready to activate on a monthly plan, such as a valid major credit card, Driver's License or a Social Insurance Number.
- Create a 4-6 digit personal identification number (PIN). This PIN allows us to verify your identity when you request changes to your account, and allows you access to our automated system 7 days a week, 24 hours a day.

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7 activate

You have two options to activate, either self-service or full service.

self-service

Activate online at telusmobility.com/activate. Self-service activation is fast, convenient and available 24 hours a day, 7 days a week. And it saves you money because our lowest activation fee will apply.

full service

Activate by calling **1-888-552-3333** from any phone other than your new wireless phone. An Activations Representative will take you through the activation steps and answer any questions you might have about our plans and features. If you choose this type of activation, a full service activation fee will apply.



see what you can do

- Call Waiting **D**: You can put your current caller on hold while answering another call.
- Birthday calling: On your birthday you can make unlimited local calls while in Canada.
- PERKS™: These are extra treats, usually in the form of exclusive offers from us and our PERKS partners, to thank you for your loyalty and business.
- Longer Battery Life **D**: Extended hours of talk and stand-by time.
- Enhanced Privacy **D**: The digital signal means increased call security.

For more information on these and other features please visit us at telusmobility.com

D This symbol does not appear on all phones. Please check the Manufacturer's Operating Guide for more details. Some TELUS Mobility advanced features are only available in our digital service areas.

get a little extra

It's how you get a little extra out of your
TELUS Mobility experience.

Now that you have purchased your phone, you can enjoy some of the PERKS of being part of the future friendly TELUS Mobility network.

TELUS Mobility has teamed up with some great partners to make your wireless experience even more friendly.

To get e-PERKS, tips, coverage updates and more, sign up for our FREE online newsletter, at telusmobility.com/thebuzz

We hope you enjoy your PERKS as much as we enjoy bringing them to you.



product care

please keep
and attach
your bill of sale
here for easy
reference

If for any reason you have trouble with your phone we're here to make sure you stay connected.

If your new or refurbished phone or accessory becomes defective by reason of improper workmanship or material within twelve months (for a new phone) or 90 days (for a refurbished phone) from the date of purchase, it will be repaired or replaced at no charge to you.

If you're having problems with your phone, please refer to the Manufacturer's User Guide, go to telusmobility.com or contact TELUS Mobility Client Care, and we will direct you to an authorized Product Care Centre in your area. They'll repair or replace your phone as quickly as possible. If the warranty on your phone or accessory has expired or the problem is not covered by the warranty, we can still repair or replace your phone. However, some additional charges will apply.

Please refer to the Manufacturer's User Guide for the detailed warranty terms.

Note: Any authorized Product Care Centre may require a deposit in connection with potential repair charges for which you will be held responsible.

mobile phones are great but not perfect

We wish we could promise that you'll never drop a call, but the truth is that you may occasionally lose your connection. We are working every day to maximize our wireless coverage and minimize this occasional interruption.

calling 911 from your wireless phone

Important Note: This phone cannot dial 911 unless you pre-program it. See Manufacturer's User Guide for more details.

At TELUS Mobility, we care about your safety. We have enclosed some helpful 911 tips for you and your family to follow if you use your wireless phone in an emergency situation.

- 1 During an emergency, always provide the operator with your complete wireless phone number including area code.
- 2 Tell the operator your location and the location of the emergency you're reporting. Not all areas are equipped with Enhanced 911 service, which assists an operator in pinpointing your location.
- 3 Stay on the line with the operator. Remember, you aren't billed airtime for 911 calls. If the call is disconnected, leave your phone powered on in case the operator needs to call you back.
- 4 Pre-programming 911 on your wireless phone increases the chance of making accidental calls.

troubleshooting

troubleshooting chart

Consult the table below; it will suggest solutions to specific problems. If you need more information, consult the Manufacturer's User Guide.

Problem	What it could be	What you can do
Phone turns on but can't place or receive calls	Phone may not have been activated	To activate, call us at 1-888-552-3333 or visit telusmobility.com/activate
	Phone may have been activated but not yet connected to the network	Press *8378 then press SEND to see if your phone is connected to the network
	Phone is outside the service area	Refer to the TELUS Mobility Coverage Maps to ensure you are within our service area
	You've dialed an invalid number	Check the number you dialed
Display is blank	You may have run out of Pay & Talk credits in your account	Add Pay & Talk credits to your account
	Phone is off	Turn the phone on
Phone displays 'No Service'	Battery is completely empty	Recharge the battery
	Phone is outside the service area	Refer to the TELUS Mobility Coverage Maps to ensure you are within our service area
Phone beeps and displays 'Battery Low'	The battery is almost empty	Recharge the battery

Problem	What it could be	What you can do
You forgot your lock code	Ensure you have activated the phone	Check the Manufacturer's User Guide
The call is cut off	You may have run out of Pay & Talk credits in your account You may have moved out of the service area	Add Pay & Talk credits to your account Refer to the TELUS Mobility Coverage Maps to ensure you are within our service area
You hear a fast busy tone when placing a call	The network was unable to process your call	Press END and try your call again
You can't hear the other person very well	Volume might be too low	Adjust the ear piece volume key
You do not receive Caller ID on an incoming call	You are not subscribed to the service. You are in an analog area which does not support this feature The caller has blocked Caller ID	Go to mytelusmobility.com to subscribe to the service
You cannot place a long distance call	Your phone may be long distance restricted You may not have enough Pay & Talk credits in your account	Call Client Care at 1-866-558-2273 Add credits to your Pay & Talk account
The party on the other end is not able to hear you	Phone's microphone may be muted	Check the manufacturer's operating guide
Phone keeps powering off	Battery may not be charged	Recharge the battery

troubleshooting

If you're having a problem consult the Manufacturer's User Guide. If you require further assistance please visit telusmobility.com or email us at clientcare@telusmobility.com. You can also reach us by calling Client Care at any of the numbers listed below, and we'll be happy to help you.

Monthly – Local client care information

website:	telusmobility.com	Email:	clientcare@telusmobility.com
Calgary:	403-387-5825	Quebec City:	418-802-2532
Eastern Quebec:	800-463-8988	Toronto:	416-279-2532
Edmonton:	780-732-2901	Vancouver:	604-291-2355
Montreal:	514-830-2532	Winnipeg:	204-999-2532
Ottawa:	613-282-2532	Other areas:	1-866-558-2273

Prepaid – Local client care information

website:	telusmobility.com	Email:	clientcare@telusmobility.com
Calgary:	403-701-2532	Quebec City:	418-802-2532
Edmonton:	780-619-2532	Toronto:	416-279-2532
Montreal:	514-830-2532	Vancouver:	604-839-2532
Ottawa:	613-282-2532	Winnipeg:	204-999-2532
Other areas:	1-866-558-2273		

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