

Service and support fees

The chart below provides a description of common service and support fees. In many cases, you can save time and money by using your TELUS online account. Register now if you don't have one.

SERVICE	FEE DETAILS	TELUS STORE*	CONTACT US*	ONLINE ACCOUNT
Business Managed Services - Silver	<p>Business Managed Services provide flexible options to suit all Business customer needs, including a la carte and bundled services.</p> <p>Silver services included basic setup, in addition to complex email setup (Oracle, MS Exchange), phonebook transfer, Bluetooth pairing and essential device training.</p> <p>Available to Business customers; not available at Corporate Stores.</p>	\$35	Not available	Not available
Business Managed Services - Gold	<p>Includes all Silver services, plus equipment delivery, backup and data transfer, pre-determined phone number setup / keypad lock.</p> <p>Available to Business customers; not available at Corporate Stores.</p>	\$55	Not available	Not available
Business Managed Services - Platinum	<p>Includes all Gold services, plus on-site training at your location and software setup.</p> <p>Available to Business customers; not available at Corporate Stores.</p>	\$75	Not available	Not available
Bill Re-print	<p>Charged when you request a copy of your bill be re-printed and mailed to you.</p> <p>View/print your bill online for free:</p> <ul style="list-style-type: none"> ■ Log into your online account ■ Click on Billing ■ Click on Transaction history 	Not available	\$15	Free
Custom Phone Number Change	<p>Charged when you request a specific customized number phone number. We will ensure your new number is activated and all calling and data services are working properly.</p> <p>Customize your number online for free:</p> <ul style="list-style-type: none"> ■ Log into your online account ■ Click on Phones ■ Click on Change phone number <p>Number must be available for use.</p>	\$35	\$35	Free
Phone Number Change	<p>Charged when you request a new phone number for your existing phone. We will ensure your new number is activated and all calling and data services are working properly.</p> <p>Change your number online for free:</p> <ul style="list-style-type: none"> ■ Log into your online account ■ Click on Phones ■ Click on Change phone number <p>Number must be available for use.</p>	\$15	\$15	Free

* Applicable taxes not included

Service and support fees (cont.)

SERVICE	FEE DETAILS	TELUS STORE*	CONTACT US*	ONLINE ACCOUNT
Device Set Up	<p>Charged when you switch your device or SIM card without renewing the term of your service agreement.</p> <p>This includes:</p> <ul style="list-style-type: none"> ■ Switching from a 3G (CDMA) device to another 3G (CDMA) device or to a 4G device ■ Switching from a 4G device to another 4G device or to a 3G (CDMA) device <p>We will ensure that your SIM card and device are set up, and all calling/data services (email, voicemail, online account) are working.</p> <p>Please note this fee does not apply when you:</p> <ul style="list-style-type: none"> ■ Activate a device on a new service agreement. ■ Renew your service on a new term commitment ■ Exchange an activated device within 14 days of purchase 	\$35	Not available	Not available
Device Unlock	Charged when you would like to unlock your phone to use with another carrier.	Not available	\$35	Not available
Equipment Delivery	<p>Delivery of a device to your location.</p> <p>Available to Business customers; not available at Corporate Stores</p>	\$15	Not available	Not available
Mid-Contract Rate Plan Change	<p>Charged when you change your rate plan during the term of your contract.</p> <p>The fee includes a full consultation with a TELUS representative to learn how the rate plan changes impact your bill.</p> <p>Change your rate plan online:</p> <ul style="list-style-type: none"> ■ Log into your online account ■ Click on "Plans & Add-ons" ■ Click on "Change rate plan" <p>Available to Business customers on a term contract.</p> <p>*For Business month to month customers, there is a \$15 charge for a Rate Plan Change when you change your rate plan more than once during a calendar year. First rate plan change is free.</p>	\$35	\$35	\$25
Reconnection Fee	Charged during account reconnection after suspension due to non-payment.	Not available	\$35	Not available
Service Cancellation /Termination	Charged when you cancel your TELUS services in the middle of your service term. Please refer to your customer service agreement for cancellation details.	Please refer to your service agreement for details		
Transfer of Ownership	<p>Charged when you transfer your TELUS account to a new owner.</p> <p>We will ensure your mobile device is activated and all calling and data services are working properly.</p>	Not available	\$35	Not available

* Applicable taxes not included