

Program

Clear & Simple Device Upgrades.



Table of contents.

Introduction	3
Our contracts explained – after May 15, 2011	4
Our contracts explained – before May 15, 2011	6
Clear and Simple Device Upgrades	7
Clear and Simple Device Upgrades – after May 15, 2011	8
Clear and Simple Device Upgrades – before May 15, 2011	9
Lost or stolen devices	11
Understanding your bill	12

Introduction.

Our contracts are simple. You can replace or upgrade your TELUS mobile device at a discounted price at any time during your contract.

With Clear and Simple Device Upgrades, you can replace your damaged device or upgrade to the next latest and greatest model by paying an upgrade fee based on the discount you originally received when your contract began, and the number of months remaining in your contract. If your contract was signed or renewed before May 15, 2011 the Clear and Simple Device Upgrades program now makes it possible for you to upgrade at any time in your contract using the Early Device Upgrade Fee.

Whether you need to replace your damaged phone or smartphone, or simply want to upgrade to that latest and greatest model, the Clear and Simple Device Upgrades program is tailor made for you.

Your contract obligations are determined by when you signed or renewed your contract:

- [After](#) May 15, 2011
- [Before](#) May 15, 2011

For a better understanding of your contract, [log in to your account](#) for details.

Our contracts explained – after May 15, 2011.

Upgrading your mobile device.

The Clear and Simple Device Upgrades program now makes it possible for you to upgrade at any time during your contract by paying off your remaining device balance.

[Learn more about upgrading your mobile device.](#)

Changing your rate plan.

If you signed up for a service commitment with a minimum rate plan, you can change your rate plan midway through your contract for no charge so long as your new rate plan meets the requirements of your service commitment. You can change your rate plan two times per calendar year. If you change your rate plan to one that does not meet your service commitment criteria, you will incur a charge equal to half your device balance at the time of rate plan change. Your device balance will also be halved and your monthly credit amount adjusted accordingly.

If your contract start date is prior to May 15, 2011, the charge will only apply in the first year of your contract and up to a maximum of \$200.

If you did not sign up for a service commitment with a minimum rate plan, you can change your rate plan two times per calendar year for no charge. A \$10.00 administration fee is applied for each additional change per year.

Cancelling your contract.

If you cancel your contract, you will be subject to a contract termination fee. The fee is your remaining device balance plus a \$50 early cancellation fee.

How to calculate your device balance.

TELUS discounts the cost of your device when you sign up for a contract. The amount of your discount becomes your device balance. Over the length of your contract, TELUS automatically reduces your device balance each month by a set amount. This monthly credit is equal to your original device discount divided by the number of months in your contract.

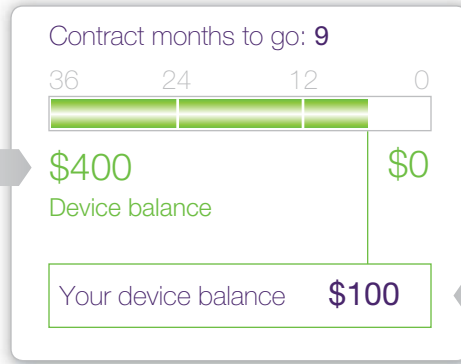
Motorola Milestone™



Full price
\$599⁹⁹

Device discount
\$400

You paid
\$199⁹⁹
3 year contract



What you pay to upgrade your device

If you purchase a new device before the end of your contract you will need to pay off your outstanding device balance.

See the example below:

John signed a three year contract and received a \$400 discount on a Motorola Milestone

John decided to upgrade his phone with 9 months remaining on his contract. John would pay the following amount:

Full price	Price for the Motorola Milestone™: \$599.99
What John paid	Price with a 3 year contract: \$199.99
What John saved (device balance)	Discount with a 3 year contract: \$400.00
Monthly device balance	\$400 / 36 months = \$11.11 per month

Monthly device balance	\$11.11
Remaining months on contract	9
Early cancellation fee*	\$50.00
Total cancellation fee	\$11.11 x 9 months = \$100.00 + \$50.00* = \$150.00

* Not applicable in Quebec.

Our contracts explained – before May 15, 2011.

Upgrading your mobile device.

The Clear and Simple Device Upgrades program now makes it possible for you to upgrade at any time in your contract using the Early Device Upgrade Fee.

[Learn more about upgrading your mobile device.](#)

Changing your rate plan.

Your rate plan and number of included minutes are guaranteed for the duration of your service term. However, you can change your rate plan two times per calendar year at no charge. A \$10 admin fee is applied for each additional change per year. You may see proration on your invoice if the rate plan changed on a date other than your last bill cycle date.

As of November 23, 2009, if you subscribe to a data service with an email feature and cancel that service within the first 12 months of a 36 month contract term, a cancellation charge of \$200 will apply.

Cancelling your contract.

If you cancel your contract you will be subject to a cancellation fee. The fee is \$20 per month for each remaining month on your contract with a maximum of \$400 and a minimum of \$100.

How to calculate your cancellation fee.

Mary signed a three year contract and received a \$450 discount on a BlackBerry® Tour 9630 smartphone. Mary wants to cancel her contract and has 17 months remaining. What does Mary pay to cancel her contract?

Full price	For the BlackBerry® Tour 9630 smartphone: \$599.99
What Mary paid	Price with a 3 year contract: \$149.99
What Mary saved	Discount with a 3 year contract: \$450.00
Total cancellation fee	\$20 x 17 months = \$340.00

Clear & Simple device upgrade.

You can replace or upgrade your TELUS mobile device at a discounted price at any time during your contract.

With Clear and Simple Device Upgrades, you can replace your damaged device or upgrade to the next latest and greatest model by paying an upgrade fee based on the discount you originally received when your contract began, and the number of months remaining in your contract.

What you need to know.

Your upgrade options are determined by when you signed or renewed your contract:

- [After](#) May 15, 2011
- [Before](#) May 15, 2011

If you don't know when you signed your contract, [log in to your account](#) to get up to date contract information.

For more information about your contract, see our [contracts explained](#).

Eligibility.

You must meet the following criteria to be eligible for the Clear and Simple Device Upgrades program.

1. You are credit qualified
2. You are not on the Credit Limit Program
3. You are up to date with payments to your account

How to upgrade your mobile device.

You can use one of the following methods to replace or upgrade your current mobile device:

- Visit a TELUS Product Care Centre, use our [Store Locator](#) to find the closest location
- Contact [TELUS Support](#)
- [Log in to your account](#) to view your offers

Clear & Simple device upgrade – after May 15, 2011.

If you wish to upgrade your mobile device part way through your contract, simply pay the device balance fee and get a new device at full discount. This fee is calculated based on the discount you originally received when your contract began, and the number of months remaining in your contract. The longer you wait, the lower your fee.

NOTE: The device balance fee may be waived if you are at or near the end of your contract.

Device balance fee.

The device balance fee is determined based on two factors:

1. Number of months remaining on your current contract
2. Discount you original received on your current device

TELUS discounts the cost of your device when you sign a contract. The discount amount becomes your device balance. Over the length of your contract, TELUS automatically reduces your device balance each month by a set amount. This “monthly credit” is equal to your original device discount divided by the number of months in your contract.

See the example below:

Full price	For the Motorola Milestone™ \$599.99
What you paid	Price with a 3 year contract: \$199.99
What you saved	Discount with a 3 year contract: \$400.00
Monthly credit	$\$400 / 36 \text{ months} =$ \$11.11 per month

If you have nine months remaining on your current contract, then your device balance fee would be \$100.00.

How to upgrade your device.

You can use one of the following methods to replace or upgrade your current device:

- Visit a TELUS Product Care Centre, use our [Store Locator](#)
- Contact [TELUS Support](#)
- [Log in to your account](#) to view your offers

Clear & Simple device upgrades – before May 15, 2011.

If you wish to upgrade your mobile device part way through your contract, simply pay the Early Device Upgrade fee and get a new device at full discount. This fee is calculated based when you activated or renewed.

If you activated/renewed before May 15, 2011 your fee will be based on the type of device you have and the number of months remaining on your current contract. The longer you wait, the lower your fee.

NOTE: The Early Device Upgrade fee may be waived if you are at or near the end of your contract.

Early Device Upgrade fee.

The Early Device Upgrade fee is determined based on two factors:

1. Number of months remaining on your current contract
2. The type of device you currently have

See the table below for pricing.

Your current device is a...	Early device upgrade fee (paid on your next bill)
Voice or Feature Phone	\$5 x the number of months remaining in contract
Smartphone or Feature Phone – with minimum data commitment	\$5 x the number of months remaining in contract
Premium Device	\$10 x the number of months remaining in contract

Example	Early device upgrade fee	New device cost	Total
Pat has an LG Keybo and wants to upgrade to an HTC Desire. He has 15 months left on his contract. What does Pat pay to upgrade?	15 months x \$5 = \$75.00	HTC Desire 3 year price: \$79.99	\$154.99
Jamie has a BlackBerry® Storm 9530 smartphone and wants to upgrade to a BlackBerry® Torch 9800 smartphone. He has 10 months left on his contract. What does Jamie pay to upgrade?	10 months x \$10 = \$100.00	BlackBerry® Torch 9800 smartphone 3 year price: \$149.99	\$249.99
Lucia has an Apple iPhone 3G 8GB and wants to upgrade to an Apple iPhone 4G 32GB. She has 12 months left on her contract. What does Lucia pay to upgrade?	12 months x \$15 = \$180.00	Apple iPhone 4G 32GB 3 year price: \$269.00	\$449.00

How to upgrade your device.

You can use one of the following methods to replace or upgrade your current device.

- Visit a TELUS Product Care Centre, use our [Store Locator](#) to find the closest location
- Contact [TELUS Support](#)

Lost or stolen device.

If your mobile device is lost or stolen, immediately disable it by doing one of the following:

- If you have the Device Protection Plan, call 1-866-281-4537
- If you do not have the Device Protection Plan, log in to your [TELUS account](#) and [suspend your phone](#)
- Contact [TELUS Support](#)
- Call us at one of the following numbers:
 - Canada toll-free: 1-866-558-2273
 - Vancouver: 604-291-2355
 - Calgary: 403-387-5825
 - Eastern Quebec: 1-800-463-8988
 - Toronto: 416-279-2532

NOTE: You are responsible for any usage (calls or data) made between the time that your device is lost or stolen and the time that you disable it. Monthly plan charges will apply during this period. If you opt to cancel your service at any time during the period of your contract, termination liability charges may apply.

Replacing your mobile device.

You have the Device Protection Plan:


If you have the Device Protection Plan, call 1-866-281-4537. Once your claim is approved, you will receive a comparable replacement model, usually within 1 – 2 business days.

You don't have the Device Protection Plan:

No matter where you are in your contract term, you can replace your lost or stolen device using one of the following methods:

- Purchase an affordable new [mobile device](#)
- Take advantage of our [Clear and Simple Device Upgrades](#) program

You can still access Voice Mail.

If your phone or smartphone plan includes Voice Mail, you can still access your messages using another phone line by pressing the  key midway through your greeting message.

If you don't have Voice Mail, you cannot add it without your phone in your possession.

Understanding your bill.

Understanding how changes affect your bill.

We bill you one month in advance. When you request a change to your rate plan or services, the change takes effect almost immediately and we adjust your monthly bill accordingly. You will see the following line items associated with this change on your next bill.

- A prorated credit that covers the period when your previous rate plan or service selection was not being used
- A prorated fee for the period you are on the new rate plan/service for the current month
- The regular monthly charge for the new rate plan/service selected
- An upgrade fee if you [upgraded to a new device](#) in the middle of your contract

NOTE: Your airtime is also prorated.

Understanding your first bill.

Your device balance:

TELUS is excited to announce the new Clear and Simple Device Upgrades program. This unique program provides a clear and simple way of calculating your upgrade fee and other charges at any point in your contract. If you see [a section on your bill called "Your device balance"](#) one or more of the subscribers on your account are enrolled in the program.

Please note that eligibility for this program is determined by your contract start date, and only if you're eligible will you see your device shown in this section of your bill.

Additional information:

- Your next invoice will better reflect your ongoing monthly charges
- To better understand your bill, first download the reading your invoice guides for [PCS](#), [Mike](#), [Business Share Plans](#) and ["your device balance invoice"](#). Then, with your bill in hand, review the various sections as explained in the guide. If you don't see a section listed on your bill, it means you didn't use any of those billable service types.