



Your TELUS Mobility Bill

May 17, 2025



RICHARD MARK BALLARD

Account number: **43822260**

Account summary

Balance forward from your last bill \$0.00

This reflects payments of \$106.98

New charges

Mobile services \$89.20

Taxes \$11.60

Total new charges \$100.80

Total due.....\$100.80

The total due will be charged to your credit card 15 days from your bill date.

Additional charges/credits at-a-glance

Pre-Authorized Payments Discount 416 414-8100	-\$5.00
Pre-Authorized Payments Discount 416 568-2188	-\$5.00
CAN to US Text Msg - Sent 416 414-8100	\$1.20

Go to www.telus.com/mytelus for full bill detail

TELUS Mobility



RICHARD MARK BALLARD
2350 WOODFIELD ROAD
OAKVILLE ON L6H 6Y6

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May 17, 2025
RICHARD MARK BALLARD
Account number: 43822260

Previous charges and payments

Amount due on your last bill (Apr 17)	\$106.98
Payment received May 02 - Thank you	-\$106.98
Balance forward from your last bill	\$0.00

Taxes

HST-ON	\$11.60
Total taxes	\$11.60



May 17, 2025
RICHARD MARK BALLARD
Account number: 43822260



Mobile services

Go to telus.com/myaccount for device related details

Summary of charges by user

USER	MONTHLY AND OTHER CHARGES (\$)	ADD-ONS (\$)	USAGE CHARGES (\$)	TOTAL BEFORE TAXES (\$)	TAXES (\$)	TOTAL (\$)
RICHARD BALLARD 416 414-8100 5G Unlimited nationwide talk, text,	49.00	-	1.20	50.20	6.53	56.73
CHRISTINE BALLARD 416 568-2188 5G AAL Unlimited nationwide talk,	39.00	-	-	39.00	5.07	44.07
Total	\$88.00	\$0.00	\$1.20	\$89.20	\$11.60	\$100.80

May 17, 2025
RICHARD MARK BALLARD
Account number: 43822260

Mobile services (continued)

RICHARD BALLARD
Charges for 416 414-8100

Monthly and other charges (May 18 to Jun 17)

5G Unlimited nationwide talk, text,	\$54.00
100 GB High Speed Data	
5G Speed (up to 250Mbps)	
Endless Data - No Data Overages	
Hotspot up to 100GB	
Unlimited nationwide calls	
Unlimited nationwide texts, picture	
Pre-Authorized Payments Discount	-\$5.00
Total monthly and other charges	\$49.00

Add-ons (May 18 to Jun 17)

Easy Roam US - PayPerUse Access On	
Easy Roam INTL- PayPerUse Access On	
Total add-ons	\$0.00

Usage charges

Free airtime refers to non-chargeable minutes that are not part of your included minutes, and may include bonus minutes, evening and weekend calling, *611 calls. etc.

Long Distance - Domestic Phone	\$0.00
Free 1:00 (MIN)	
Total used 1:00 (MIN)	
Text Msg - Sent	\$0.00
Total used 14 (Msg)	
Data Usage - Mobile High Speed	\$0.00
Total used 1,422.599 (MB)	
CAN to US Text Msg - Sent	\$1.20
Total used 3 (Msg)	
Picture Messaging - Picture Receive	\$0.00
Total used 2 (Pic)	
Text Msg - Received	\$0.00
Total used 19 (Msg)	
Data Usage	\$0.00
Total used 14,242.906 (MB)	
Local Airtime - Phone (minutes)	\$0.00
Included 98:00 (MIN)	
Total used 98:00 (MIN)	
Total usage charges	\$1.20
Total before taxes	\$50.20
HST-ON	\$6.53
Total for 416 414-8100, with taxes	\$56.73



May 17, 2025
RICHARD MARK BALLARD
Account number: 43822260



Mobile services (continued)

Airtime Details for 416 414-8100

DATE	NUMBER AND PLACE YOU CALLED	WHERE YOU CALLED FROM	MINS: SECS	LOCAL AIRTIME RATE (\$/MIN)	LOCAL AIRTIME CHARGE (\$)	LONG DISTANCE CHARGE (\$)	OTHER CHARGE (\$)	TOTAL (\$)
Call charges								
1 Sun Apr 20 09:12 am	647 580-4001 MSG RTRVL ON	OAKVILLE ON	2:00	-	-	-	-	0.00
2 Mon Apr 21 03:24 pm	416 414-7218 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
3 Wed Apr 23 11:53 am	416 568-2188 OAKVILLE ON	INCOMING	4:00	-	-	-	-	0.00
4 Thu Apr 24 12:55 pm	416 568-2188 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
5 Sat Apr 26 10:04 am	800 461-5627 800 SERVIC CL	OAKVILLE ON	30:00	-	-	-	-	0.00
6 Sat Apr 26 10:34 am	905 257-9042 OAKVILLE ON	CAMPBELLVL ON	1:00	-	-	-	-	0.00
7 Sun Apr 27 09:45 am	866 512-1731 800 CALL CL	OAKVILLE ON	1:00	-	-	-	-	0.00
8 Sun Apr 27 12:24 pm	416 568-2188 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
9 Mon Apr 28 03:25 pm	41768051640 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
10 Wed Apr 30 11:40 am	519 506-9736 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
11 Wed Apr 30 05:19 pm	416 200-2598 STREETSVL ON	INCOMING	2:00	-	-	-	-	0.00
12 Wed Apr 30 07:01 pm	866 837-4192 800 CALL CL	OAKVILLE ON	5:00	-	-	-	-	0.00
13 Thu May 1 03:27 pm	656 444-5651 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
14 Fri May 2 10:12 am	844 445-4505 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
15 Fri May 2 10:46 am	844 445-4505 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
16 Fri May 2 05:50 pm	905 220-3194 BURLINGTON ON	OAKVILLE ON	9:00	-	-	-	-	0.00
17 Mon May 5 11:52 am	519 503-6798 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
18 Mon May 5 01:23 pm	416 200-2598 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
19 Tue May 6 06:37 pm	416 200-2598 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
20 Wed May 7 12:04 pm	437 998-7649 TORONTO ON	OAKVILLE ON	1:00	-	-	-	-	0.00
21 Wed May 7 08:50 pm	647 580-4001 MSG RTRVL ON	OAKVILLE ON	2:00	-	-	-	-	0.00
22 Fri May 9 11:46 am	416 568-2188 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
23 Mon May 12 09:34 am	416 532-3518 TORONTO ON	OAKVILLE ON	5:00	-	-	-	-	0.00
24 Tue May 13 11:47 am	416 568-2188 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
25 Tue May 13 01:04 pm	416 456-9801 TORONTO ON	OAKVILLE ON	10:00	-	-	-	-	0.00
26 Wed May 14 03:01 pm	905 844-8010 OAKVILLE ON	OAKVILLE ON	3:00	-	-	-	-	0.00
27 Wed May 14 03:04 pm	41768312561 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
28 Wed May 14 03:24 pm	705 416-9926 COLLINGWD ON	OAKVILLE ON	1:00	-	-	-	-	0.00
29 Wed May 14 03:25 pm	905 232-1321 COOKSVILLE ON	OAKVILLE ON	2:00	-	-	-	-	0.00
30 Wed May 14 03:33 pm	905 844-8010 OAKVILLE ON	OAKVILLE ON	2:00	-	-	-	-	0.00
31 Wed May 14 06:02 pm	905 257-2200 OAKVILLE ON	INCOMING	1:00	-	-	-	-	0.00
32 Fri May 16 12:56 pm	905 844-8010 OAKVILLE ON	BURLINGTON ON	2:00	-	-	-	-	0.00
33 Fri May 16 01:48 pm	905 844-9969 BURLINGTON ON	INCOMING	1:00	-	-	-	-	0.00
TOTAL					\$0.00	\$0.00	\$0.00	\$0.00

May 17, 2025
RICHARD MARK BALLARD
Account number: 43822260

Mobile services (continued)

CHRISTINE BALLARD
Charges for 416 568-2188

Monthly and other charges (May 18 to Jun 17)

5G AAL Unlimited nationwide talk,	\$44.00
5G Speed (up to 250Mbps)	
60GB High Speed Data	
Endless Data - No Data Overages	
Hotspot to 60GB	
Unlimited nationwide calls	
Unlimited nationwide texts, picture	
Pre-Authorized Payments Discount	-\$5.00
Total monthly and other charges	\$39.00

Add-ons (May 18 to Jun 17)

Easy Roam US - PayPerUse Access On	
Easy Roam INTL- PayPerUse Access On	
Total add-ons	\$0.00

Usage charges

Free airtime refers to non-chargeable minutes that are not part of your included minutes, and may include bonus minutes, evening and weekend calling, *611 calls. etc.

Long Distance - Domestic Phone	\$0.00
Free 79:00 (MIN)	
Total used 79:00 (MIN)	
Text Msg - Sent	\$0.00
Total used 123 (Msg)	
Data Usage - Mobile High Speed	\$0.00
Total used 111.782 (MB)	
Picture Messaging - Picture Receive	\$0.00
Total used 15 (Pic)	
Text Msg - Received	\$0.00
Total used 284 (Msg)	
Data Usage	\$0.00
Total used 8,572.984 (MB)	
Picture Messaging - Pictures	\$0.00
Total used 20 (Pic)	
Local Airtime - Phone (minutes)	\$0.00
Included 1,043:00 (MIN)	
Total used 1,043:00 (MIN)	
Total usage charges	\$0.00

Total before taxes **\$39.00**

HST-ON	\$5.07
Total for 416 568-2188, with taxes	\$44.07



May 17, 2025
RICHARD MARK BALLARD
Account number: 43822260



Mobile services (continued)

Airtime Details for 416 568-2188

DATE	NUMBER AND PLACE YOU CALLED	WHERE YOU CALLED FROM	MINS: SECS	LOCAL AIRTIME RATE (\$/MIN)	LOCAL AIRTIME CHARGE (\$)	LONG DISTANCE CHARGE (\$)	OTHER CHARGE (\$)	TOTAL (\$)
Call charges								
1 Sat Apr 19 12:56 pm	416 357-5149	CAMPBELLVL ON	INCOMING	3:00	-	-	-	0.00
2 Sat Apr 19 02:26 pm	905 847-5295	OAKVILLE ON	OAKVILLE ON	1:00	-	-	-	0.00
3 Mon Apr 21 12:53 pm	289 337-1188	BURLINGTON ON	OAKVILLE ON	1:00	-	-	-	0.00
4 Wed Apr 23 09:37 am	905 257-0061	OAKVILLE ON	INCOMING	2:00	-	-	-	0.00
5 Wed Apr 23 11:52 am	416 414-8100	TORONTO ON	OAKVILLE ON	4:00	-	-	-	0.00
6 Wed Apr 23 06:30 pm	905 257-9042	OAKVILLE ON	OAKVILLE ON	16:00	-	-	-	0.00
7 Thu Apr 24 12:54 pm	416 414-8100	TORONTO ON	OAKVILLE ON	1:00	-	-	-	0.00
8 Thu Apr 24 01:04 pm	905 842-0287	OAKVILLE ON	OAKVILLE ON	1:00	-	-	-	0.00
9 Thu Apr 24 01:07 pm	905 842-0287	OAKVILLE ON	INCOMING	1:00	-	-	-	0.00
10 Thu Apr 24 01:38 pm	905 257-0061	OAKVILLE ON	OAKVILLE ON	1:00	-	-	-	0.00
11 Thu Apr 24 03:36 pm	416 568-2188	OAKVILLE ON	INCOMING	109:00	-	-	-	0.00
12 Thu Apr 24 05:26 pm	647 922-5760	OAKVILLE ON	INCOMING	45:00	-	-	-	0.00
13 Thu Apr 24 07:40 pm	905 257-0061	OAKVILLE ON	OAKVILLE ON	1:00	-	-	-	0.00
14 Thu Apr 24 07:40 pm	905 257-3861	OAKVILLE ON	OAKVILLE ON	1:00	-	-	-	0.00
15 Thu Apr 24 08:27 pm	905 257-0061	OAKVILLE ON	INCOMING	4:00	-	-	-	0.00
16 Sat Apr 26 11:04 am	905 805-0438	MILTON ON	CAMPBELLVL ON	1:00	-	-	-	0.00
17 Sat Apr 26 11:06 am	905 805-0438	CAMPBELLVL ON	INCOMING	1:00	-	-	-	0.00
18 Sat Apr 26 06:55 pm	403 763-6195	OAKVILLE ON	INCOMING	1:00	-	-	-	0.00
19 Sun Apr 27 12:24 pm	416 414-8100	TORONTO ON	OAKVILLE ON	1:00	-	-	-	0.00
20 Mon Apr 28 10:10 am	905 842-0287	OAKVILLE ON	OAKVILLE ON	2:00	-	-	-	0.00
21 Mon Apr 28 10:23 am	647 930-6605	TORONTO ON	OAKVILLE ON	1:00	-	-	-	0.00
22 Tue Apr 29 11:54 am	905 257-2791	OAKVILLE ON	INCOMING	1:00	-	-	-	0.00
23 Tue Apr 29 02:01 pm	905 855-2690	OAKVILLE ON	INCOMING	1:00	-	-	-	0.00
24 Tue Apr 29 02:18 pm	905 855-2690	OAKVILLE ON	INCOMING	116:00	-	-	-	0.00
25 Wed Apr 30 03:56 pm	647 930-6605	TORONTO ON	STREETSVL ON	1:00	-	-	-	0.00
26 Thu May 1 01:17 pm	416 456-9801	TORONTO ON	OAKVILLE ON	22:00	-	-	-	0.00
27 Thu May 1 01:42 pm	416 456-9801	OAKVILLE ON	INCOMING	1:00	-	-	-	0.00
28 Thu May 1 03:02 pm	289 681-2504	OAKVILLE ON	OAKVILLE ON	10:00	-	-	-	0.00
29 Thu May 1 03:18 pm	289 681-2504	OAKVILLE ON	OAKVILLE ON	16:00	-	-	-	0.00
30 Thu May 1 04:00 pm	289 266-0036	BURLINGTON ON	OAKVILLE ON	4:00	-	-	-	0.00
31 Fri May 2 11:12 am	844 445-4505	OAKVILLE ON	INCOMING	2:00	-	-	-	0.00
32 Fri May 2 07:31 pm	905 332-6967	BURLINGTON ON	OAKVILLE ON	1:00	-	-	-	0.00
33 Sun May 4 11:41 am	905 702-3667	OAKVILLE ON	INCOMING	5:00	-	-	-	0.00
34 Mon May 5 09:39 am	844 445-4505	OAKVILLE ON	INCOMING	3:00	-	-	-	0.00
35 Mon May 5 11:40 am	289 266-0036	BURLINGTON ON	OAKVILLE ON	13:00	-	-	-	0.00
36 Mon May 5 03:27 pm	905 855-2690	OAKVILLE ON	INCOMING	14:00	-	-	-	0.00
37 Tue May 6 11:18 am	905 855-2690	OAKVILLE ON	INCOMING	89:00	-	-	-	0.00
38 Wed May 7 12:00 pm	905 274-8260	PORTCREDIT ON	OAKVILLE ON	6:00	-	-	-	0.00
39 Wed May 7 05:42 pm	905 702-3667	GEORGETOWN ON	OAKVILLE ON	60:00	-	-	-	0.00
40 Wed May 7 06:41 pm	905 702-3667	GEORGETOWN ON	OAKVILLE ON	10:00	-	-	-	0.00

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May 17, 2025
RICHARD MARK BALLARD
Account number: 43822260

Mobile services (continued)

CHRISTINE BALLARD (continued)
Charges for 416 568-2188

Airtime Details for 416 568-2188

DATE	NUMBER AND PLACE YOU CALLED	WHERE YOU CALLED FROM	MINS: SECS	LOCAL AIRTIME RATE (\$/MIN)	LOCAL AIRTIME CHARGE (\$)	LONG DISTANCE CHARGE (\$)	OTHER CHARGE (\$)	TOTAL (\$)
Call charges								
41 Wed May 7 07:35 pm	416 357-5149	TORONTO ON	OAKVILLE ON	1:00	-	-	-	0.00
42 Thu May 8 10:34 am	905 469-4630	OAKVILLE ON	INCOMING	3:00	-	-	-	0.00
43 Thu May 8 10:43 am	289 293-0758	OAKVILLE ON	INCOMING	6:00	-	-	-	0.00
44 Thu May 8 10:57 am	416 568-1769	OAKVILLE ON	INCOMING	1:00	-	-	-	0.00
45 Thu May 8 12:55 pm	905 889-9950	THORNHILL ON	OAKVILLE ON	2:00	-	-	-	0.00
46 Thu May 8 05:34 pm	905 889-9950	THORNHILL ON	OAKVILLE ON	1:00	-	-	-	0.00
47 Fri May 9 11:46 am	416 414-8100	TORONTO ON	OAKVILLE ON	1:00	-	-	-	0.00
48 Fri May 9 02:48 pm	905 845-4681	OAKVILLE ON	BURLINGTON ON	1:00	-	-	-	0.00
49 Fri May 9 02:48 pm	905 845-4681	OAKVILLE ON	BURLINGTON ON	6:00	-	-	-	0.00
50 Fri May 9 02:56 pm	905 889-9950	THORNHILL ON	BURLINGTON ON	1:00	-	-	-	0.00
51 Sat May 10 02:14 pm	905 691-4437	OAKVILLE ON	INCOMING	1:00	-	-	-	0.00
52 Sat May 10 02:16 pm	905 691-4437	OAKVILLE ON	INCOMING	1:00	-	-	-	0.00
53 Sat May 10 02:21 pm	905 299-1312	OAKVILLE ON	INCOMING	2:00	-	-	-	0.00
54 Sun May 11 06:20 pm	647 580-4001	MSG RTRVL ON	OAKVILLE ON	5:00	-	-	-	0.00
55 Sun May 11 09:45 pm	519 301-0252	STRATFORD ON	OAKVILLE ON	79:00	-	-	-	0.00
56 Mon May 12 09:21 am	844 445-4505	OAKVILLE ON	INCOMING	2:00	-	-	-	0.00
57 Mon May 12 10:19 am	905 889-9950	OAKVILLE ON	INCOMING	10:00	-	-	-	0.00
58 Mon May 12 01:06 pm	905 889-9950	THORNHILL ON	OAKVILLE ON	4:00	-	-	-	0.00
59 Mon May 12 01:16 pm	905 889-9950	OAKVILLE ON	INCOMING	3:00	-	-	-	0.00
60 Mon May 12 02:13 pm	416 568-2188	OAKVILLE ON	INCOMING	48:00	-	-	-	0.00
61 Mon May 12 03:29 pm	289 293-0758	OAKVILLE ON	INCOMING	6:00	-	-	-	0.00
62 Mon May 12 09:13 pm	416 357-5149	TORONTO ON	OAKVILLE ON	1:00	-	-	-	0.00
63 Mon May 12 09:14 pm	289 242-7959	OAKVILLE ON	OAKVILLE ON	1:00	-	-	-	0.00
64 Mon May 12 09:14 pm	289 242-7959	OAKVILLE ON	OAKVILLE ON	84:00	-	-	-	0.00
65 Tue May 13 09:23 am	905 465-5668	OAKVILLE ON	INCOMING	8:00	-	-	-	0.00
66 Tue May 13 11:10 am	905 842-0287	OAKVILLE ON	OAKVILLE ON	3:00	-	-	-	0.00
67 Tue May 13 11:13 am	905 257-9042	OAKVILLE ON	OAKVILLE ON	13:00	-	-	-	0.00
68 Tue May 13 11:46 am	416 414-8100	TORONTO ON	OAKVILLE ON	1:00	-	-	-	0.00
69 Tue May 13 01:00 pm	905 257-5400	OAKVILLE ON	OAKVILLE ON	3:00	-	-	-	0.00
70 Tue May 13 05:37 pm	289 389-4326	HAMILTON ON	OAKVILLE ON	16:00	-	-	-	0.00
71 Tue May 13 07:40 pm	905 702-3667	OAKVILLE ON	INCOMING	11:00	-	-	-	0.00
72 Wed May 14 01:19 pm	416 568-2188	OAKVILLE ON	INCOMING	103:00	-	-	-	0.00
73 Wed May 14 01:59 pm	905 257-2791	OAKVILLE ON	INCOMING	1:00	-	-	-	0.00
74 Wed May 14 04:21 pm	905 855-2690	OAKVILLE ON	INCOMING	10:00	-	-	-	0.00
75 Thu May 15 10:00 am	844 445-4505	OAKVILLE ON	INCOMING	2:00	-	-	-	0.00
76 Thu May 15 01:38 pm	905 889-9950	THORNHILL ON	OAKVILLE ON	2:00	-	-	-	0.00
77 Thu May 15 04:46 pm	647 618-2527	TORONTO ON	OAKVILLE ON	3:00	-	-	-	0.00
78 Thu May 15 05:51 pm	905 599-6209	OAKVILLE ON	INCOMING	1:00	-	-	-	0.00
79 Thu May 15 08:03 pm	905 257-5400	OAKVILLE ON	OAKVILLE ON	1:00	-	-	-	0.00

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May 17, 2025
RICHARD MARK BALLARD
Account number: 43822260



Mobile services (continued)

CHRISTINE BALLARD (continued)
Charges for 416 568-2188

Airtime Details for 416 568-2188

				MINS: SECS	LOCAL AIRTIME RATE (\$/MIN)	LOCAL AIRTIME CHARGE (\$)	LONG DISTANCE CHARGE (\$)	OTHER CHARGE (\$)	TOTAL (\$)
DATE	NUMBER AND PLACE YOU CALLED		WHERE YOU CALLED FROM						
Call charges									
80 Thu May 15 08:35 pm	905 257-5400	OAKVILLE ON	OAKVILLE ON	2:00	-	-	-	-	0.00
81 Fri May 16 10:07 am	905 299-1312	OAKVILLE ON	INCOMING	2:00	-	-	-	-	0.00
82 Fri May 16 10:08 am	905 465-4595	OAKVILLE ON	OAKVILLE ON	5:00	-	-	-	-	0.00
83 Fri May 16 12:11 pm	289 812-1220	BURLINGTON ON	OAKVILLE ON	6:00	-	-	-	-	0.00
84 Fri May 16 01:37 pm	289 266-0036	BURLINGTON ON	BURLINGTON ON	2:00	-	-	-	-	0.00
85 Fri May 16 01:46 pm	289 812-1220	BURLINGTON ON	INCOMING	3:00	-	-	-	-	0.00
86 Sat May 17 02:16 pm	905 897-6833	COOKSVILLE ON	OAKVILLE ON	2:00	-	-	-	-	0.00
TOTAL						\$0.00	\$0.00	\$0.00	\$0.00

Additional Information

Items returned unpaid for any reason, including insufficient funds, are subject to a \$50.00 administration charge.
Services suspended for non-payment are subject to a reconnection fee.
Security deposits are not shown on your bill.

Payment options

Online at telus.com/myaccount
Pre-authorized credit card or debit payments
Through your bank or financial institution
By mail with a cheque or money order

Bills are due upon receipt

Please allow sufficient time for payments to reach TELUS by the date shown on this bill. Seven business days may be required for payment by mail and three days for payment paid through financial institutions. We will credit payments to your account on the date we receive them.
Late payment charges will be applied if we do not receive payment by the date shown on the bill.

TELUS Service Terms

You can find these online at telus.com/serviceterms

Messages and Updates

Can we help?

Chat with us online at www.telus.com/contactus or find help by visiting www.telus.com/support.

*Credit provided is discretionary and includes applicable taxes (based on the taxes levied in the province of supply) therefore the value displayed on your bill is the value before tax. For example, a \$10 discretionary credit offered in ON includes \$1.15 HST, meaning the credit value displayed will be \$8.85. The \$1.15 HST is captured as a reduction in the amount of tax charged on your balance owing. For more information, please visit www.telus.com/billcredits.

If you have any complaints regarding your telecom or residential TV service, we encourage you to reach out to TELUS here for assistance: www.telus.com/contact. You may also contact us at 310-2255 or toll-free at 1-888-811-2323. TELUS is dedicated to helping you resolve any issues you may have.

In the event that your matter remains unresolved after contacting us, you can seek assistance from the independent Commission for Complaints for Telecom-television Services (CCTS). The CCTS offers their services free of charge and can be reached at www.ccts-cprst.ca or 1-888-221-1687. They are available to help address your concerns.

Service Terms Update

Effective July 15, the Service Terms are amended to provide that discounts, promotions, benefits and credits are earned for each full month of service and do not apply to partial billing periods. For example, if service is cancelled before the last day of your billing cycle, no credits will apply to the billing cycle.

