Legal notes

[1] General legal notes: Offers and regular pricing are subject to change without notice. All prices exclude applicable taxes. Final eligibility for the services will be determined by a TELUS representative.

[2] Mobility and hardware offers (Nov 17 to Nov 30): Available to eligible customers activating on a 24-month TELUS Easy Payment® agreement (0% APR) with Bring-It-Back® on an eligible rate plan starting from $125/mo or higher (95/mo or higher in Quebec for select Apple iPhone offers). Subject to approved credit. Promotional monthly device pricing varies by activation date.

- Easy Payment®: Subject to approved credit with a 24-month Easy Payment agreement (0% APR) on an eligible in-market plan with data and voice included. Easy Payment balance will be repaid over a 24-month period via equal monthly payments. Payment of any outstanding Easy Payment balance due upon cancellation, termination or account transfer. Applicable taxes are calculated based on the total no term price less any device discounts and must be paid in full at the time of purchase. Pay-per-use charges (including long distance, roaming and additional airtime or data) are extra. A monthly rate plan is charged in addition to the 24-month Easy Payment plan. NOTE TO QUEBEC CONSUMERS: TELUS does not warrant or guarantee the availability of any spare or replacement parts, repair services or information necessary for the maintenance or repair of the products offered for sale..
- Bring-It-Back®: Device purchased on the Bring-it-Back program must be returned in good working condition or you will be responsible for the difference between the Bring-it-Back program amount and the lower trade-in value for a device that is not in good working condition. Trade-in standards published at the time a device is returned will apply. Applicable sales taxes are due at time of purchase on the full purchase price. You will not be charged tax on the Bring-it-Back program amount if you choose to keep your device and pay back the Bring-it-Back Program Amount at, or before, the end of the 24 month term. Bring-it-Back program is only available while you subscribe to mobility service. If mobility service is cancelled before the end of the term, the Bring-it-Back Program Amount will be charged to your TELUS bill.

[3] 5-year Rate Plan Price Lock: The Rate Plan Price Lock ("Lock") applies to the Monthly Charge for eligible post-paid mobility plans, before any applicable taxes, other government imposed fees, discounts, promotions and bill credits, for a duration of 5 years starting from the time of eligible plan activation. Prices of features, add-ons and pay-per-use rates, including, but not limited to, Easy Roam® rates, are not guaranteed during the 5-year Lock period and are subject to change. The Lock may be removed upon rate plan change or renewal or if the customer no longer meets the eligibility criteria.
5G access requires a compatible device and connection to TELUS' 5G network where available. Speed and signal strength may vary with your device, configuration, Internet traffic, environmental conditions, applicable network management and other factors. For more information, visit telus.com/coverage.

Data speeds reduced to a maximum of 512Kbps after your included high-speed data bucket is exhausted. Speed may vary with your device, internet traffic, environmental conditions, and other factors. Please refer to TELUS' Fair Use Policy at telus.com/fairusepolicy for further information.

[4] PureFibre Rate Price Lock: The 5 Year Plan Price Lock ("Lock") applies to the monthly regular price for eligible internet plans, before any applicable taxes, other government imposed fees, discounts, promotions and bill credits, for 5 years starting from the time of eligible plan activation. Prices of features, select add-ons and pay-per-use rates are not guaranteed during the Lock period and are subject to change. After the Lock period, pricing is subject to change. The Lock may be removed upon internet plan change or renewal or if you no longer meet the eligibility criteria.

Traditional copper wire or copper wire hybrid networks are subject to capacity constraints and environmental stresses that do not affect TELUS fibre optic technology, which is based on light signals. Not available in all areas. Individual results may vary depending on location, usage within the home network, Internet traffic, applicable network management or server configurations.

[5] Wireline (WLN) bundle offers (Nov 17 to Nov 30): Available to customers bundling eligible TELUS services. applicable, a one-time bill credit will be applied and appear on the first bill upon order completion; bill credits are non-transferable, can only be applied to pay for service charges, carry no cash value after deactivating services, and include applicable taxes (based on the taxes levied in the province of supply). [6] Bonus Samsung accessory bundles: Available while quantities last to eligible mobility customers purchasing an eligible Samsung device with Easy Payment and Bring it Back. Offer available only to Canadian residents with Canadian shipping addresses. Offer cannot be combined with any other promotions. Once the purchase price has been paid, the watch plan service will continue on a month-to-month basis without the monthly device charge for the watch. A monthly watch rate plan, currently $15/mo, is charged in addition to the 24-month Easy Payment plan.

[7] Scam Protection: To activate on compatible mobile devices, you must log in through the My TELUS app and accept certain permissions. Requires a compatible device, compatible operating system (Android 10.0 or later; ColorOS 7.1 or later; current or previous two Apple iOS versions), and mobility data plan. Excludes Talk & Text plans. Must have Google Play app installed for Android devices. Multi-user mode not supported. No one can prevent all identity theft or cybercrime. A device can only run one call-screening/caller-ID app at a time. Safe SMS only reviews regular text messages (SMS/MMS) from unknown senders. On iOS devices, text messages from saved contacts are not reviewed and certain dashboard reporting stats for the features, including for Safe Call, Safe SMS and Safe Email, are unavailable. View list of supported email providers for Safe Email here. Five email accounts can be added to Safe Email.

[8] PureFibre 1G+ and Business Wi-Fi (AB and BC only): Available to new TELUS Business Internet customers activating PureFibre Internet 1G or above with Business Wi-Fi (including 1 Wi-Fi access point) on a 3-year term when bundled with eligible services. Final eligibility for internet speed tier, Fibre internet service and promotional offer will be determined by a TELUS representative. Maximum speeds require optimal network conditions on a wired connection and vary by location, network usage, internet traffic and server configurations.

[9] TELUS Business Connect: Available to eligible business customers activating a Business Connect Complete plan on a 3-year term when bundled with other eligible business services , or activating 3 or more eligible seats on a 3-year term with a Business Connect Enhanced or Complete plan.

10 TELUS Secure Business: Available to business customers activating a Monitor or Protect security plan on a 3-year term with other eligible business services. TELUS security services are designed to operate 24/7 but may be disrupted by equipment malfunction, power outages, network issues, maintenance, weather or circumstances beyond TELUS control.

[11] Easy Roam®: Access data from your plan and enjoy unlimited talk and text in the US and in over 200 international destinations. Excludes premium texts. Easy Roam is an optional travel feature subject to change without notice, including coverage, rates and usage allowances. See telus.com/travel for destinations and more information on Easy Roam, including how to enable Easy Roam. Voicemail notifications may not be available in all travel destinations. International Travel charges may take up to 90 days to appear on your bill depending on the destination you travel to. US data is charged by the MB and is prorated to the closest KB. International Data is charged by the MB and is prorated to the closest 20KB.

[11] Canada-US: Canada-US plans include talk, text, and data usage while in Canada and the US. Excludes premium texts. I Calls to Sanger, California (559-726-XXXX) Carroll, Iowa (712-775-XXXX) Lake Park, Iowa (712-432-XXXX) Oglala, South Dakota (605-562-XXXX) Redfield, South Dakota (605-475-XXXX) are subject to the standard roaming pay-per-use rate. Roaming and calls to numbers outside of Canada and U.S. is not included, and subject to applicable pay-per-use rates.