








 **TELUS**
the future is friendly®

Here's what you'll find inside:









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- ⑤ Get to know your Optik TV remote 

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Free TELUS services

- ⑰ Get more help
- ⑱ 2 free movie coupons
- ⑲ Referrals
- ⑳ Get more from your Internet plan
- ㉑ TELUS Rewards™

Welcome to TELUS

We're excited to have you on board. Now that you have your services installed, you can easily manage your TELUS services online when it's convenient for you.

- Visit **telus.com/mytelus** to login or register, or through our new mobile app. To get the app visit **telus.com/app**
- You will need your account number for registration.

You can find your account number on your first bill when it is sent or visit **telus.com/contact** to call or chat online with us.

Thank you for choosing TELUS.



Billing & payments

- View your bill details
- Pay your bill easily
- Switch to paperless e.Bill
- Set up or update pre-authorized payments



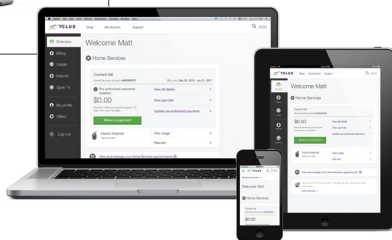
Internet

- Change your Wi-Fi network information
- Keep track of your usage
- View historical usage
- Upgrade to Unlimited Internet Usage
- Access your telus.net email accounts



TV

- See which channels you currently subscribe to
- Change your channels
- Upgrade your TV package



Our customer service is what sets us apart.

Following today's installation, you may receive a survey call from TELUS to rate your service and to provide feedback on your technician.

Here is a sample of what you will see on the survey:

- How would you rate the overall performance of the technician who did your install or repair?
- Did you receive a call from the technician prior to their arrival at your home?
- Did the technician introduce themselves and provide you with a business card when they arrived?
- Did the technician tell you when they completed the job?
- Did the technician provide information on TELUS products and services, including additional channels, how to use your services, etc.?
- If you have any Wi-Fi devices, did the technician explain how Wi-Fi works and show you the Wi-Fi performance around your home?
- Would you recommend TELUS to a friend or colleague?

If you have any questions or experience any issues over the next 30 days, please call your technician.

Notes

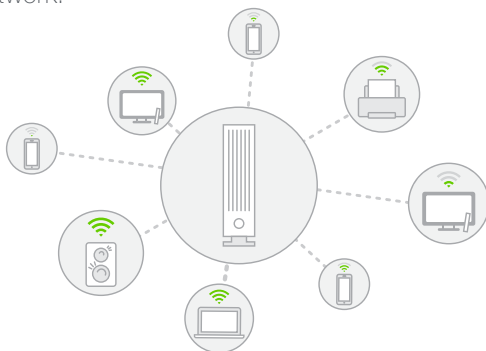
1 Wi-Fi expectations



Wi-Fi performance

Even though you may subscribe to a high speed TELUS Internet plan, your Wi-Fi device may only achieve a portion of the maximum speed of your plan.

Newer or higher-end devices are more likely to outperform older or lower-end devices. Since not all devices are created equal, you might notice that some of your devices perform faster when connected to your Wi-Fi network.



How the number of connected devices/activities impact Wi-Fi

- Based on the internet plan, each connection is allocated a certain amount of capacity (called bandwidth) to transmit data
- Devices take turns transmitting data and the activity will determine how much data is transferred (i.e. browsing social media requires less data than streaming video)
- Higher speed plans allow devices to transmit data faster enabling each device to get to their turn quicker

2 Wi-Fi Speeds



Get the fastest possible connection

Connect your personal devices by Ethernet cable to your TELUS Wi-Fi modem. For Wi-Fi devices, it's always best to get close to your modem.



Minimize shared bandwidth

Internet works similar to water pipes in your home. Water is shared from the same pipe when running the dishwasher, taking a shower and doing laundry. Similarly, when browsing, streaming video, playing games and uploading files all at once, your Internet speed may slow down if there is not enough bandwidth. If you experience this, consider upgrading to a faster speed plan.

The speeds you can achieve within various coverage areas varies with distance from the modem along with other factors.



Your modem will be able to provide coverage throughout your home. On average, maximum speeds and best coverage are achievable within 2000 sq ft* around your modem. As you move into further coverage zones, your speeds will slow down.

3 Wi-Fi Coverage



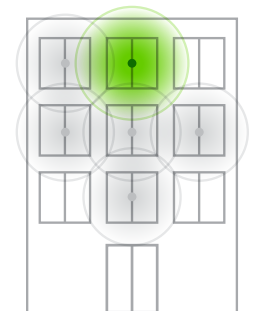
Coverage

Wi-Fi signals have a difficult time getting past different construction materials and barriers inside your home, such as concrete, in-wall piping, heated flooring, appliances, and mirrors. Avoid relocating your modem as your technician has placed the modem in a location to provide the best coverage possible. If you need additional coverage, visit **[telus.com/boostwifi](https://www.telus.com/boostwifi)**



Congestion

More and more people are using Wi-Fi to connect to the Internet at home. This means that your neighbours' Wi-Fi signals may interfere with your connection. Your modem will automatically adjust to optimize your connection. To further minimize this impact, you can get a better Wi-Fi signal when you are closer to your modem.





Everything you do on the Internet consumes data. To avoid overage charges, be aware of the following approximate high consumption activities:

Watching Netflix in 4K / 4K HDR	7 GB / hour
Watching Netflix in HD / SD	3 GB / hour, 1 GB / hour
Downloading movies	700 MB / movie
Video conferencing	200 MB / hour
Streaming audio	Up to 100 MB / hour
Online gaming	Up to 75 MB / hour

Watching Optik TV on your TV does not count as data. However, applications that run on Optik TV such as Netflix will contribute to your data usage.

Data overage rates

If you exceed your monthly usage allowance, we will automatically provide you with additional data buckets of 50GB as needed.

- \$5 for the first 50 GB
- \$10 for subsequent blocks of 50 GB, to a maximum of \$45 per month
- For \$15 a month, you can get unlimited data usage

Track, manage, and upgrade your data

1. Log in to **My TELUS** at **telus.com/mytelus**
2. On the Overview page, find your Internet service under **Home Services**
3. Select **View usage** (Your data usage is refreshed in near real time.)

Learn more about managing your Internet data usage
telus.com/internetusage

5 Get to know your Optik TV remote



Turn on your TV and digital box

Press **optik** to turn your digital box on/off.

Press **tv** to turn your TV on/off.

Pausing and playing live TV

1. Press **pause/play** to pause live TV for up to 90 minutes.

2. Press **pause/play** again to resume live TV.

Search for shows and movies

Press **search** to search the channel listings by TV show, movie title, actor or channel name.

Press **back/exit** to go back one screen. Press and hold **back/exit** for 2 seconds to exit to live TV.

Browse the Channel Guide

Press **guide** to find out which shows are on now and which shows are coming up later.

Watch your recordings

Press **pvr** to watch your recorded programs, view future programs which are scheduled to record, to change recording settings and to check how much PVR storage space is available.





6 Optik TV apps



You can access your favorite streaming apps right from your Optik TV. Simply press the apps button and all of them will come up on your tv.



...and more!



TELUS Healthy Living Network™

A curated collection of health and wellness shows to educate and inspire you to live a healthier lifestyle.



Tune in late or miss your show? Use the Restart feature.

You can restart programs from select channels up to 30 hours after they have aired.

1. Select a show that has  in the guide.
2. Press **OK** to select 

Find out more and see the full channel list at telus.com/restart

Restarting a show is completely free!

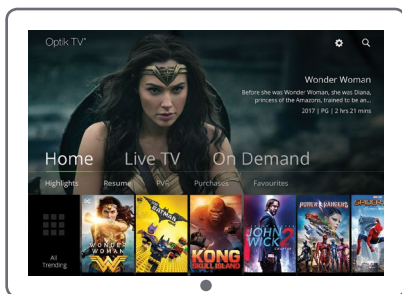
7 Optik on the Go



Use the Optik TV® app to watch live and On Demand shows and movies.

Using your smartphone or tablet, you can:

- Access the most live TV channels available on the go in western Canada.
- Set recordings while you are out.
- Choose from thousands of On Demand titles.
- Order a movie on your TV and pick up where you left off on your tablet.



Step 1: Sign up for My TELUS

Visit telus.com/register to sign up.

Step 2: Download the Optik TV app

Search for Optik TV in the app store on your Apple or Android device. Launch the app and use your **My TELUS** username and password to login.

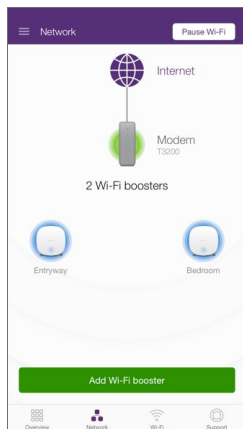
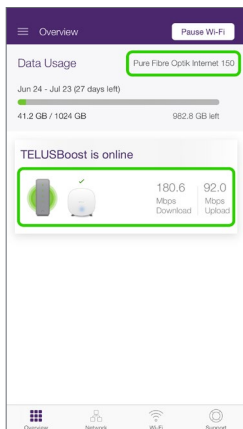
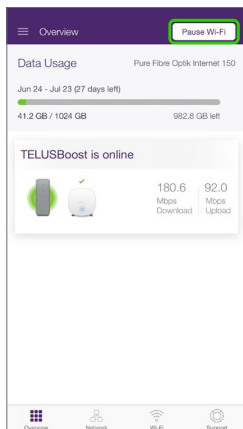


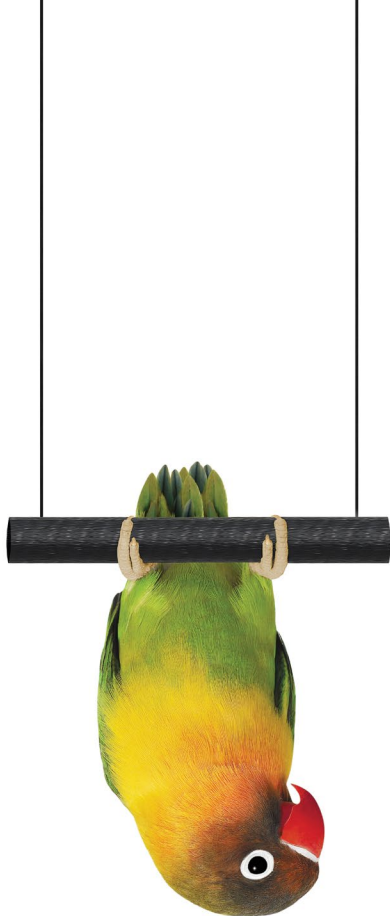
For additional details and support, visit telus.com/optikapp

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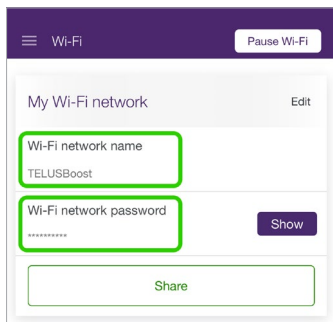


- Advice on how to position your Wi-Fi boosters for the best Wi-Fi experience
- A simple dashboard to see the devices connected to your home network
- Ability to pause Wi-Fi access with a single tap
- A safe and secure network with one-touch software updates
- Quickly access your historical speed tests from your modem to the Internet





9 Connect to Wi-Fi



Find your Wi-Fi network name and password within the **TELUS My Wi-Fi** app.

You can also edit the name, password or both right from the app.

	Apple iOS	Android	Windows 8 / 10	Mac OS X
Step 1 Go to Settings		icons may vary		N/A
Step 2 Select Wi-Fi				
Step 3 Turn on Wi-Fi			ON	Wi-Fi: ON

Step 4 Select your Wi-Fi network name once it appears. Your Wi-Fi network name and password can be found on your magnet or on the side of your modem.

Step 5 Type your password and then select **Connect** or **Join**. Your device will be connected to Wi-Fi.

10 Fix a black screen on my TV



Try the following steps to successfully display Optik TV:

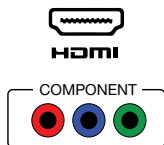
- Make sure that your digital box is plugged in and switched on. Check that the power light on the front of the box is green.
- If the digital box's power light is not green, press **OK** on your remote to reactivate the device. Your digital box may have entered standby mode due to inactivity in order to save you money on your energy bill.



Still seeing No Signal / Input, a blue screen, or static?

Try the following steps, and wait 10–15 seconds between each step to confirm if the issue has been resolved.

- Try changing the channel. If other channels are appearing properly, it may be a temporary problem with that channel.
- Ensure that the TV is set to the appropriate input (usually **HDMI 1** or **Component**) based on the cable connecting your digital box to your TV.
- Confirm that both ends of the cable connecting your digital box to your TV are firmly plugged in.
- If that doesn't work, try moving the cable to another port (e.g., **HDMI 2** from **HDMI 1**) and change the input on the TV to the corresponding input.



Do you have a wireless digital box?

If there is a signal strength indicator on the front of your digital box, it is running wirelessly.



For optimal performance, ensure there are at least 3 signal bars. If you choose to move your wireless digital box, try to pick a location where the signal strength indicator has the most bars by minimizing the distance and any barriers between your digital box and modem.

11 Record TV



Your Optik Personal Video Recorder (PVR) allows you to record your favourite programs, pause and replay TV, and to start watching a recording in one room, pause it, and resume in another.

Record single episodes and TV series

1. While watching live TV, from the Channel Guide or search results, highlight the program to record.
2. Press **rec** **once** to record a single episode; **twice** to record the series; **three times** to cancel a recording.

Extend your recording time

Sports events and live special programs may go over the allotted program time or cause shows to start later. Use these instructions to adjust the recording time:

1. Press **pvr** on your remote.
2. On your TV, navigate to **Scheduled** to view your scheduled recordings.
3. Select the program you want to extend and press **OK**.
4. Navigate to **Record Settings** and press **OK**.
5. Choose whether to apply settings to a single episode or to the entire series.
6. Select the **Stop Recording** field.
7. Select between **5 minutes** to **3 hours** past the scheduled end time.
8. Select **Save changes** to save your new settings.



12 Setup parental controls



You can control what your family watches by setting parental controls to block specific content.

Parental control settings are specific to each digital box, allowing you to block different types of content on each TV in your home. Follow these steps to set up parental controls:

1. Press **menu** on your remote.
2. On the TV, select **Settings** from the menu and then select **Parental Controls**.
3. If this is your first time setting up parental controls, you will be asked to create a 4-digit parental control PIN. If you have already created a PIN, you will be asked to enter it.
4. Use the arrows to highlight **Change** next to the blocking option (channels, movie ratings, TV ratings, adult), you want to select and press **OK**.

Note: To block adult movies or TV programs, you must enable **Adult locking**.

5. Use the arrows to make your selection and press **OK**.
6. Navigate to **Save** and press **OK**.
The guide should now only show the program content that you did not lock.



13 Purchase PIN



You can prevent unauthorized rentals of On Demand or Pay Per View programs by creating a Purchase PIN. This PIN is independent of your Parental Control PIN. Purchase PINs are specific to each Digital Box.

1. Press **menu** on your remote.
2. On the TV, select **Settings** from the menu and then select **Parental Controls**.
3. Select **Purchase PIN** and press **OK**.
4. Create a 4-digit PIN using the number pad on your remote control.
5. Confirm the 4-digit PIN by re-entering the PIN.
6. Press **OK** to select **Rental locking**.
7. Navigate to **Save** and press **OK**. It should now ask you for your PIN prior to making a purchase.





Turn On Closed Captioning

1. Press **options** on your remote.
2. On the TV, select **Closed Captioning** and press **OK** on your remote.
3. On the TV, select **On** and press **OK**.

Turn on Descriptive Video

1. Press **menu** on your remote.
2. On the TV, select **Settings** (scroll down four spaces) and press **OK** on your remote.
3. Select **Audio** (scroll down 2 spaces) and press **OK**.
4. Press **OK** to select **Audio Language**.
5. Press **OK** to select **Descriptive Video**.
6. Select **Save** (scroll up 1 space) and press **OK** on your remote.
7. Press **back / exit** on your remote to return to TV.

Follow these steps if you want to temporarily turn descriptive video off.

1. Press **options** on your remote.
2. On your TV, select **Audio Languages** (scroll down 2 spaces) and press **OK**.
3. Select **English** and press **OK**.



15 Programming your remote



Refer to this card if you need to program your remote for a new TV.

1. Ensure there are no objects between the remote and the digital box and that both the digital box and TV are on.
2. Find your TV brand code in the table below.

TV Brand Codes

LG	0015	Samsung	0018	Sony	0017
Panasonic	0013	Sanyo	0012	Toshiba	0016
Philips	0019	Sharp	0014	Vizio	0010

3. Press and hold the **options** button for 3 seconds.

Note: The green LED light next to **optik** will flash twice. The TV brand code needs to be entered within 3 seconds after holding down **options**.

4. Use the number pad to enter the 4-digit code of your TV brand.

Note: The red LED light next to **tv** will flash twice when a TV brand code is entered.

5. Press **tv**. If your TV turns off, you have entered the correct code. If your TV does not respond, try again from Step 2.

6. Press **OK**.

Note: The red TV LED will flash twice to confirm the code is now saved.

7. Press **tv** to switch your TV back on.

Don't see your TV brand?


































For the full list of TV codes, visit telus.com/optikremote



16 Find your favourite channels



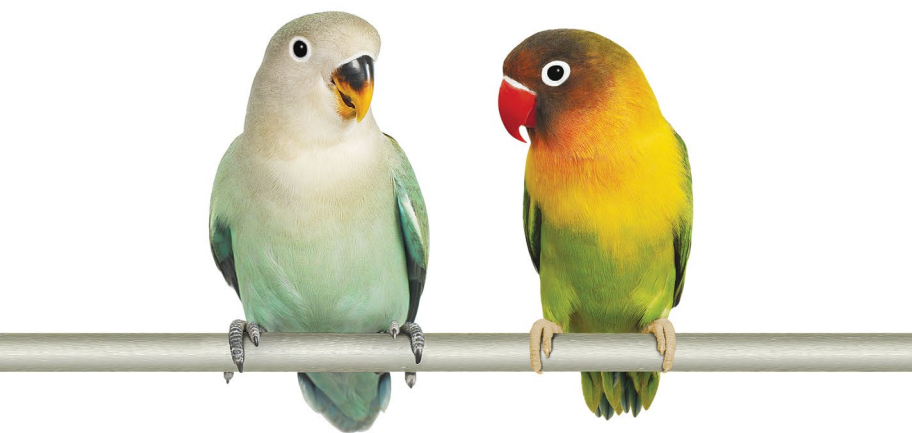
Optik TV channels are grouped by themes so you can easily find your favourite channels. Type in a channel number below and start channel surfing. For example, all Entertainment channels can be found between channel numbers 300 to 399.

Channels starting at	Category	Channels including
4 & 5	Free Preview	Showcases new and exciting channels each month
100	Major networks	  
200	Timeshift	Watch your favourite shows earlier or later on channels in other timezones
300	Entertainment	  
400	Movies & series	  
500	Comedy & Music	  
600	Kids & family	  
700	Learning	  
800	News	  
900	Sports & PPV	  
1000	Premium sports	  
2000	French	  
2300	Multicultural	  

For a complete channel guide, visit telus.com/tvlistings

Don't see the channel you want? You can add it directly from your TV.

To learn more, visit telus.com/managemychannels



17 Get more help

Get help online

Find the answers to your problems at **telus.com/support**

Understand your bill

Your regular monthly charges are billed one month in advance. Depending on your activation date, your first bill may be higher as it will also include any partial charges up to the month's billing date. Learn more at **telus.com/billing**

Book a learning session

Book your free in-store session to learn more about your Optik TV and internet. Visit **telus.com/learn** to book today.

Visit the TELUS Neighbourhood

Ask questions and find answers all in one place at **telus.com/neighbourhood**

Tweet @TELUSsupport

You can also tweet your questions to us **@TELUSsupport**

We are dedicated to continuous improvement.
You can download the latest version of this Welcome Kit
at **telus.com/welcomekit**

18 2 free movie coupons

Our gift to you. Enjoy a **FREE** movie rental on us!



Get a free movie rental in your first 30 days*:

As an Optik TV customer, here's how to redeem.

Step 1 Press **on demand** on your Optik remote.



Step 2 Select a movie from our vast library featuring the latest movies.

Step 3 Select **Order \$** and enjoy the show. A credit will be automatically applied to your next bill.

You can also view your coupon information in Deals and coupons directly On Demand.

Learn more at **telus.com/ondemand**

*Up to a maximum of \$8 on a single purchase. Credit must be used within 30 days of installation. Unused credits will expire.

19 Referrals

Refer a friend to TELUS and watch the dollars stack up!*

Earn up to \$200 in Virtual MasterCard® Rewards (\$50 per TELUS Home Service installed). Each friend who signs up will also receive a \$50 bill credit per service installed.



It's easier than ever to share the TELUS love. Just follow the instructions below to get started.

Step 1 Visit **telus.com/refer**

Step 2 Log in to **My TELUS** at **telus.com/mytelus** or register if you do not have an account.

Step 3 Refer friends by email, text, or social media.

Once your friends' services are installed, you'll receive an email with your rewards.

The Virtual MasterCard® Reward is issued by Citibank, Canada pursuant to a license from MasterCard International and managed by Citi® Prepaid Services. The Virtual MasterCard Reward can be used everywhere MasterCard debit cards are accepted online, by phone or mail within Canada. *To be eligible, you must accept the terms and conditions of the Program, which can be found at <https://homereferrals.telus.com/common/terms.pg>. TELUS reserves the right to end the Program or change any of the terms at any time, without notice and without obligation to award any referral credits. Conditions apply. TELUS, the TELUS logo and telus.com are trademarks of TELUS Corporation, used under licence. © 2018 TELUS.

20 Get more from your Internet plan

You have access to these great complimentary services with your Internet plan.

Protect your devices with Norton Security Online

As a TELUS Internet customer, you can get protection on up to 10 devices for \$5/month with Norton Security Online Premium.

In addition, all TELUS Internet customers have an option of downloading Norton Online basic on up to 2 devices at no additional cost.

Go to **telus.com/norton** to download.



Use your Personalized TELUS email addresses*

All TELUS Internet customers receive up to 10 free TELUS personalized email addresses. You can use webmail to manage your messages, calendar, tasks or address book. You can even sync it to your mobile devices!



Activate your inbox by visiting **telus.com/emailsetup**

*If you are a TELUS PureFibre™ customer this may not apply to you as this feature may not be available in all services and packages.

TELUS WISE



Stand with us to **#EndBullying**. Help create a friendlier world online by taking the TELUS Wise Digital Pledge at **telus.com/endbullying**

TELUS Wise empowers you to stay safe online in our digital world. Learn more and access free resources at **telus.com/wise**

Connect to public Wi-Fi hotspots

You can connect to Wi-Fi outside of your home on the Free & Friendly TELUS public Wi-Fi network.

Just look for the **#TELUS** network on your wireless device. For participating locations or more info, check out telus.com/wifihotspots



Free & Friendly
Wi-Fi

Connect now to #TELUS

TELUS Wi-Fi hotspots

TELUS has over 4,000 hotspots available for our customers to access across Western Canada. My TELUS app helps you extend your Internet experience on the go by connecting you to Wi-Fi locations near you and by a specific area or address.



Introducing TELUS Rewards™

As a valued TELUS customer, you could be a part of our Rewards program where you could turn TV watching, mobile usage and internet surfing into points.



Earn. Earn 2% on every dollar you spend on eligible TELUS Home Services.¹ Plus, get bonus points for filling out surveys or switching to pre-authorized payments.

Redeem. Use your points to redeem for great rewards including, On Demand movie credits², gift cards, and charity donations. New rewards launch each month in the Rewards catalogue. Be sure to check your account regularly.

Advantage. Receive bonus points for activating your account. Plus, every year on your TELUS Rewards Anniversary we give you 20 points, just for being a valued TELUS customer.

Your personal invitation

TELUS customers who qualify for the TELUS Rewards program are sent activation emails and direct mail invitations. To find out more information on who qualifies, please visit **telus.com/rewards**.



Rewards you'll love

The TELUS Rewards catalogue is easy to navigate and use. You'll notice you can start redeeming right away with the bonus points you received upon activation.

- One On Demand credit is 7 points
- TELUS \$10 Bill Credit⁴ is 10 points
- \$10 WE Charity Gift Card⁵ is 10 points
- \$25 Amazon Gift Card⁶ is 25 points

For more information,
please visit
telus.com/rewards

TELUS Rewards is available to new and existing customers that have a combination of three or more home service products including Home Phone, Home Internet, SmartHome Security, Satellite TV and/or Optik TV. Customers with a TELUS mobility account must link their account to qualify as a third or fourth product. For example, if you have Optik TV, Internet and mobility, you must link your TELUS mobility account to be eligible for TELUS Rewards. Rewards eligibility is subject to change without notice. See terms and conditions for further information: telus.com/rewardsserviceterms. For more information about linking your TELUS mobility account, call: 1-888-811-2323. **1** Earn 2% in points on every dollar spent on eligible home services including monthly recurring charges on Home Phone, Internet, Optik TV, Satellite TV, SmartHome Security and Pik TV, any overages, features, and pay-per-use, video on demand purchases, all rental charges and customer premise equipment, and all product-level credits and adjustments. Bill on behalf of, discounts, penalty charges and taxes and employee discounts are excluded. For example, if you spend \$50 on your monthly home services, you will earn the equivalent of 2% of the monthly spend in points, i.e. 1 point. Employees earn on the post-employee discount amount. **2** Redeem your points for one free movie, valued up to \$8. You can only apply the credit once and it applies to the first/next immediate transaction – for example: If you rent a \$6 movie, you can apply the coupon but lose the \$2 credit. Discover On Demand movies by pressing the On Demand button on your remote or Optik on the go app. To learn more about On Demand, visit: telus.com/ondemand. On Demand movies must be rented through Optik TV and can be viewed on a smartphone or tablet. For use within Canada only. Mobile service available on select devices within wireless network coverage areas. Streaming video requires a high rate of data usage; charges may apply when used over a mobile network. Wi-Fi is recommended whenever available. **4** Redeem your points for a \$10 bill credit. This reward can only be redeemed once every 12 months. Note: Bill credit can be applied within 3-4 weeks to your next bill. **5** WE Gift Cards are issued and administered solely by ME to WE, an innovative social enterprise that provides products that make an impact, empowering people to change the world with their everyday consumer choices. For more details: <https://www.we.org/giftcard/>. **6** Restrictions apply, see amazon.ca/gc-legal