

TELUS Skill User Terms

1. Acceptance

Welcome to the TELUS Skill (“Skill”). By enabling the Skill, you are agreeing to comply with the User Terms.

These terms (“Terms”) apply to your use of the Skill on Amazon’s Alexa service (“Alexa Service”) on any Alexa-enabled device (“Alexa Device”) through the Alexa application (“Alexa App”). The Terms are not intended to replace any other agreement that may apply in connection with the Alexa Service, Alexa Device and Alexa App (“Amazon Terms”), or any TELUS service.

As you read through the Terms, please note that: “we” and “TELUS” refers to TELUS Communications Inc.; and “you” and “your” refers to the TELUS customer who is responsible for using the Skill.

2. Eligibility

In order to be eligible to use the Skill you must: (a) be a customer with an eligible TELUS service and a TELUS My Account profile; (b) subscribe to the Alexa Service; (c) have an Alexa Device and an internet connection; (d) connect the Alexa Device to the eligible TELUS service account(s) (“Account”); and (e) enable and configure the Skill on the Alexa App. If your circumstances change and you no longer satisfy all the eligibility requirements immediately above, you will no longer be eligible to use the Skill and we may terminate your access to the Skill without notice to you.

3. Skill features

The Skill allows you to use the Alexa Device through the Alexa digital assistant (“Alexa Assistant”) to communicate with TELUS about your Account. For example, the Skill may allow you to: (a) obtain certain information about your Account, such as your balance; (b) make certain changes to your Account, such as add a data top-up or roaming pass; (c) make a payment to your Account; or (d) access certain features or functionality of the TELUS service, such as make a voice call or send a text message. From time to time, TELUS may add to or delete the features or functionality available through the Skill without notice to you. By enabling the Skill, you are authorizing TELUS to share with Amazon the information requested from TELUS and/or to perform the actions communicated to TELUS. For example, if you request that Alexa Assistant tell you the balance on your Account, you authorize TELUS to release that information to Amazon.

4. Your communications

To use the Skill, you will make commands and ask questions aloud to Alexa Assistant, and you will receive responses aloud from Alexa Assistant. Any communication to TELUS via the Skill will be treated by TELUS as a communication authorized by you, and any communication from TELUS via the Skill in response to a request received from the Alexa Device will be treated by TELUS as a communication to you. Amazon will turn those communications into a voice interaction (“Interaction”) that will be retained by Amazon to improve the quality of the Alexa Service. The retention and use of the Interaction will also be subject to the Amazon Terms and Amazon privacy policy. Consult your agreements with Amazon for further details. Your communications with TELUS via the Skill are also subject to TELUS’ Privacy Commitment. For details about the TELUS Privacy Commitment, please visit <http://www.telus.com/privacy>.

5. Accuracy

We didn't develop the Alexa Service or the Alexa App, nor did we manufacture the Alexa Device. It's possible that Alexa Assistant will not hear you correctly, will incorrectly translate what you said, or even say something to you different than what we asked it to say. By enabling the Skill, you understand and agree that TELUS is not responsible for inaccuracies in your communications and interactions with TELUS via the Skill.

6. Your rights and responsibilities

You may use the Skill for your own personal and non-commercial use only. We and our licensors own all proprietary rights in the Skill. You do not have any right to the Skill apart from the right to use the Skill in accordance with the Terms. You are responsible for all communications and interactions with TELUS via the Skill and for anyone who uses the Skill. To prevent unauthorized use, you must maintain the confidentiality of the passwords and/or other identification methods that you use to access the Skill.

7. Cost

The Skill is provided to you free of charge. However, you may incur data charges under your mobility or internet service plan associated with an internet connection when you enable, configure and/or use the Skill.

8. Changes

We may make changes to or remove the Skill at any time and we may update, make changes to or introduce new terms at any time. Before we make any changes, we will give you at least thirty (30) days' written notice, by bill message, text message or email. The notice will include a copy of the new term(s) or of the new and former versions of the modified term(s), the date that the change will occur and a description of your rights (if applicable and as required by law). By continuing to use the Skill, you agree to these changes. If you are not happy with any of these changes, you do not have to continue to use the Skill.

9. Disclaimer

The Skill is provided on an "as is" and "as available" basis. To the fullest extent permitted by law, legal warranties and conditions (implied or statutory) do not apply to the use of the Skill.

10. Other details

Except as expressly stated herein, the Terms constitute the entire agreement between you and TELUS with respect to the Skill. If any of these terms cannot be enforced by any court or other authority, we will delete it from the Terms and it will not affect the remainder of these terms.