

# Welcome to TELUS Accessibility in ASL

Hello! Welcome to the TELUS Accessibility website where you can find the latest information on offered Accessible products and services.

TELUS is committed to continuous improvement, so come back and check again and again.

Find information about the TELUS Accessible Rate Plan, or Text with 9-1-1, and other Accessibility Services here.

Let me show you how to easily search and find TELUS information on accessibility.

Either type “telus.com/accessibility” in the address bar or URL bar on your web browser, or on the TELUS.com website, scroll down to the bottom of the page where you will see the word “Accessibility”, click on this to view the updated Accessibility site.

The TELUS Accessibility website has grouped information into 4 categories:

## 1. Accessibility at TELUS.

Information in this section includes TELUS’ Commitment to Accessibility including information from the CRTC Wireless Code of Conduct in ASL, LSQ, English and French about extended trial periods.

ASL and LSQ videos are also available for common wireless contract terminology under “Review the CRTC Wireless Code of Conduct”.

TELUS also has information on Text with 911 requirements and how to register.

## 2. Accessible devices:

Many mobile phones come with built-in features that can make them easier to use for people with varying abilities.

For example, click on “Explore hearing/speech features” to learn more about these features.

TELUS is also adding a web page to individual mobile phone pages to show which Accessibility features that specific phone supports.

To find this:

1. Type in telus.com,

2. Go to the mobile phone section,
3. Select the wireless phone you are interested in and,
4. Open the Accessibility tab for more information on the accessibility features that phone supports.

### 3. Accessible services:

This section provides information on the different plans and services TELUS offers to improve the customer experience.

Here you will find information on our Accessible mobile phone rate plan which is available to TELUS Mobility customers who are deaf, deaf-blind, hard of hearing or blind, and how to apply.

Customers can also learn about what Relay Services TELUS offers, how to request documents, in alternate formats such as Braille or large print.

For example: your bill or customer service agreement is available in braille or large print.

### 4. Help us improve:

TELUS wants to give everyone equal access to the devices and services we all need to work, play and stay connected.

Feedback is important for continuous improvements. That's why we want to hear from you.

Please use the options below to share your suggestions, feedback, compliments or complaints about accessibility at TELUS:

For feedback on the Accessibility website, click on the site "Feedback" form.

For feedback on Accessibility services or experience, you can submit feedback to any of the areas of TELUS on this page or use our "Contact Us" options.

Chat live with an agent, Email, Twitter, TELUS Forums, Phone, TELUS hopes you find the information on the TELUS Accessibility site beneficial.

Thank you.