



TELUS Communications Inc.  
Partner Service Management  
Contact and Escalation List

# Repair procedures

## Day 2 Service Assurance

# Repair Procedure

## National Service Assurance

Please report all service repair issues (24/7) to TELUS Assurance

**TELUS Assurance Centre: 1.888.419.7507**  
(Local 604.602.3681)

or use the following link to the repair portal: <https://telus.service-now.com/login.do>

\* If you require access to the repair portal please contact [tps.csm@telus.com](mailto:tps.csm@telus.com)



TELUS Assurance will provide a TELUS ticket reference number. Please quote this reference number for further communications re: status and/or escalations.



### Supported products:

- ✓ Data Services  
(Carrier Ethernet Switched , IP Connect, Private Line, Wavelength)
- ✓ CoLocation – Facility or CO Access
- ✓ Voice (including Long Distance , Toll Free and PRI)

# Wholesale ADSL Troubles

## Single Subscriber

Report Wholesale ADSL (up to 5 users) Internet Service troubles to TELUS Service Assurance via LynxWeb.

<https://lynx.telus.com>

To set up additional user IDs, or if you have having trouble accessing LynxWeb, please contact:

[Siebel.id.admin@telus.com](mailto:Siebel.id.admin@telus.com)

## Internet Service Provider **TECHNICIAN** SUPPORT 1.877.519.9292

- ✔ Internet Service Provider technician must be present at the customer premises.
- ✔ If further TELUS troubleshooting is required and no trouble ticket exists, TELUS Service Assurance will create a trouble ticket and advise the caller of the trouble ticket number. The ticket will then proceed according to standard trouble procedure.
- ✔ Support is available Monday – Friday 08:00-17:00 PST.
- ✔ Limited support is available on statutory holidays when they occur on a weekday.

# Wholesale ADSL Troubles

## Multiple Subscribers

Report all multiple subscriber/internet transit service/VPOP CO access troubles to TELUS Partner Solutions Service Assurance via:

TELUS Assurance Centre: 1.888.419.7507  
or use the following link:  
<https://smp.telus.com/enterprise>

### FOR ALL TROUBLES, INCLUDE

- Name/contact number of ticket submitter
- Your trouble ticket number
- TELUS service type
- TELUS circuit number/CSID
- Current operational status ((out of service, degraded, intermittent)
- Identification severity level (1-4)
- Estimated number of customers, and location impacted
- Repeat trouble (2 tickets for same issue within 7 days)
- Chronic trouble (3 tickets for same issue within 30 days)

TELUS Service Assurance will provide you with a TELUS ticket reference number. Please quote this reference number in further communications re: status and/or escalations.

# HSIA & NHP Repair Procedure

Please report all service repair issues at the TELUS Assurance contacts below:

## HSIA Fibre Internet & DSL

Contact support at:

**1-855-872-8182**

<sup>A</sup>  
To reach support:

- For DSL, request “ADSL Technical Support”; identify yourself as a “Reseller”
- For Fibre, provide your NCID or specify customer address and name to locate account
- Escalations: [tps.csm@telus.com](mailto:tps.csm@telus.com)

*Support available 24/7..*

## NHP

Contact support at:

**1-855-606-6227**

<sup>A</sup>  
To reach support:

- Press #1 for English
- Press #2 for French
- Provide GAS order number and service address
- Escalations:  
[tps.csm@telus.com](mailto:tps.csm@telus.com)
- 

*Support available 24/7.*

# One Voice+ Toll Free & i800 Toll Free

## Assurance & Trouble Reporting

	Monday to Friday	After Hours
<b>Hours</b>	<b>09:00 to 17:00 ET (GMT-4)</b>	24 hours per day 7 days per week 365 days per year
<b>Contact</b>	<a href="mailto:support@i800.works">support@i800.works</a> 1 (833) 877-4800	1 (833) 877-4800

## Assurance Escalation

### STEP 1

Ensure you have opened a Ticket.

### STEP 2

Make a request with Support to increase the Priority for the Ticket.

### STEP 3

Ensure an initial escalation request has been made before engaging the Support Manager. Make a request for the Support Manager to increase the Priority for the Ticket. The Relationship Manager should be engaged only if the Support Manager is unavailable.

**Note:** For escalation emergencies, sending email may not result in immediate acknowledgement or engagement.

## Escalation Contacts

### STEP 1

Porting & Support:  
[trs@telus.com](mailto:trs@telus.com)

### STEP 2

Customer Assurance:  
[tps.csm@telus.com](mailto:tps.csm@telus.com)

### STEP 3

Escalation Management:  
Billy-Jo McBride  
[billyjo.mcbride@telus.com](mailto:billyjo.mcbride@telus.com)  
403-861-1601

### STEP 4

Tier 2 Escalation Management  
Amit Rege  
[amit.rege@telus.com](mailto:amit.rege@telus.com)  
647.518.2611

# IP Trunking (IPTR2)

If you are having troubles with your IP Trunking services, open a trouble ticket with the TELUS Assurance Centre using the following toll-free numbers and have the following information ready:

TELUS Assurance Centre: 1.888.419.7507

or use the following link:

<https://www.telus.com/sportal/>

Quebec: 1.877.835.8787

*TELUS Service Assurance will provide you with a TELUS ticket reference number. Please quote this reference number in further communications re: status and/or escalations.*

## For issues with IP TRUNKING service:

- The TELUS IP Trunking BTN (Parent Number) for your service
- A description of the problem being experienced with as much detail as possible
- On-site contact name and telephone number
- Site location

### ***You may need to do the following:***

- SIP message traces or packet captures from your equipment
- Assist with after-hours test calls in cases where TELUS needs to review core infrastructure debug traces
- If TLS encryption is used, switch to port 5060 for unencrypted signaling

## For issues with your TELUS managed WAN service

- The Customer Service ID (CSID) of your WAN circuit
- A description of the problem with as much detail as possible
- On-site contact name and telephone number
- Site location



# One Voice+ SIP Trunking & One Voice Standard SIP Trunking

## Assurance & Trouble Reporting

	Monday to Friday	After Hours
Hours	08:00 to 20:00 ET (GMT-4)	24 hours per day 7 days per week 365 days per year
Contact	<a href="mailto:support@onevoice.works">support@onevoice.works</a> 833.689.6897	833.689.6897

## Assurance Escalation

### STEP 1

Ensure you have opened a Ticket.

### STEP 2

Make a request with Support to increase the Priority for the ticket.

### STEP 3

The Relationship Manager should be engaged only if the Support Manager is unavailable.

**Note:** For escalation emergencies, sending email may not result in immediate acknowledgement or engagement.

## Escalation Contacts

### LEVEL 1

833.689.6897

**Onboarding:**

[Onboarding@onevoice.works](mailto:Onboarding@onevoice.works)

**Porting:**

[Porting@onevoice.works](mailto:Porting@onevoice.works)

**Support:**

[Support@onevoice.works](mailto:Support@onevoice.works)

### LEVEL 2

**Onboarding:** [tps.cim@telus.com](mailto:tps.cim@telus.com)

**Porting:** [tps.order.resolution@telus.com](mailto:tps.order.resolution@telus.com)

**Support:** [support.escalation@onevoice.works](mailto:support.escalation@onevoice.works)

### LEVEL 3

**Customer Assurance**

[tps.csm@telus.com](mailto:tps.csm@telus.com)

### LEVEL 4

**Onboarding:** Terence Leung  
[terence.leung@telus.com](mailto:terence.leung@telus.com) | 604.648.5700

**Porting:** Amit Rege  
[amit.rege@telus.com](mailto:amit.rege@telus.com) | 647.518.2611

**Support:** Dhruvit Rajpura  
[drajpura@onevoice.works](mailto:drajpura@onevoice.works) | 866.858.4114,  
press 1

# Hosted SIP, UCaaS & Direct Routing

## Assurance & Trouble Reporting

	Monday to Friday	After Hours
Hours	<b>24 hours per day</b> <b>7 days per week</b> <b>365 days per year</b>	
Contact	<b>Customer Care Portal:</b> <a href="http://goco.ca/portal">http://goco.ca/portal</a> <b>Email:</b> <a href="mailto:voice-support@goco.ca">voice-support@goco.ca</a> <b>Tel:</b> 1-877-439-4626	

## Assurance Escalation

### STEP 1

Ensure you have opened a Ticket in the Customer Care Portal (<http://goco.ca/portal>). All voice/call related tickets must include a PCAP.

### STEP 2

Make a request with Support to increase the Priority for the Ticket.

### STEP 3

Customer Assurance should be engaged only if Support Escalation is unavailable.

**Note:** For escalation emergencies, sending email may not result in immediate acknowledgement or engagement.

## Escalation Contacts

### STEP 1

TELUS GoCo Support Escalation:  
Please see following slide for  
TELUS GoCo escalation and  
priority matrix

### STEP 2

Customer Assurance:  
[tps.csm@telus.com](mailto:tps.csm@telus.com)

### STEP 3

Escalation Management:  
Stephane Bellemare  
[stephane.bellemare@goco.ca](mailto:stephane.bellemare@goco.ca)  
1-877-439-4626 x 2004  
438-940-3839

### STEP 4

Tier 2 Escalation Management  
Ryan Tollofson  
[ryan.tollofson@telus.com](mailto:ryan.tollofson@telus.com)  
647-837-7163

# TELUS GoCo Escalation and Priority Matrix

## Priority 4

### Severity Description:

- General Service Inquiries

### Priority Tech Support (24/7)

#### - 12 Hours Response Time

Customer Care Portal: <http://goco.ca/portal>

Email: [voice-support@goco.ca](mailto:voice-support@goco.ca)

Tel: 1-888-462-6767

### If 24 Hours Elapsed from Ticket

#### Generation

##### - No Response

Tech Support - Team Lead

E-mail: [Voice-Escalations@goco.ca](mailto:Voice-Escalations@goco.ca)

Tel: 1-888-462-6001

### If 48 Hours Elapsed

#### - No Response/ Escalation Required

Manager, Technical Support - Voice (Danielle Guertin)

E-mail: [danielle.quertin@goco.ca](mailto:danielle.quertin@goco.ca)

Tel: 1-877-462-4626 x 2502 | 514-285-7100

## Priority 3

### Severity Description:

- Non-critical softphone application issues
- Phones issues
- Call routing and quality issues, call drops (Single user issues)
- Voicemail, fax, paging, call recording, reporting issues (Single user issues)

### Priority Tech Support (24/7)

#### - 12 Hours Response Time

Customer Care Portal: <http://goco.ca/portal>

Email: [voice-support@goco.ca](mailto:voice-support@goco.ca) (Not Recom.)

Tel: 1-888-462-6767

### If 24 Hours Elapsed from Ticket

#### Generation - No Response

Tech Support - Team Lead

##### Escalation via the case

E-mail: [Voice-Escalations@goco.ca](mailto:Voice-Escalations@goco.ca)

Tel: 1-888-462-6001

### If 36 Hours Elapsed

#### - No Response/ Escalation Required

Manager, Technical Support - Voice (Danielle Guertin)

E-mail: [danielle.quertin@goco.ca](mailto:danielle.quertin@goco.ca)

Tel: 1-877-462-4626 x 2502 | 514-285-7100

### If 48 Hours Elapsed

#### - No Response/ Escalation Required

Escalation Manager, Technical Support (Rafael Dufour)

E-mail: [rafael.dufour@goco.ca](mailto:rafael.dufour@goco.ca)

Tel: 1-877-439-4626 x 1039 | 514-392-0428

## Priority 2

### Severity Description:

- Large number of users/sites are impacted. (Can not use critical application)
- Major performance issues
- Phones Hard Down
- Urgent Change Requests

### Priority Tech Support (24/7)

#### - 90 Min. Response Time

Customer Care Portal: <http://goco.ca/portal>

Email: [voice-support@goco.ca](mailto:voice-support@goco.ca) (Not Recom.)

Tel: 1-888-462-6767

### If 12 Hours Elapsed from Ticket

#### Generation

##### - No Response

Tech Support - Team Lead

##### Escalation via the case

E-mail: [Voice-Escalations@goco.ca](mailto:Voice-Escalations@goco.ca)

Tel: 1-888-462-6001

### If 24 Hours Elapsed

#### - No Response/ Escalation Required

Manager, Technical Support - Voice (Danielle Guertin)

E-mail: [danielle.quertin@goco.ca](mailto:danielle.quertin@goco.ca)

Tel: 1-877-462-4626 x 2502 | 514-285-7100

### If 36 Hours Elapsed

#### - No Response/ Escalation Required

Escalation Manager, Technical Support (Rafael Dufour)

E-mail: [rafael.dufour@goco.ca](mailto:rafael.dufour@goco.ca)

Tel: 1-877-439-4626 x 1039 | 514-392-0428

## Priority 1

### Severity Description:

- A major production outage, performance degradation, or instability causing significant impact.
- Business Critical Application Hard Down
- DIDs down
- All Sites Hard Down / All Phones Hard Down
- Call Center Hard Down

### Priority Tech Support (24/7)

#### - 15 Min. Response Time

Customer Care Portal: <http://goco.ca/portal>

Email: [voice-support@goco.ca](mailto:voice-support@goco.ca) (Not Recom.)

Tel: 1-888-462-6767

### If 60 Minutes Elapsed from Ticket

#### Generation - No Response

Tech Support - Team Lead

##### Escalation via the case

E-mail: [Voice-Escalations@goco.ca](mailto:Voice-Escalations@goco.ca)

Tel: 1-888-462-6001

### If 2 Hours Elapsed

#### - No Response/ Escalation Required

Escalation Manager, Technical Support (Rafael Dufour)

E-mail: [rafael.dufour@goco.ca](mailto:rafael.dufour@goco.ca)

Tel: 1-877-439-4626 x 1039 | 514-392-0428

### If 4 hours Elapsed

#### - No Response/ Escalation Required

Manager, Technical Support - Voice (Danielle Guertin)

E-mail: [danielle.quertin@goco.ca](mailto:danielle.quertin@goco.ca)

Tel: 1-877-462-4626 x 2502 | 514-285-7100

# PCS Support and Escalation

Full Name	Number	Email
General Customer Support	AB - 1-866-888-3587 BC - 1-800-377-5011 PQ / ON - 1-888-256-8315	<a href="mailto:corporateclientsupport@telus.com">corporateclientsupport@telus.com</a>
TELUS IQ Support	AB and BC 1-800-672-6095 QC and ON 1-866-848-3587	<a href="mailto:IQsupportEN@telus.com">IQsupportEN@telus.com</a>
Network Issues	N/A	Level 1: <a href="mailto:dICSADSACORP@telus.com">dICSADSACORP@telus.com</a> Level 2: <a href="mailto:Nicholas.Di_Paolo@telus.com">Nicholas.Di_Paolo@telus.com</a>
Wireless Corporate Implementation and Help Desk	1-438 831 1187	<a href="mailto:TonyTakvor.Matian@telus.com">TonyTakvor.Matian@telus.com</a>
Customer Onboarding	1 514 961 3774	<a href="mailto:Jean-Francois.Therien@telus.com">Jean-Francois.Therien@telus.com</a>

# IoT CoE: Escalation Matrix

Level	TELUS Contact	Role	Phone	Email
1	IoT COE	First point of contact and support	+1 (866) 273-3423	<a href="#">ServiceNow</a>
2	Nicholas Di Paolo Ciro Rene Bautista Carpio Roberto Ernesto Reyes Canales	Team Manager IoT CoE Team Manager IoT CoE Team Manager IoT CoE		<a href="mailto:Nicholas.Di_Paolo@telus.com">Nicholas.Di_Paolo@telus.com</a> <a href="mailto:CiroRene.BautistaCarpio@telus.com">CiroRene.BautistaCarpio@telus.com</a> <a href="mailto:Roberto.Reyes_Canales@telus.com">Roberto.Reyes_Canales@telus.com</a>
3	Zelma Hackett	Operations Manager - IoT CoE	+1 (647) 465-9739	<a href="mailto:Zelma.Hackett@telus.com">Zelma.Hackett@telus.com</a>
	Francois Alphonso	Sr. Technology Specialist - IoT CoE	+1 (514) 554-6075	<a href="mailto:francois.alphonso@telus.com">francois.alphonso@telus.com</a>
4	Chad Lawrence	Director - IoT and Complex Network Operations	+1 (250) 808-9411	<a href="mailto:Chad.Lawrence@telus.com">Chad.Lawrence@telus.com</a>

# Broadcast Service Assurance

## First Level:

[https://telus.service-now.com/telus\\_branding](https://telus.service-now.com/telus_branding)

Open a ticket to report the TV channels trouble you are experiencing. If the TV infrastructure is reported as being OK, you might need to open a ticket with you data transport provider.

## Escalation Procedure:

Please refer to page 18 for the complete escalation process.



# Escalation procedures

# Escalation Procedures

If you need a repair ticket escalated for more prompt resolution.



## TROUBLE ESCALATIONS

1

### FIRST LEVEL

TELUS Assurance Centre

TELUS Assurance Centre:  
1-888-419-7507

Request that your ticket be escalated to the Escalation Management Team (EMT).

You will be provided with an incident number to track you escalation.

2

### SECOND LEVEL

TELUS Escalation Management Team

1.888.790.9989

Please provide the escalation incident number.

3

### THIRD LEVEL

EMT Duty Supervisor

Senior EMT Team Member

1.855.880.9585

4

### FOURTH LEVEL

Theodore Spitadakis  
Manager, EMT Client Solutions Assurance

514.805.7980

[theodore.spitadakis@telus.com](mailto:theodore.spitadakis@telus.com)

Terence Leung  
Manager- Client Service Management

604-612-0918

[terence.leung@telus.com](mailto:terence.leung@telus.com)



# Billing Support

# Billing Inquiries and Disputes

## Billing inquiries & disputes

If you have a **Billing Inquiry or Dispute**, please use the online tool **TELUS Service Request (TSR)** to log your disputes.

- ➔ Please go to <https://tsr.telus.com/>
- ➔ Please log in with your TSR username and password
  - If you do not have access, please contact [gtps.billing@telus.com](mailto:gtps.billing@telus.com)
- ➔ If you require a refresher on how to use TSR, please review the guide on the front page of your TSR profile.
  - If you still require assistance with filling out the form, please email [gtps.billing@telus.com](mailto:gtps.billing@telus.com) or [tg.factsp@telus.com](mailto:tg.factsp@telus.com) in Quebec, with the subject line “TSR Help Required”

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**If your request is for TELUS Mobility services please contact:**

- ➔ [corporateclientsupport@telus.com](mailto:corporateclientsupport@telus.com) or call (866)888-3587
- ➔ This would include billing, provisioning, basic troubleshooting and general inquiries

## FIRST LEVEL

[tps.order.resolution@telus.com](mailto:tps.order.resolution@telus.com)

## SECOND LEVEL

Amit Rege  
Manager - Operations  
647.518.2611  
[amit.rege@telus.com](mailto:amit.rege@telus.com)

## THIRD LEVEL

Bob Yoon  
Director - Partner Solutions  
Service Management  
416.883.6659  
[bob.yoon@telus.com](mailto:bob.yoon@telus.com)

# Payment Remittance

## How to Pay Your Bills

### We offer three convenient ways to pay your bills:

#### Bill Analyzer:

- Set up Pre-Authorized credit card payments or Pre-Authorized debit payments via self-serve option within Bill Analyzer portal
- Contact [gtps.billing@telus.com](mailto:gtps.billing@telus.com) for assistance

#### Electronic Funds Transfer (EFT):

- Contact [gtps.billing@telus.com](mailto:gtps.billing@telus.com) for TELUS banking details and EFT set-up
- For prompt and accurate payment processing, email remittance details to:
  - [eft@telus.com](mailto:eft@telus.com) (\$CAD payments)
  - [usdeft@telus.com](mailto:usdeft@telus.com) (\$USD payments)

#### Online Banking:

- Select Payee: TELUS SERVICES
- Enter your TELUS Account Number

### FIRST LEVEL

[gtps.billing@telus.com](mailto:gtps.billing@telus.com)

### SECOND LEVEL

Amit Rege  
Manager - Operations  
647.518.2611  
[amit.rege@telus.com](mailto:amit.rege@telus.com)

### THIRD LEVEL

Bob Yoon  
Director - Partner Solutions  
Service Management  
416.883.6659  
[bob.yoon@telus.com](mailto:bob.yoon@telus.com)

# General provisioning Day 1 Order Implementation

Supported during business hours

## Data Services (Carrier Ethernet Switched, IP Connect, Wavelength, Private Line)



Order entry  
and status  
inquiries

Submit your comment to Client Care order management vis the  
TSR portal <https://tsr.telus.com>



1

**FIRST LEVEL**

[tps.order.resolution@telus.com](mailto:tps.order.resolution@telus.com)

2

**SECOND  
LEVEL**

Amit Rege  
Manager- Operations  
647.518.2611  
[amit.rege@telus.com](mailto:amit.rege@telus.com)

3

**THIRD LEVEL**

Bob Yoon  
Director, Partner Solutions Service Management  
416.883.6659 | [bob.yoon@telus.com](mailto:bob.yoon@telus.com)

# Service Fulfillment

Private Line, Wavelength, IP Connect, and Carrier Ethernet Switched



## 1 FIRST LEVEL

### Alberta & BC

Mainstream and Enhanced Data

#### Customer Implementation Manager

[tps.customer.implementations@telus.com](mailto:tps.customer.implementations@telus.com)

### East of Alberta

Mainstream and Enhanced Data

#### Customer Implementation Manager

Kuldeep Singh

604-219-4331

[kuldeep.singh1@telus.com](mailto:kuldeep.singh1@telus.com)

## 2 SECOND LEVEL

Amit Rege

#### Manager- Operations

647.518.2611

[amit.rege@telus.com](mailto:amit.rege@telus.com)

## 3 THIRD LEVEL

Bob Yoon

#### Director, Partner Solutions Service Management

416-883-6659

[bob.yoon@telus.com](mailto:bob.yoon@telus.com)

# ADSL VPOP & Fibre Internet Resale



Order entry  
and status  
inquiries

## ADSL VPOP

<https://vdsl-vpop.telus.com/vpop-isp-web>

## Fibre Internet Resale

[tps.wholesaleads1@telus.com](mailto:tps.wholesaleads1@telus.com)

### Alberta, British Columbia & Ontario

### Quebec

**1 FIRST LEVEL** | [tps.order.resolution@telus.com](mailto:tps.order.resolution@telus.com) | [sat-interne@telus.com](mailto:sat-interne@telus.com)

**2 SECOND LEVEL** | Amit Rege  
Manager- Operations  
647.518.2611  
[amit.rege@telus.com](mailto:amit.rege@telus.com) | Carolyne Michaud  
National Business Office Supervisor  
418.896.2640  
[carolyne.michaud@telus.com](mailto:carolyne.michaud@telus.com)

**3 THIRD LEVEL** | Bob Yoon  
Director, Partner Solutions Service Management  
416.883.6659 | [bob.yoon@telus.com](mailto:bob.yoon@telus.com)



# Voice Provisioning (Voice, PRI, IP Trunking excl One Voice)

Support is available  
Monday – Friday  
07:00-16:00 MST.

 <p>Order entry and status inquiries</p>	<p>AB/ BC/ ON</p> <p>PRI: <a href="mailto:tps.pri@telus.com">tps.pri@telus.com</a>          IPT: <a href="mailto:iptrunking@telus.com">iptrunking@telus.com</a>          Other: <a href="mailto:carrier.resaleorders@telus.com">carrier.resaleorders@telus.com</a></p>	<p>Quebec</p> <p><a href="mailto:sat-interne@telus.com">sat-interne@telus.com</a></p>
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Location of service	All other provinces	Quebec
<p>1 <b>FIRST LEVEL</b></p>	<p><a href="mailto:tps.order.resolution@telus.com">tps.order.resolution@telus.com</a></p>	<p><a href="mailto:sat-interne@telus.com">sat-interne@telus.com</a></p>
<p>2 <b>SECOND LEVEL</b></p>	<p>Amit Rege            Manager- Operations            647.518.2611  <a href="mailto:amit.rege@telus.com">amit.rege@telus.com</a></p>	<p>Carolyn Michaud            National Business Office Supervisor            418.896.2640  <a href="mailto:carolyn.michaud@telus.com">carolyn.michaud@telus.com</a></p>
<p>3 <b>THIRD LEVEL</b></p>	<p>Bob Yoon            Director, Partner Solutions Service Management            416.883.6659   <a href="mailto:bob.yoon@telus.com">bob.yoon@telus.com</a></p>	



# CLEC Porting



Order entry  
and status  
inquiries

[Carrier.Isrorders@telus.com](mailto:Carrier.Isrorders@telus.com)

1

**FIRST LEVEL**

[tps.order.resolution@telus.com](mailto:tps.order.resolution@telus.com)

2

**SECOND  
LEVEL**

Amit Rege  
Manager- Operations  
547.518.2611  
[amit.rege@telus.com](mailto:amit.rege@telus.com)

3

**THIRD LEVEL**

Bob Yoon  
Director, Partner Solutions Service Management  
416.883.6659 | [bob.yoon@telus.com](mailto:bob.yoon@telus.com)

# Rebiller / Long Distance / Toll Free



Order entry  
and status  
inquiries

[trs@telus.com](mailto:trs@telus.com)

[pic.carebc@telus.com](mailto:pic.carebc@telus.com)

**Alberta, British Columbia  
& Ontario**

**Quebec**

**1 FIRST LEVEL**

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**3 THIRD LEVEL**

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# All other TELUS Partner Solutions products

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<b>2</b> SECOND LEVEL	Amit Rege Manager- Operations 647.518.2611 <a href="mailto:amit.rege@telus.com">amit.rege@telus.com</a>	Carolyne Michaud National Business Office Supervisor 418.896.2640 <a href="mailto:carolyne.michaud@telus.com">carolyne.michaud@telus.com</a>
<b>3</b> THIRD LEVEL	Bob Yoon Director, Partner Solutions Service Management 416.883.6659   <a href="mailto:bob.yoon@telus.com">bob.yoon@telus.com</a>	

# Client Service Management

# Client Service Management Contact Information

For assistance with an escalation, trouble tickets, or general inquiries.



## 1 FIRST LEVEL

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## 2 SECOND LEVEL

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## 3 THIRD LEVEL

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