

# Evolve Toll Free Web Access Preplan Routing

Primary and Emergency Plans



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# Introduction

**TELUS Evolve Web Access** – enables you to control rerouting of your Toll Free calls to an alternate predefined destination/s through a secure web portal.

The purpose of this document is to describe the Evolve system, how to access it and how to activate/deactivate the various types of Toll Free preplans.

**Preplan** – A preplan is an alternative routing arrangement for TELUS Toll Free numbers in the event of a planned or emergency situation. It contains the same type of information as the service's primary plan, but is inactive until you manually activate it.

Every Toll Free service must have one primary plan. In addition, a service can have up to 99 preplans.

**Emergency preplan** – A Toll Free service can have up to 99 preplans, only one of which can be flagged as the emergency plan (the one that will be used first during an emergency). This is the preplan that will show on the emergency plan Set screen.

**Bulk Preplan Activation** - The bulk preplan activation feature enables you to activate Preplans for multiple Toll Free services, all at the same time. This provides much quicker response time in an emergency situation. This feature can also be used to more easily restore multiple primary plans after an emergency situation is under control.

**Initial set-up of all preplans is done by TELUS.**

## Browser requirements

The following are the recommended requirements for web access to the TELUS Integrated Voice Services application:

### **Supported Browser:**

- Google Chrome
- Other browsers may work but are not recommended or supported

**Please note:** Microsoft Internet Explorer does not work with the application

### **Internet Access:**

- High-speed internet access is recommended

# TELUS Evolve login page

## Logging into TELUS Evolve Voice Services

All users accessing TELUS Evolve will be presented with the login page, where you must enter your unique login ID and password (this will be provided to you by TELUS upon set-up). Logging in establishes the privileges that you will have in the system.

To log into the TELUS Evolve system: **<https://evolve.telus.com>**

You will need to contact the business user responsible for the Evolve application to be set up for access. The login page is the entry point for all users to access the Evolve applications. This page contains fields for entering the login username and password. Notice information is displayed below these fields. All text contained on the login page is presented in both English and French.

**Log in to My TELUS**

Email/Username

[Forgot your username?](#)

Password

☐ Remember me [Forgot your password?](#)

**Log in**

Not registered? [Create an account >](#)

**Tired of remembering passwords? Log in without one.**

Get an email with a link that instantly and securely logs you into your account.

**Send me a login link**

## Enter a username and password, and then click on Log In.

The system verifies your username and password.

If the login information is accepted by the system, the Evolve Customer Home Page appears.

**TELUS EVS** Home Corporation Long Distance Toll Free Hierarchy Bulletin Downloads

**PT Environment - IVST database**

In an effort to service you more efficiently we have created a website that provides you with easy access to online services that help you manage your accounting, reporting and administrative needs continually. We use the latest security techniques to ensure unauthorized access does not occur. Invalid login attempts are tracked and technical personnel are immediately alerted to any unauthorized access attempts.

**IMPORTANT NOTICE :** Welcome to the new EVS. If the Corporation menu item is not shown in the menu bar, contact TELUS (see footer)

**TELUS** If you are experiencing trouble while using this system, please contact 1-866-405-8155 or send an email to: [help.evolve@telus.com](mailto:help.evolve@telus.com) ©2022

# Navigating within Evolve

The Evolve system is a web-based system that is accessed through your browser. When navigating through the system, you should be familiar with the following parts of the user interface.

The screenshot shows the TELUS EVS web interface. At the top, there is a navigation bar with links: Home, Corporation (highlighted), Long Distance, Toll Free, Hierarchy, Bulletin, and Downloads. Below the navigation bar, there are two tabs: 'Select Corporation' and 'Corporation Detail'. The 'Corporation Search' section contains four input fields: 'Corporation ID', 'Corporation Name', 'Telephone Number', and 'Service Type' (with a dropdown menu showing 'All' and a green checkmark). A green 'Search' button is located below the input fields. Below the search section, there is a 'Items per page' dropdown set to '5'. At the bottom, there is a table header with columns: Corp. ID, Corp Name, LD, TF, AP, Contact Name, and Contact Phone.

## Home

The **Home** link brings the user to the System Home page. This menu selection is available to all users.

## Corporation

The **Corporation** link brings the user to the page, where 'corporation to work with' should be selected.

## Long Distance

Clicking on the Long Distance link takes the user to the Long Distance Orders for the selected corporation.

## Toll Free

Clicking on the **Toll Free** link takes the user to the Toll Free **Orders List** (below) for the corporation and opens another list of links in the **Toll Free Menu** (below).

## Hierarchy

The hierarchy is representative of the organization listing both the role of the user and list of Toll Free numbers.

## Bulletin

Application specific notifications will be listed within the bulletin tab, including maintenance windows or notices specific to the use and/or operation of the application.

## Downloads

Information within the downloads tab will include links to user guides and other application specific tools.

## Login

The login tab links directly to the login page.

# Selected Corporation

To start working with the features, select the appropriate corporation. This should be done using the 'Corporation' tab in the Global Menu.

## Toll Free Menu

If 'Corporation' is already selected, navigate to 'Toll Free' to view the Menu under the Corporation name - Toll Free menu, which deals with Orders, Services, Customer Terminating numbers, Emergency Plan Set, Bulk Preplan Activation, Customer Announcement Customer Defined Holidays.

### Services

The **Services** link brings the user to a list of all of the Toll Free services available.

### Orders

The **Orders** link brings the user to a list showing the history of all orders.

### Customer Announcements

The **Customer Announcements** link brings the user to a list showing the Customer Announcements available for use. The **Bulk Preplan Activation** feature enables you to activate **Preplans** for multiple Toll Free services, all at the same time. This provides a faster response time in an emergency situation.

### Customer Terminating Numbers

The **Terminating Numbers** link brings the user to a list showing all Terminating numbers available to use.

### Emergency Plan Set

The **Emergency Plan Set** link brings the user to a list of Preplans that have been designated as Emergency Plans. (Can only be one per Toll Free service)


### Customer Defined Holiday

The **Customer Defined Holiday** link brings the user to a list showing all days that have been designated "Customer Defined Holidays" in addition to any Statutory Holidays.

### Language switcher is located on the top right corner of the page

#### Français/English

The Français/English link allows a user to toggle the display language of the system. If the primary language selected is English, the system will display "**Français**" at this position. Click on the link to move to the French pages. If the primary language selected is French, the system will show "**English**". Click on the link to move to the English pages.





# Preplans

A **preplan** is an alternative routing arrangement for TELUS Toll Free numbers in the event of an emergency or planned situation. It contains the same type of information as a service's **primary** plan but is inactive until you manually activate it.

Every Toll Free service must have one **primary** plan. In addition, a service can have up to 99 **preplans**.

A TELUS service rep, via a service order, must provision the set up of Preplans.

Once provisioned, the **preplan** can be accessed and activated. The **primary** plan can also be restored once the emergency or planned situation is over.

**Preplans** are used during emergency situations in which the primary plan is not available.

The screenshot displays the TELUS EVS web interface. The navigation menu at the top includes 'Home', 'Corporation', 'Long Distance', 'Toll Free' (selected), 'Hierarchy', and 'Bulletin'. Below the menu, the breadcrumb trail shows 'Corporation: testCorpArtem (12043236) -> Toll-free Number: 877-222-3333'. The main content area is titled 'View Toll-free Service' and contains the following information:

View Toll-free Service	
Toll-free Number	Vanity Number
877-222-3333	
Web Access	Network Reporting
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Below the 'View Toll-free Service' section is the 'Customer Information' section:

Customer Name	Service Address	City/Town
testCorpArtem	2300 Test street	Vancouver

On the left side of the interface, there is a 'Service Tree' with a search bar and a list of plans. The plans are categorized into 'Primary', 'Preplan 5', and 'Preplan 7 (Active)'. Each category contains a list of plans with their respective details. Arrows point from the labels 'Primary Plan', 'Preplan #1', and 'Preplan #2' to the corresponding plans in the 'Service Tree'.

# Activating a Preplan

## To activate a preplan:

1. From the Toll Free menu, click on the Service List tab.
2. From the Toll Free service list click, on View beside the Toll Free Service you wish to activate the Preplan for.

TELUS EVS

Home Corporation Long Distance Toll Free Hierarchy Bulletin

Downloads

Corporation: testCorpArtem (12043236)

Order List Service List Customer Terminating Numbers Emergency Plan Set Bulk Preplan Activation Customer Announcement Customer Defined Holiday

**View Toll-free Service**

Toll-free / Vanity Number Terminating Number Search

Items per page 5 1 2

AP	Toll-free Number	Vanity	Treatment	Updated On	Updated By		
BC	877-222-3333		Working	2022-06-29 05:48	artem_extuser@ci-qa.com	<a href="#">View</a>	<a href="#">Orders</a>
BC	877-444-5555		Working	2022-06-15 01:53	andrey_extuser@ci-qa.com	<a href="#">View</a>	<a href="#">Orders</a>
BC	877-692-3550		Working	2022-06-03 06:54	master	<a href="#">View</a>	<a href="#">Orders</a>

1. The **View Toll Free Service** screen opens.

The Primary folder on the tree has the words (Active) beside it. This tells you that this is the plan that is the current routing for the service.

TELUS EVS

Home Corporation Long Distance Toll Free Hierarchy Bulletin

Downloads

Corporation: testCorpArtem (12043236) > Toll-free Number: 877-444-5555

Order List Service List Customer Terminating Numbers Emergency Plan Set Bulk Preplan Activation Customer Announcement Customer Defined Holiday

Service Tree Area Of Service Announcement Remarks Directory Listing

Search...

877-444-5555

Primary (Active)

Preplan 1 (Active)

Preplan 2 (Active)

Preplan 3 (Active)

Preplan 4 (Active)

DB RTE (DR001) (DR001)

ST (Treatment 1) (ST001)

ST (Treatment 2) (ST002)

ST (Treatment 3) (ST003)

ST (Treatment 4) (ST004)

ST (Out of Zone 1) (ST001)

ST (Out of Zone 2) (ST001)

ST (Invalid Switch) (ST001)

AC (AC001) (AC001)

ST (Treatment 4) (ST001)

CP (test) (CP001)

ST (Treatment 4) (ST001)

**View Toll-free Service**

Toll-free Number Vanity Number

877-444-5555

Web Access Network Reporting

☒ ☐

**Customer Information**

Customer Name Service Address City/Town

testCorpArtem 2300 Test street Vancouver

Province/State Postal/Zip

BC V5H 2S1

Modify Create Preplan Delete



4. On the **Toll Free service tree** click on the **preplan** item.

**Note**, the item on the tree is now highlighted and the user is taken to the 'View Toll Free Plan' screen.

TELUS EVS

Home Corporation Long Distance Toll Free Hierarchy Bulletin

Downloads

Corporation: testCorpArtem (12043236) -> Toll-free Number: 877-444-5555

Order List Service List Customer Terminating Numbers Emergency Plan Set Bulk Preplan Activation Customer Announcement

Service Tree Area Of Service Announcement Remarks Directory Listing

Search...

877-444-5555 Refresh

- Primary
  - TN (887-666-3461) (TN001)
  - Preplan 1 (Active)
  - TN (887-666-3461) (TN001)
  - Preplan Hol
  - TN (887-666-3461) (TN001)
  - Preplan 4
  - DB RTE (DR001) (DR001)
  - ST (Treatment 1) (ST001)
  - ST (Treatment 2) (ST002)
  - ST (Treatment 3) (ST003)
  - ST (Treatment 4) (ST004)
  - ST (Out of Zone 1) (ST005)
  - ST (Out of Zone 2) (ST006)

**View Toll-free Plan**

Plan Name Plan Address

Primary 2300 Test street

**Customer Contact Information**

Name Title Optional

Artem Mr.

Phone Number Fax Optional

556-677-8899

**Provisioning Options**

5. Click on the green **Activate Plan** button to activate the preplan.

- ST (Invalid Switch) (ST006)
- ST (Out of Zone 2) (ST008)
- ST (Treatment 4) (ST004)
- Preplan 5
  - CP (CP001) (CP001)
  - ST (Treatment 1) (ST001)
  - ST (Treatment 2) (ST002)
  - ST (Treatment 3) (ST003)

TN(8876663461)(TN001)

**Activate Plan** **Select Emergency**

6. User will be automatically taken to the **Toll Free Orders List** where the user can use the refresh button on the browser to ensure the order goes to a completed status.

TELUS EVS

Home Corporation Long Distance Toll Free Hierarchy Bulletin Downloads

Corporation: testCorpArtem (12043236) -> Toll-free Number: 877-444-5555

Order List Service List Customer Terminating Numbers Emergency Plan Set Bulk Preplan Activation Customer Announcement Customer Defined Holiday

**Toll-free Orders List**

Order Status: All Created By: artem\_extuser@ci-qa.c... Order Number: 200001143 Toll-free / Vanity Number: Customer Name:

Creation Date: Order Due Date From: Order Due Date To:

Search Reset

Items per page: 5

Plan Order Number	Plan Order Type	Plan Name	Customer Name	TF Number	Due Date/Time	Order Status	Creation Date / Time	Created By	Action
200001143	ACTIVATE	Preplan 1	testCorpArtem	877-444-5555	2022-07-04 08:14	Pending	2022-07-04 08:14	artem_extuser@ci-qa.com	<a href="#">View</a>

As an order proceeds from the Toll Free system to the order processor, it undergoes a variety of status changes. These changes are reflected back to the Toll Free user in both the **Toll Free Orders List** page and the **Toll Free Orders** page.

#### Order status types:

- **Pending** – The order has been submitted and is **pending** being picked up by the order processor
- **In Progress** - The order processor picks up the order, indicating that the order is in the process of being sent to the Toll Free system.
- **Completed** - When the Toll Free successfully fulfills the order, the status of the order is changed to **completed**.
- **Rejected** - If the Toll Free system was not successful in completing the order, then the order status is changed to **rejected**.

Plan Order Number	Plan Order Type	Plan Name	Customer Name	TF Number	Due Date/Time	Order Status	Creation Date / Time	Created By	Action
200001143	ACTIVATE	Preplan 1	testCorpArtem	877-444-5555	2022-07-04 08:14	Completed	2022-07-04 08:14	artem_extuser@ci-qa.com	<a href="#">View</a>

# Deactivating a Preplan and Restoring the Primary Plan

## To de-activate a preplan

1. From the Toll Free menu, click on the **Services List** tab to open up a list of the **Services**.
2. From the Toll Free **service list**, click on **View** beside the Toll Free Service you wish to deactivate the preplan for.

TELUS EVS

Home Corporation Long Distance Toll Free Hierarchy Bulletin

Downloads

Corporation: testCorpArtem (12043236)

Order List Service List Customer Terminating Numbers Emergency Plan Set Bulk Preplan Activation Customer Announcement Customer Defined Holiday

**View Toll-free Service**

Toll-free / Vanity Number Terminating Number

Search

Items per page 5

AP	Toll-free Number	Vanity	Treatment	Updated On	Updated By	View	Orders
BC	877-222-3333		Working	2022-06-29 05:48	artem_extuser@ci-qa.com	<a href="#">View</a>	<a href="#">Orders</a>
BC	877-444-5555		Working	2022-07-04 02:14	artem_extuser@ci-qa.com	<a href="#">View</a>	<a href="#">Orders</a>
BC	877-692-3550		Working	2022-06-03 06:54	master	<a href="#">View</a>	<a href="#">Orders</a>

3. The **View Toll Free Service** screen opens.

The Preplan folder on the tree has the words (Active) beside it. This tells you that this plan is the current routing for the service.

TELUS EVS

Home Corporation Long Distance Toll Free Hierarchy Bulletin

Downloads

Corporation: testCorpArtem (12043236) > Toll-free Number: 877-444-5555

Order List Service List Customer Terminating Numbers Emergency Plan Set Bulk Preplan Activation Customer Announcement Customer Defined Holiday

**View Toll-free Service**

Toll-free Number Vanity Number

877-444-5555

Web Access Network Reporting

Customer Information

Customer Name Service Address City/Town

testCorpArtem 2300 Test street Vancouver

Province/State Postal/Zip

BC V5H 2S1

Modify Create Preplan Delete

4. On the **Toll Free service tree**, click on the primary folder.

The folder on the tree now appears open and the user is taken to the View Toll Free plan screen.

TELUS EVS

Home Corporation Long Distance **Toll Free** Hierarchy Bulletin

Downloads

Corporation: testCorpArtem (12043236) -> Toll-free Number: 877-444-5555

Order List **Service List** Customer Terminating Numbers Emergency Plan Set Bulk Preplan Activation Customer Announcement

**Service Tree** Area Of Service Announcement Remarks Directory Listing

Search...

877-444-5555 Refresh

**Primary**

- TN (887-666-3461) (TN001)
- Preplan 1 (Active)
- TN (887-666-3461) (TN001)
- Preplan Hol
- TN (887-666-3461) (TN001)
- Preplan 4
- DB RTE (DR001) (DR001)
- ST (Treatment 1) (ST001)
- ST (Treatment 2) (ST002)
- ST (Treatment 3) (ST003)
- ST (Treatment 4) (ST004)
- ST (Out of Zone 1) (ST005)
- ST (Out of Zone 2) (ST006)
- ST (Invalid Switch) (ST007)
- AC (AC001) (AC001)
- ST (Treatment 4) (ST008)
- CP (test) (CP001)

**View Toll-free Plan**

Plan Name: Primary Plan Address: 2300 Test street

**Customer Contact Information**

Name: Artem Title Optional: Mr.

Phone Number: 556-677-8899 Fax Optional:

**Provisioning Options**

DNI: DNID Off CI: ☐

5. Click on the green **Activate Plan** button to activate the primary plan.

ST (Invalid Switch) (ST006)

ST (Out of Zone 2) (ST008)

ST (Treatment 4) (ST004)

**Preplan 5**

- CP (CP001) (CP001)
- ST (Treatment 1) (ST001)
- ST (Treatment 2) (ST002)
- ST (Treatment 3) (ST003)

TN(8876663461)(TN001)

**Activate Plan** **Select Emergency**

# Emergency Plans

A Toll Free service can have up to 99 preplans, one of which can be flagged as the **emergency plan** (the one that will be used first during an emergency). This is the preplan that will show on the emergency plan set screen.

- A TELUS service rep via a service order must provision the set up of **preplans** as well as designate one to be the **emergency plan**. Once designated to the **emergency plan set**, the **emergency plan** can be easily accessed and activated. The **primary** Plan can also be restored once the emergency or planned situation is over.
- **emergency plans** are used during emergency situations when the primary plan is not available. A Toll Free service can only have one emergency plan.

Emergency Plan Set

Toll-free Number

Terminating Number

Search

	Status	Plan Name	Toll-free Number	Vanity Number	Updated On	Updated By	Action
<input type="checkbox"/>	INACTIVE	Preplan 2	877-692-3559	877-MYCELL9	2022-05-11 12:36	andrey_extuser@ci-qa.com	<a href="#">View</a>
<input type="checkbox"/>	ACTIVE	Preplan 7	877-222-3333		2022-05-12 11:29	artem_extuser@ci-qa.com	<a href="#">View</a>

Delete

Activate

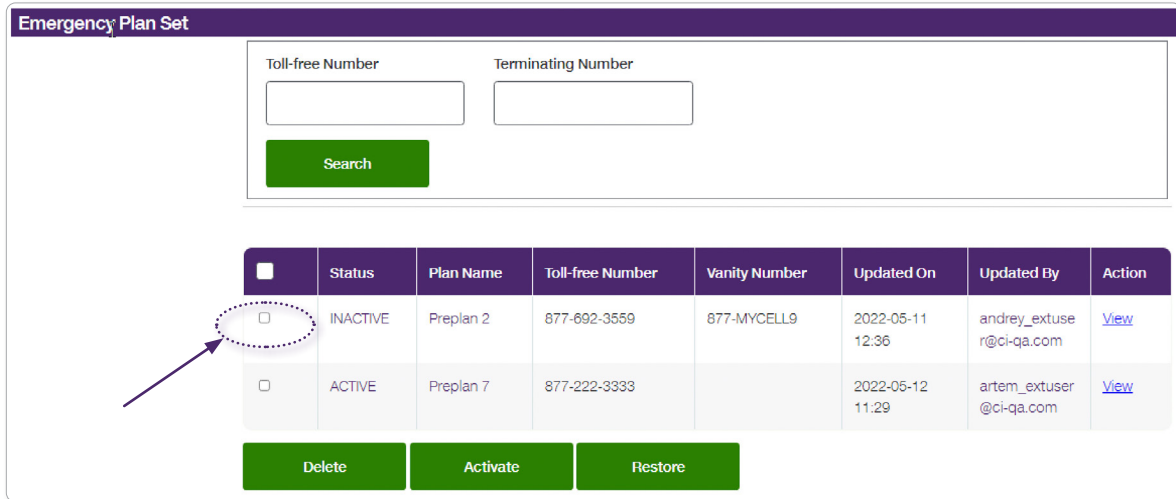
Restore

Preplans with **inactive** status have been marked as emergency plans, but are not active. Preplans with **active** status are activated emergency plans.

# Activating an Emergency Plan

## To activate an emergency plan:

1. From the global menu, click on the **Toll Free** link to open additional menu selections (Toll Free menu), and then click on the **Emergency Plan Set** link.

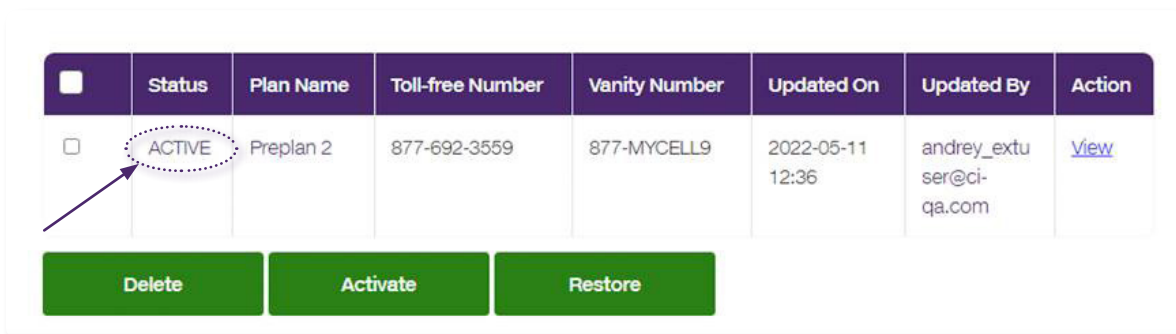


The screenshot shows the 'Emergency Plan Set' interface. At the top, there is a search form with two input fields: 'Toll-free Number' and 'Terminating Number', and a green 'Search' button. Below the search form is a table with the following columns: a checkbox, Status, Plan Name, Toll-free Number, Vanity Number, Updated On, Updated By, and Action. The table contains two rows: one for 'Preplan 2' with status 'INACTIVE' and one for 'Preplan 7' with status 'ACTIVE'. A red arrow points to the checkbox in the first row. Below the table are three green buttons: 'Delete', 'Activate', and 'Restore'.

<input type="checkbox"/>	Status	Plan Name	Toll-free Number	Vanity Number	Updated On	Updated By	Action
<input type="checkbox"/>	INACTIVE	Preplan 2	877-692-3559	877-MYCELL9	2022-05-11 12:36	andrey_extuser@ci-qa.com	<a href="#">View</a>
<input type="checkbox"/>	ACTIVE	Preplan 7	877-222-3333		2022-05-12 11:29	artem_extuser@ci-qa.com	<a href="#">View</a>

[Delete](#) [Activate](#) [Restore](#)

3. Click on the green **Activate** button.
4. Use the refresh button on your browser, or click on the **Emergency Plan Set** link on the Toll Free menu to refresh the screen. The status will be changed to show that the emergency plan was activated.



The screenshot shows the 'Emergency Plan Set' interface after activation. The table now shows 'Preplan 2' with status 'ACTIVE'. A red arrow points to the 'ACTIVE' status. The 'Delete', 'Activate', and 'Restore' buttons are still present at the bottom.

<input type="checkbox"/>	Status	Plan Name	Toll-free Number	Vanity Number	Updated On	Updated By	Action
<input type="checkbox"/>	ACTIVE	Preplan 2	877-692-3559	877-MYCELL9	2022-05-11 12:36	andrey_extuser@ci-qa.com	<a href="#">View</a>

[Delete](#) [Activate](#) [Restore](#)

5. While no changes are visible on the **Emergency Plan Set** page, a new order is created, requesting that the emergency plan be activated. You can track the status of the order in the **Toll Free Orders List** page by clicking the **Orders** link in the Toll Free menu.

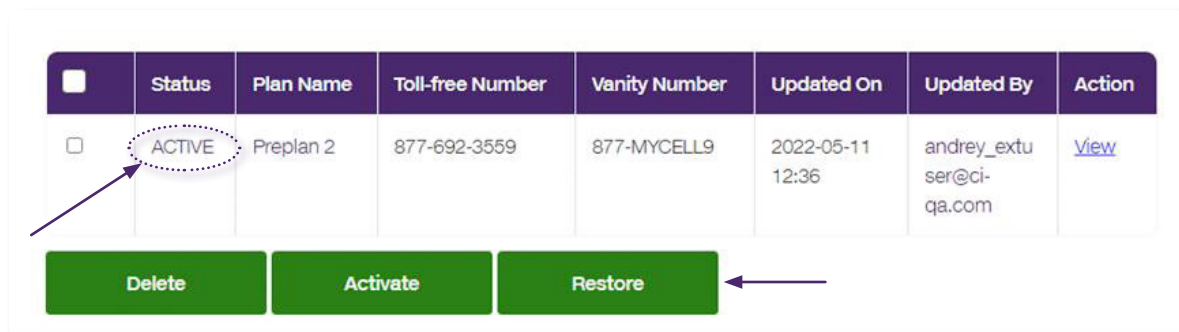


# Deactivating an Emergency Plan and Restoring the Primary Plan

## To deactivate an emergency plan:

1. From the global menu, click on the **Toll Free** link to open additional menu selections, and then click on the **Emergency Plan Set** link.
2. From the Emergency Plan Set, select the plan you wish to deactivate by clicking on the box to the right of the plan.

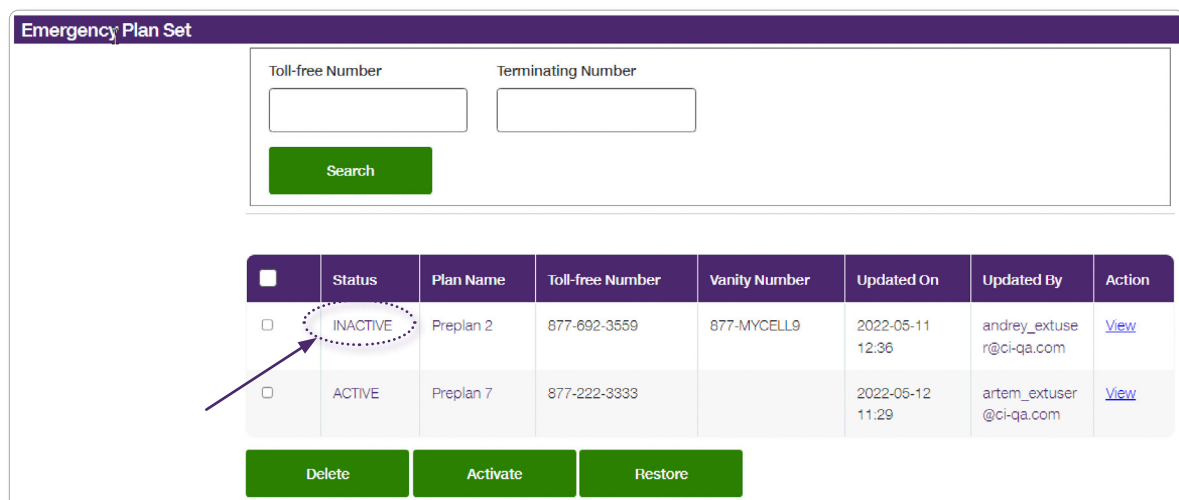
Preplans that display **active** are activated emergency plans. Preplans that display **inactive** have been marked as emergency plans, but are not active.



<input type="checkbox"/>	Status	Plan Name	Toll-free Number	Vanity Number	Updated On	Updated By	Action
<input type="checkbox"/>	ACTIVE	Preplan 2	877-692-3559	877-MYCELL9	2022-05-11 12:36	andrey_extuser@ci-qa.com	<a href="#">View</a>

**Delete** **Activate** **Restore**

3. Click on the green **Restore** button.
4. Use the refresh button on your browser, or click on the Emergency Plan Set link on the Toll Free menu, to refresh the screen. **Inactive** will appear in the Status field



<input type="checkbox"/>	Status	Plan Name	Toll-free Number	Vanity Number	Updated On	Updated By	Action
<input type="checkbox"/>	INACTIVE	Preplan 2	877-692-3559	877-MYCELL9	2022-05-11 12:36	andrey_extuser@ci-qa.com	<a href="#">View</a>
<input type="checkbox"/>	ACTIVE	Preplan 7	877-222-3333		2022-05-12 11:29	artem_extuser@ci-qa.com	<a href="#">View</a>

**Delete** **Activate** **Restore**

5. While no changes are visible on the **Emergency Plan Set** page, a new order is created, requesting that the emergency plan be deactivated and the primary plan restored. You can track the status of the order in the **Toll Free Orders List** page by clicking the Orders link in the Toll Free menu.

# Bulk Preplan Activation

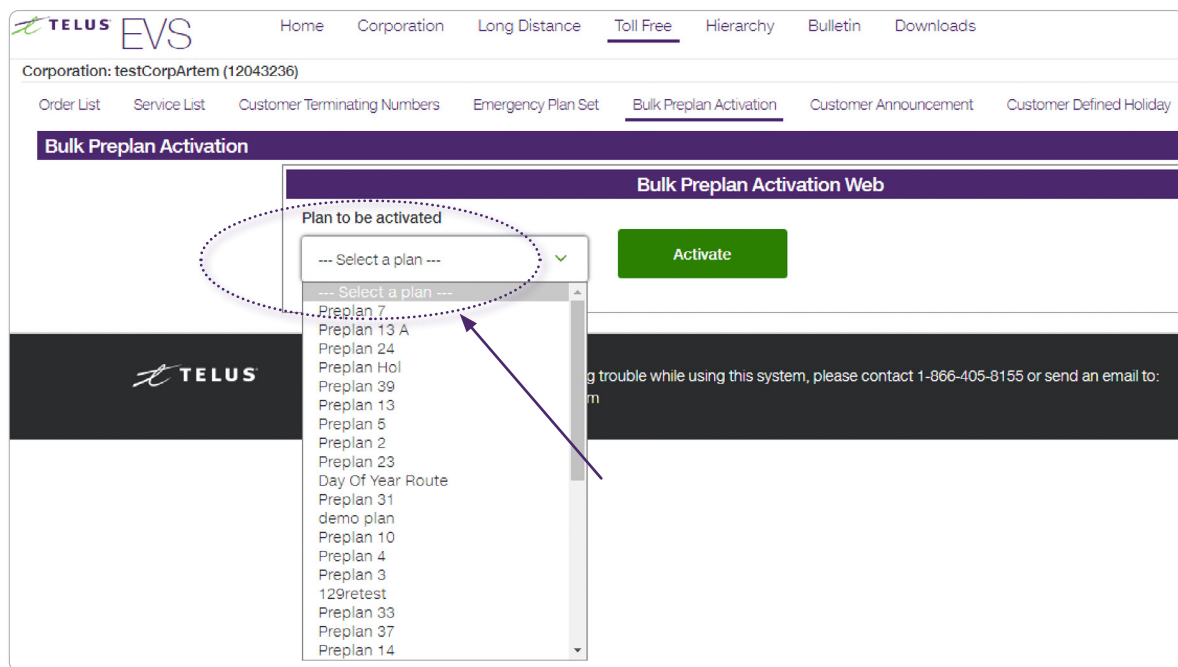
The **Bulk Preplan Activation** feature enables you to activate **preplans** for multiple Toll Free services, all at the same time. This provides much quicker response time in an emergency situation. This feature can also be used to restore multiple **primary** plans with greater ease after an emergency situation is under control.\*

When using this feature to activate **Preplans** for multiple Toll Free services, ensure you have organized the naming convention of all **preplans**. Be aware that all **preplans** using a common name will be activated.

- \* See section on Managing your Preplans.
- \* **Note:** When using this feature to restore primary plans for multiple Toll Free services, be aware that all primary plans with a common name will be restored.
- \* See section on managing your Preplans.

## Activating Bulk Preplans and/or Primary Plans

1. Navigate to the **Bulk Preplan Activation** page in the Toll Free menu.
2. Expand 'Plan to be activated' drop down box to see a list of all of the various preplan names and primary plan names for all Toll Free services.



3. Click on the plan that needs to be activated.
4. Click on the green **Activate** button.

TELUS EVS

Home Corporation Long Distance Toll Free Hierarchy Bulletin Downloads

Corporation: testCorpArtem (12043236)

Order List Service List Customer Terminating Numbers Emergency Plan Set Bulk Preplan Activation Customer Announcement Customer Defined Holiday

**Bulk Preplan Activation**

**Bulk Preplan Activation Web**

Plan to be activated

Preplan 7

**Activate**

Do you really want to activate all the preplans with the selected name in all the Tollfree numbers which belongs to this customer?

Yes No

5. The user will be prompted to confirm that this is what they really want to do. Click the **Yes** button if it is.
6. Next, click on the **Order List** link from the Toll Free menu. The Bulk Preplan Activation feature creates one order for each preplan activated. Each order is independent from all other orders.
7. Using the refresh button on browser, ensure that all orders go to a completed status. **Note:** Any orders that are rejected will need to be dealt with on an individual basis.

## Managing your Preplans

A Preplan name can be reused in a Toll Free number (i.e., it doesn't have to be unique). Therefore, use a unique name.

For preplan naming, lowercase and uppercase letters are considered different. A space is also considered a character.

The Toll Free routing tree should be examined for all preplan names prior to using the bulk preplan activation.



For Toll Free assistance, please contact us at:

**telus.roc@telus.com** or

M-F: **1-866-880-4510**

For after-hours preplan activation and support only, please contact us at:

**1-877-807-8883**

Please note that a service charge will apply if TELUS activates or deactivates your plan.