

# TELUS Mobility for Good COVID-19 Emergency Response SURVEY plus plans extended to August 31, 2021

Hi there,

In light of the ongoing COVID-19 pandemic and our commitment to support our customers, communities, and fellow Canadians during this challenging time, we are pleased to share that we are extending the expiration date of the \$0 plans provided to your organization earlier this year as part of our Mobility for Good COVID-19 emergency response program to **August 31, 2021**.

In preparation for the service turndown starting September 1, 2021, we invite a representative from your organization to respond to a [brief survey](#). The responses will help us anticipate the number of phone plans your organization or the individual recipients will want to transition to become TELUS pre-paid accounts. It should only take a few minutes of your time and we thank you in advance for your support.

Please be assured that regardless of any intention to take over the plan, the devices TELUS provided to your organization and/or the individual recipients do not have to be returned.

## **Your options post August 31, 2021:**

Your organization (or the end user using the service) will be given the opportunity to take over the assigned phone number(s) upon expiry of the \$0 plans. We will contact you in the coming months with the transition options, and encourage you to explore our TELUS prepaid plans at [www.telus.com/prepaid](http://www.telus.com/prepaid).

## **A reminder that TELUS call centres and retail stores remain unable to support with troubleshooting**

If issues do arise, we ask that your organization helps the end-user troubleshoot. Please note, many issues can be resolved by restarting the device, removing and reinserting the SIM card several times, or by restoring the device to its factory settings.

If you are unable to resolve the issue, please email [ConnectingForGood@telus.com](mailto:ConnectingForGood@telus.com):

- Make the subject line "TROUBLESHOOTING - Mobility for Good Support"
- Provide your organization's name
- Provide the phone number and 19-digit SIM card number in question
- Explain the issue you're having with the SIM Card/Plan/device

Lastly, please note that given the significant demand for our Mobility for Good COVID-19 emergency response program, our inventory is fully depleted and we are unable to accommodate additional requests for free devices or \$0 plans. We are pleased to share that as

part of this program we have donated over 14,000 devices and plans valued at \$16.2M. [Learn more](#) about our ongoing efforts to help Canadians stay connected during the pandemic.

Thank you for your continued partnership and efforts to support marginalized Canadians.