



TELUS Mobility for Good COVID-19 Emergency

Response plans potentially impacted by Manitoba prepaid network coverage

Hi there,

We are reaching to all Winnipeg, MB-based organizations that were provided with \$0 voice and data plans as part of COVID-19 pandemic emergency support services, to make light of network changes that could affect the recipients of mobile phones.

As of March 16, 2021, our Prepaid network in Manitoba will be changing, and select areas of Winnipeg and Brandon may experience reduced calling coverage with certain mobile smartphone devices. The LTE network, data speeds, and the device's ability to access nearby Wi-Fi signals will remain unaffected, however the reduction in HSPA (High Speed Packet Access) coverage may affect the calling experience with the mobile phone plans you were provided with, especially when indoors. This is a TELUS wide change that may potentially impact many prepaid account holders, and not just those gifted devices/plans through the Mobility for Good COVID Emergency Response program.

All Mobility for Good COVID-19 emergency response plans will remain activated through June 30, 2021. In the coming months, we will be reaching out to all \$0 talk/text/data plan recipient organizations to provide options for consideration upon expiry. In the meantime, we encourage you to begin considering how you would like to proceed and invite you to explore TELUS prepaid plans that are available to you at www.telus.com/prepaid. All tablets or smartphones gifted from TELUS as part of this program are not expected to be returned.

TELUS call centres and retail stores cannot support troubleshooting

For more information on the network changes above, or if recipients start experiencing significant issues (aside from what is expected), we ask that your organization email us on their behalf at 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

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 14,000 devices and plans valued at \$9M. [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.

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