

TELUS response to COVID-19



Keeping our customers and team members safe, informed and connected is our top priority. As we have been recognized as an essential service, here is what we are doing to protect and support you. In response to the evolving COVID-19 crisis, we want to assure you that you will still be able to get in touch with family and friends.

- We are postponing all disconnection dates until further notice.
- Offering flexible payment options for consumers who have been financially affected by the crisis.
- Waiving home internet overage charges for customers without unlimited data plans until April 30.

We continue to actively monitor the situation and will take steps to best meet the connectivity requirements of Canadians, including essential capacity required by public authorities.

Manage your account online

Due to higher than normal call volumes, we recommend that you manage your account online by logging into My TELUS or using the My TELUS app to:

- View and pay your bills.
- Monitor your usage.
- Manage your products and services.
- **VIP Customer Call Centre 1-866-667-9749 or 310-3343.**
- **Percentage Based Renewals** – as call center wait times have seen an increase, all current customers may renew their percentage based discounts online; telus.com/mdulead

Babylon by TELUS Health

- Our innovative virtual healthcare app lets you access healthcare services from your smartphone. Using it helps relieve the stress on our overburdened healthcare system while reducing your risk of contracting or spreading COVID-19.
- You can video chat directly with a doctor and use the Symptom Checker to receive a suggested course of action.

Fraud Alert

- There have been reports of various scam calls relating to COVID-19, where calls are spoofed to appear to be coming from Service Canada. In many cases, call recipients are being told that they have been reported to be in contact with a person confirmed to have COVID-19. The recipient is then asked for their address and social insurance number. Canadians who receive these calls can help stop them by reporting them to the RCMP Anti-Fraud Centre at antifraudcentre-centreantifraude.ca or at **1-888-495-8501**. If the caller tries to convince you that they are calling from TELUS, report the call to the TELUS Fraud team at fraud@telus.com so the incident can be logged and investigated.

Please visit telus.com/covid19 for the most up-to-date information on how we're supporting our customers, communities and team members during this challenging time.

