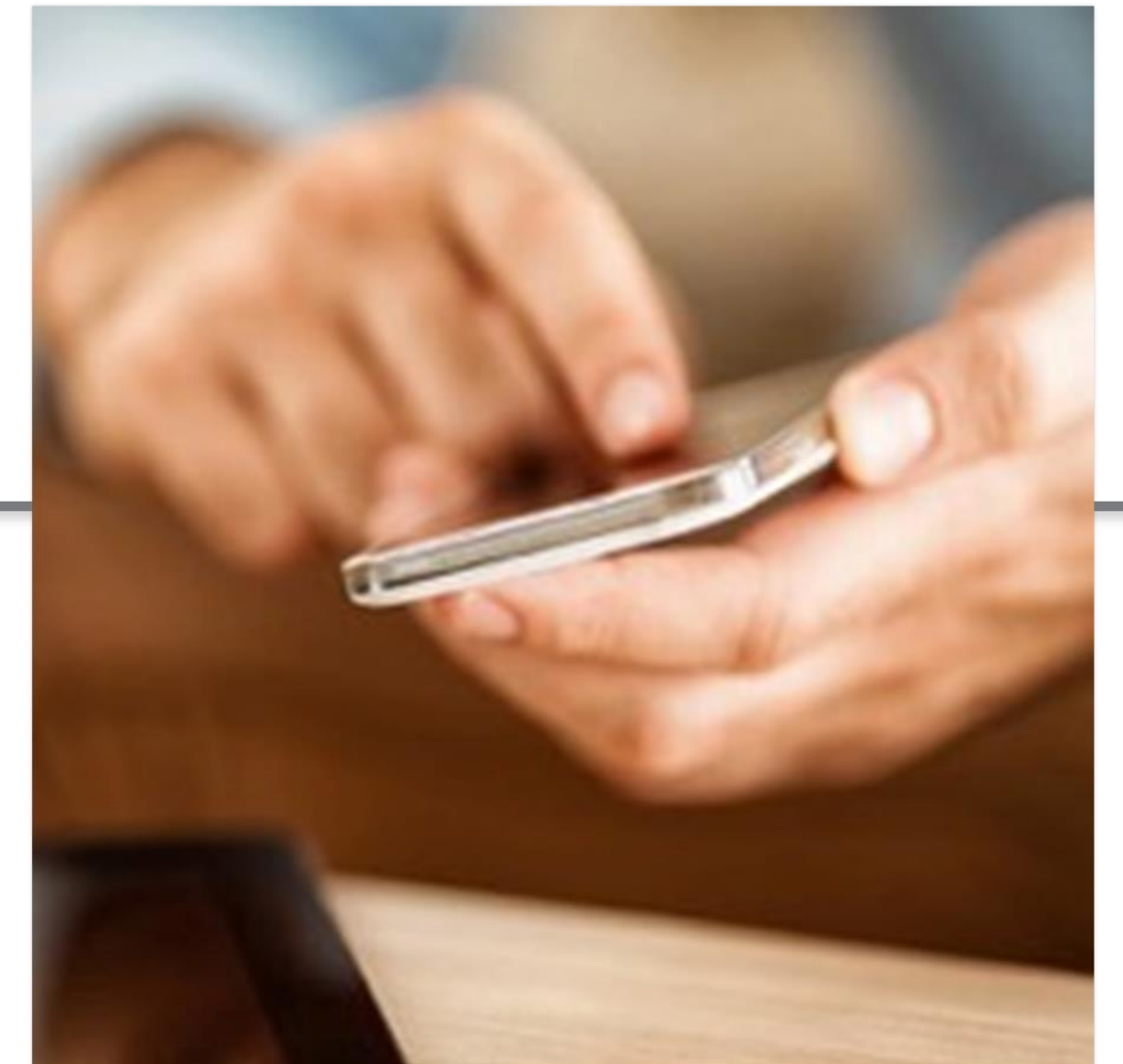
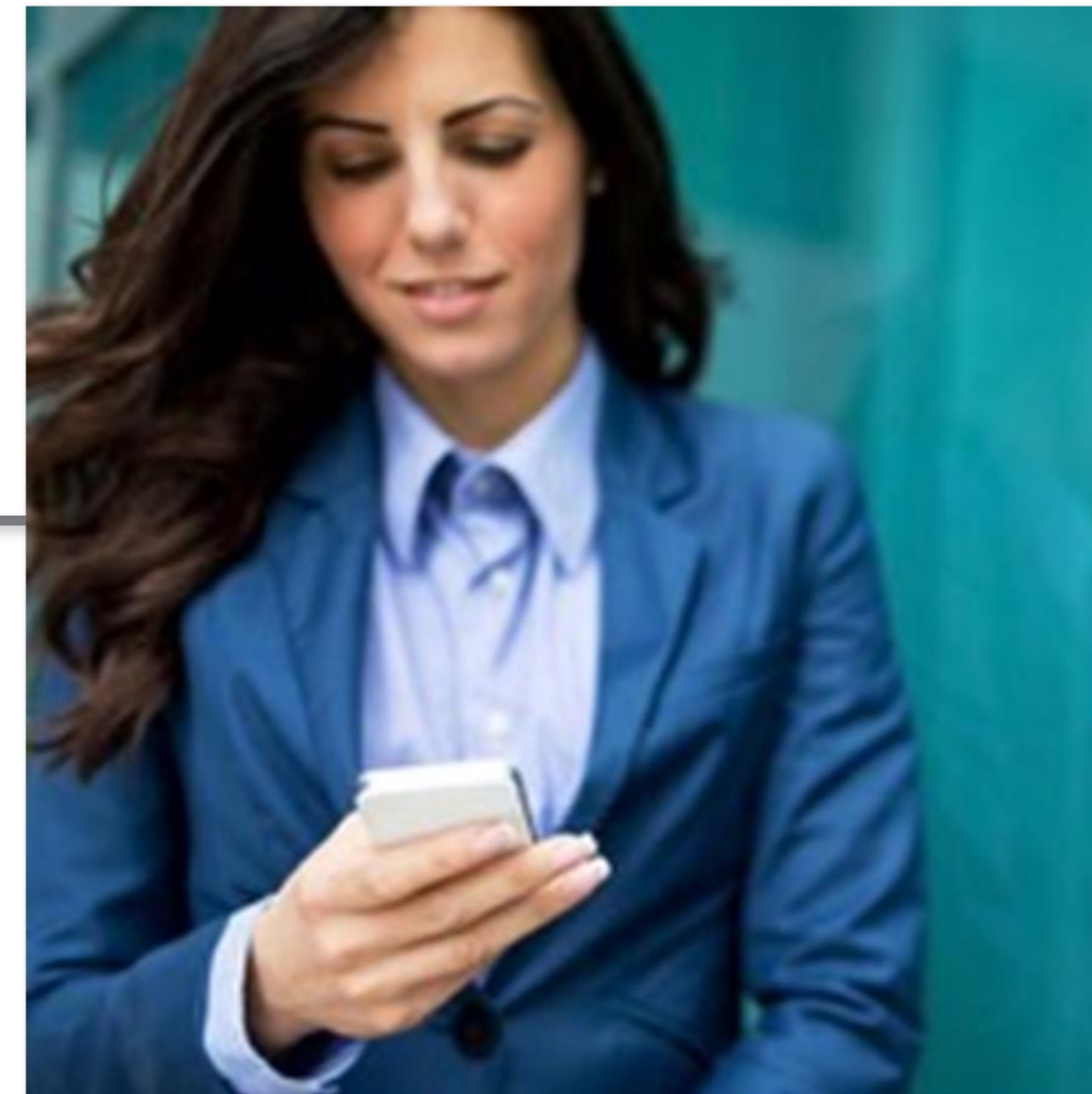
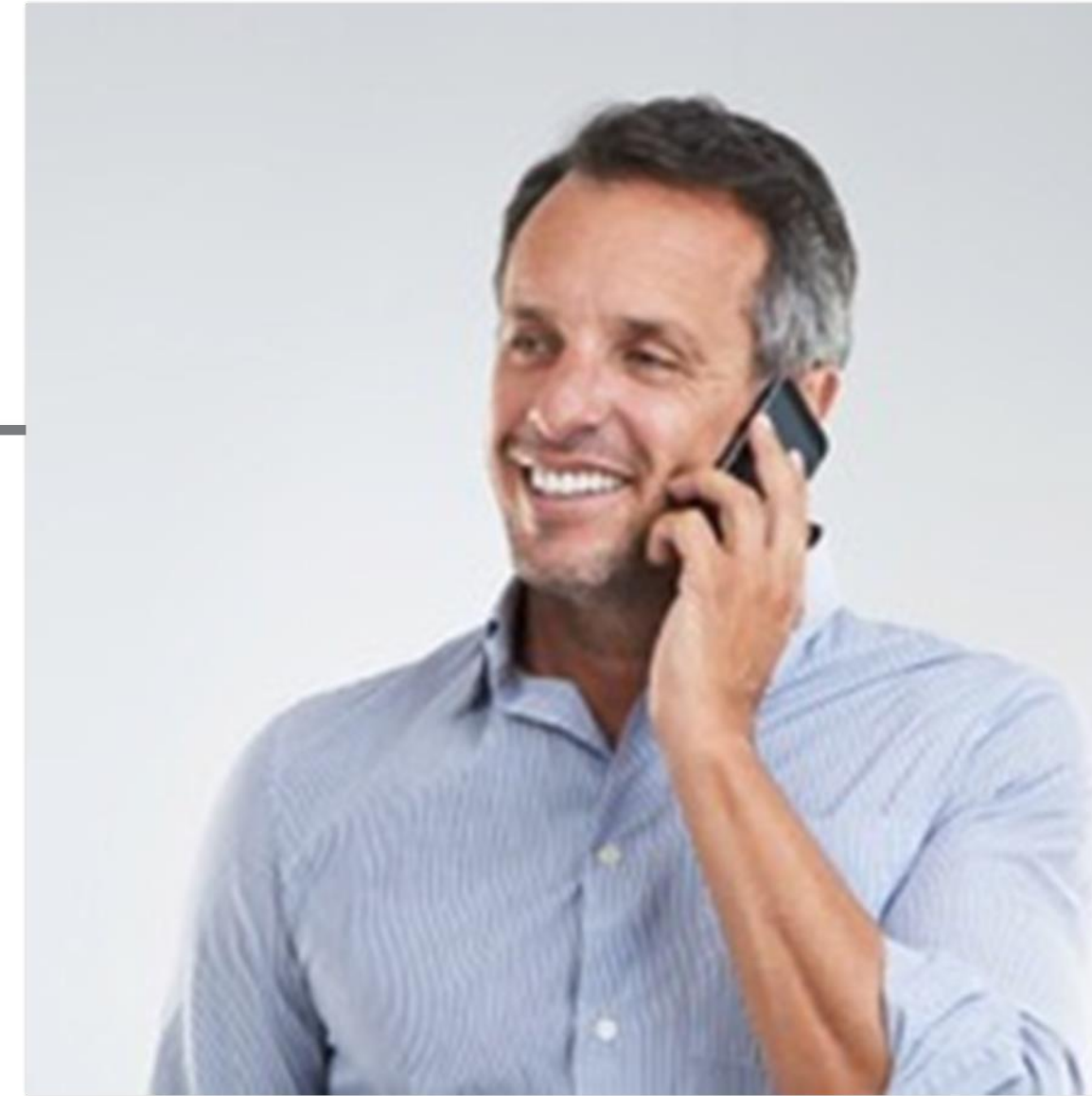


Canada Wireless



Market Opportunity

- Canada has over **29 million** wireless subscribers. **79%** of all wireless subscribers are Post Paid Customers and **21%** are Pre-Paid Customers
- Telus is one of the **top 3** wireless carriers with over **28.9%** of the market
- A 2014 study showed that **55%** of Canadians owned a smartphone. In 2015 the penetration rate grew to **68%**, representing a year-over-year growth of **24%**.
- Since 2008 the average wireless price has decreased by 22%
- As of summer 2015, the amount of spectrum available to provide mobile services to consumers has grown by almost 60 percent, allowing Canadians and their families to benefit from the latest technologies and world-class services.



Source: Average price of wireless services in Canada, *Wall Communications Report*, 2014

Why TELUS?

- **Latest Greatest Devices** - find the phone that's right for you, including an iPhone!
- **Great Network** - Our state-of-the-art 4G network is now faster with Canada's most advanced LTE technology. Get our very best speeds available for your device no matter where you are.
- **TELUS Your Choice Plans** - Choose the phone you want and the amounts of voice and data you need. Your Choice lets you create a custom mobile phone plan with flexibility and savings for you, or your entire family.
- **Best of the Internet** - access to the apps and services you love the most

Target Market

Wireless Service

- Canadian Post Paid Residential Customers
- The value conscious consumer who is looking for the latest smart phone at the best price on the market!
- We offer international roaming with talk & text in over 200 countries, and email and web in over 100 countries.

Renewals & Upgrades

- Current post-paid TELUS customers, regardless of their originating dealer

TELUS 4G Network

Canada's Fastest Coast-to-coast Network

- TELUS 4G LTE Advanced network at speeds up to 225 Mbps (manufacturer's rated peak download speed, average expected speeds from 12-65 Mbps) in more places in Canada
- Covers 95% of Canadian population
- Surf, download files and tether at lightning-fast speeds
- Faster download and upload speeds letting customers download files, upload pictures and status updates on their favorite sites, and stream content, even quicker than before
- Enhanced experience and quicker responsiveness for interactive applications like multi-player gaming, rich multi-media communications and remote presentations
- Richer experience using interactive video applications such as Skype, Google Talk, etc. to chat with friends and family

Devices

The Latest and Greatest

- iPhone – Phones like: iPhone 6s, iPhone 5s
- Premium Smartphone – Phones like: HTC One M9, Samsung Galaxy S6/S6 edge
- Smartphone – Phones like: iPhone 5c, BlackBerry Leap, Moto X



Samsung Galaxy S6

Apple iPhone 6S

Apple iPhone 6

Apple iPhone 5c

LG G3

Mobile Internet Devices

High Speed Internet On-The-Go

- Access the Internet wherever there is coverage on the TELUS 4G LTE Network
- Simply plug the Smart Hub into a power outlet, connect to the TELUS 4G LTE network and share your Internet access with up to 32 Wi-Fi enabled devices. Plus, you can also plug a landline phone into this Smart Hub and make phone calls.
- Simply plug the Key into your laptop to quickly and reliably download large files, stream videos, or keep up with your social network without the hassle of locating a Wi-Fi network.
- Perfect for Travelers, Commuters, and Small Business Owners



Voice Plans

TELUS Voice Plans Include:

- The flexibility to choose your voice and data
- Unlimited nationwide text, picture and video messaging
- Free evenings and weekends after 6 pm
- National family to family calling
- Voice Mail 25, call display, call waiting and conference calling
- Savings when you share data among family members and devices



Your Choice Plans

TELUS Your Choice Plans Include:

Choose the phone you want and the amounts of voice and data (from 500 MB to 10 GB) you need. Your Choice lets you create a custom mobile phone plan with flexibility and savings for you, or your entire family.

- Unlimited nationwide text, picture and video messaging
- Voice Mail 25, call display, call waiting and conference calling
- Unlimited family calling
- The option to share data with up to 5 devices

Data Add-Ons

TELUS Voice Plans Include:

- Personal Email
- Web and Mobile Applications
- Data Flex keeps your bill in check & avoid overage fees
- Data Flex automatically adjusts your usage each month

<input type="radio"/> Data Lite Flex 15+	\$15 / month	+ Show Details
<input type="radio"/> Data Flex Add-on 35+	\$35 / month	+ Show Details
<input type="radio"/> Data 35	\$35 / month	+ Show Details
<input type="radio"/> Data 60	\$60 / month	+ Show Details
<input type="radio"/> BlackBerry® Social 10	\$10 / month	+ Show Details
<input type="radio"/> BlackBerry® Email & IM 15	\$15 / month	+ Show Details

How to Order

ONLINE ONLY at your ACN
DIRECT ONLINE STORE

TELUS Wireless [Shop Now](#)

Get The Latest Smartphones From TELUS Wireless, One Of The Top Canadian Providers

[→ Shop Now!](#)

Samsung Galaxy S6 Apple iPhone 6S Apple iPhone 6 Apple iPhone 5c LG G3

TELUS

TELUS Wireless [Shop Now](#)

- Latest and Greatest Devices - find the phone that's right for you
- Best of the Internet - access to the apps and services you love the most
- Canada's fastest coast-to-coast 4G network
- Clear and Simple Pricing - no extra monthly fees

Select a Device

Home | Phones | Mobile Internet | Plans | Add-Ons | Renewals | Français | English

1 Choose a device

The first step in taking up one of our great offers is selecting a device.

[View Phones ▶](#)
[View Mobile Internet Devices ▶](#)

2 Select a plan

Coverage | Log In | Province: ON | Cart: 0 items

TELUS® ACN

Home | **Phones** | Mobile Internet | Plans | Add-Ons | Renewals | Français | English

iPhone | Premium Smartphone | Smartphone




Phones

iPhone | Premium Smartphone | Smartphone

Home | Coverage | Web store policy | FAQ | Security | Contact

Home | Coverage | Web store policy | FAQ | Security | Contact

Select a Plan

Coverage | Log In | Province: ON  Cart: 1 item

Home | Phones | Mobile Internet | **Plans** | Add-Ons | Renewals Français | English

Your Choice plans | Mobile Internet plans

Your Choice

Enjoy the freedom to choose your type of voice minutes and your amount of data.

Your Choice comes with

- The flexibility to choose your voice and data¹
- Unlimited nationwide text, picture and video messaging²
- Free evenings and weekends after 6pm
- National family to family calling³
- Voice Mail 25, call display, call waiting and conference calling
- Savings when you share data among family members and devices

Select your voice minutes

<input type="radio"/> 300 local daytime minutes	\$55 / month ⁴
<input type="radio"/> Unlimited local calling	\$60 / month ⁴
<input type="radio"/> Unlimited nationwide calling	\$65 / month ⁴

Select a Plan and Data

TELUS® ACN Coverage | Log In | Province: ON Cart: 1 item

Home | Phones | Mobile Internet | **Plans** | Add-Ons | Renewals Français | English

Your Choice plans Mobile Internet plans

Your Choice

Enjoy the freedom to choose your type of voice minutes and your amount of data.

Your Choice comes with

- The flexibility to choose your voice and data¹
- Unlimited nationwide text, picture and video messaging²
- Free evenings and weekends after 6pm
- National family to family calling³
- Voice Mail 25, call display, call waiting and conference calling
- Savings when you share data among family members and devices

Select your voice minutes

<input type="radio"/> 300 local daytime minutes	\$55 / month ⁴
<input type="radio"/> Unlimited local calling	\$60 / month ⁴
<input checked="" type="radio"/> Unlimited nationwide calling	\$65 / month ⁴

Select your data

<input type="radio"/> 1 GB data	\$25 / month ⁵
<input type="radio"/> 2.5 GB data	\$35 / month ⁵
<input type="radio"/> 4 GB data	\$45 / month ⁵
<input checked="" type="radio"/> 7 GB data	\$65 / month ⁵
<input type="radio"/> 10 GB data	\$85 / month ⁵

Voice		Data		Monthly total
\$65 / month	+	\$65 / month	=	\$130 / month ^{4, 5}

[Add plan to cart](#)

Transferring Phone Numbers

- You will be asked to provide your current carrier's Wireless Number & Account Number
- After you receive your device, to complete activation process, you must:

Contact ACN TELUS 866-295-0124

Monday – Friday 9 am to 5 pm (EST)

The screenshot shows the ACN TELUS website interface. At the top, there are logos for TELUS and ACN, along with links for Coverage, Log In, and a shopping cart icon showing 2 items. A navigation bar includes Home, Phones, Mobile Internet, Plans, Add-Ons, and Renewals, with language options for Français and English.

The main content area features a table with the following data:

Product name	Due monthly	Due now	Added to your next bill
iPhone 6s 16GB (Space Grey)	\$0.00	\$915.00	
Your Choice (2 yr contract) - Unlimited nationwide calling - 7 GB data	\$130.00	-\$515.00	
TELUS V3 Nano SIM	\$0.00	\$15.00	
Subtotals	\$130.00	\$415.00	
Shipping		FREE	
Taxes HST	\$16.90	\$53.95	\$0.00
Totals	\$146.90 due monthly	\$468.95 due now	\$0.00 added to your next bill

Below the table is a link to "X Clear Cart".

The next section is a form for "Your phone number" with the following text: "We will create a new number for you, however, you can transfer your existing number from another carrier - as long as it's eligible for transfer." There are two radio button options: "No, I don't want to transfer a number" (selected) and "Yes, I want to transfer my number".

At the bottom right of the form area is a "Continue to checkout" button.

The footer contains links for Home, Coverage, Web store policy, FAQ, Security, and Contact, along with the text "Wireless Code Checklist ©2016 TELUS Communications Company".

Check Out

- Review Order and Select Check Out
- Agree to Service Terms

The image shows two overlapping screenshots from a TELUS website. The background screenshot is a shopping cart page titled "Shopping cart" with a close button. It lists items for "Device 1": 1 iPhone 6s 16GB (Space Grey) (2 year) for \$400.00, 2 Plan: Your Choice - Unlimited nationwide calling - 7 GB data for \$130.00/month, 3 Add-ons: Choose add-ons (Optional), and 4 Accessories: Add accessories (Optional). A purple "Checkout" button is visible, along with a note: "Note: FREE shipping on all phone orders. *Applicable taxes will be estimated upon checkout. *\$5 shipping applied to accessory orders under \$30".

The foreground screenshot is a "Legal Stuff" page. It features the TELUS and ACN logos, navigation links (Home, Phones, Mobile Internet, Plans, Add-Ons, Renewals), and language options (Français | English). The page title is "Legal Stuff" and it states: "We need you to agree to the Service Terms before we establish your account." A scrollable box titled "Service Terms for Rate Plans" contains two sections: "1. This Agreement" and "2. Charges and Payment". Below the scrollable box is a checkbox labeled "I agree to these Service Terms for Rate Plans." which is checked. A purple "Continue to checkout" button is at the bottom right. The footer includes links for Home, Coverage, Web store policy, FAQ, Security, and Contact, along with "Wireless Code Checklist" and "©2016 TELUS Communications Company".

Personal and Payment Information

- Only Canadian credit cards with associated billing address
- Only one order per credit card for a 24 hr period
- Account name must match the name on the credit card used for payment
- Print confirmation page
- TELUS Mobility conducts the credit check for your wireless account and has sole authority to approve the service. All customers who require deposits will be notified via email.
- Deposits are collected by the ACN Wireless support team. Payment can be made with a major credit card or through Western Union. The credit card used must be a Canadian credit card with a Canadian bill-to address.

Step 1 : Personal Information

Billing information (must match payment card)

First name
 Last name
 Apt/Suite # (optional)
 Street # Street name
 City
 Province: Ontario
 Postal code
 Email address (We'll email you your receipt and shipping notification)
 Phone (We'll contact you only about delivery or preorder notifications)

Shipping information (ships to Canada only)

Ship to my billing address
 Use a different address for shipping

Do you want to add your new device(s) to an existing TELUS mobility account?

Yes, add this to my existing mobility account and bill
 No, I need a new TELUS account

Promotion Code (Optional)

If you have a promotion code enter it here. Please use capital letters. The promotion code will be applied on the next screen.

Step 2 : Payment Information

Bill and ship to:
 Test test
 123 test street
 test, ON
 L4T3B4
 (704) 260 - 3000
 lwise@acninc.com
 Edit address

Product name	Due monthly	Due now	Added to your next bill
iPhone 6s 16GB (Space Grey)	\$0.00	\$915.00	
Your Choice (2 yr contract) - Unlimited nationwide calling - 7 GB data	\$130.00	-\$515.00	
TELUS V3 Nano SIM	\$0.00	\$15.00	
Summary paper bill	\$0.00		
Subtotals	\$130.00	\$415.00	
Shipping		FREE	
Taxes HST	\$16.90	\$53.95	\$0.00
Totals	\$146.90 due monthly	\$468.95 due now	\$0.00 added to your next bill

Payment information

Select payment method: Visa
 Name on card
 Payment card number (no spaces)
 Expiry date: 01/2016
 Security code (a 3 or 4 digit number printed on your card)

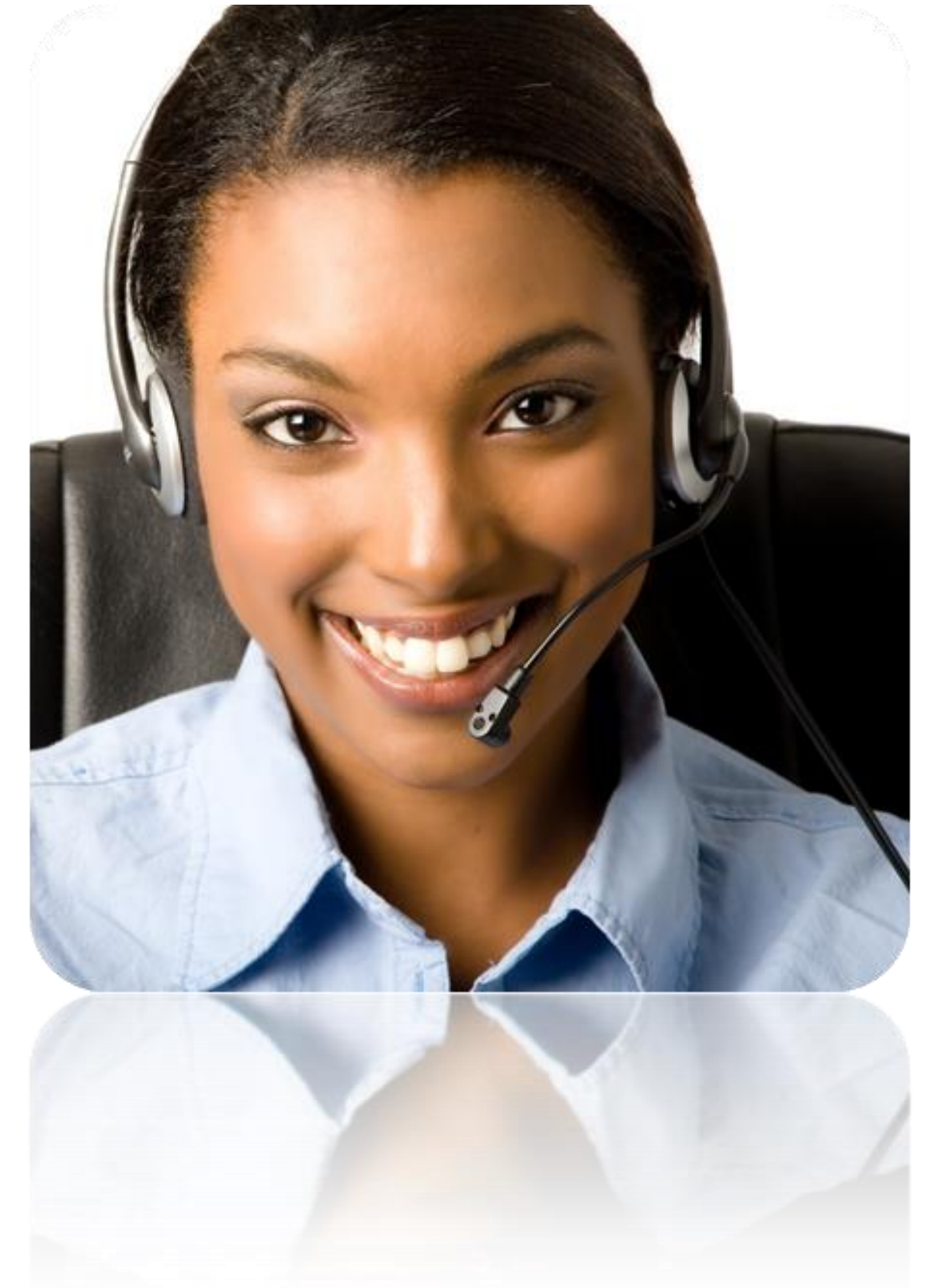
Process payment

Wireless Code Checklist © 2016 TELUS Communications Company

Setting Expectations

ID Verification Process

- If TELUS Mobility cannot verify the identity of the customer placing the order, the ACN IBO will receive notice that your customer's identity hasn't been verified
- You then will need to retrieve the IBO Verification Form from your IBO Back Office for your customer to fill out
- The form will then need to be returned to ACN Telus Customer Service by you, as the ACN IBO



Setting Expectations

Emails to Customers

- Customers will receive an **Order Confirmation Email** within 24 hours after an order is placed
- A **Shipping Confirmation Email** will be sent to notify you that your order has been shipped
- After order, device is shipped within 3-5 days

Customers must provide their correct email address!



The screenshot shows a TELUS order confirmation email. The header includes the TELUS logo and the tagline "the future is friendly". The main content is titled "Order details" and includes a greeting to Aaron Bridges, a thank you message, and shipping information. A table lists the order items: an Apple iPhone 4 (3-year term) for \$49.00, a Promo Voice and Data Lite 50+ plan for \$50.00, and three welcome items (letter, sticker, SIM card) for free. A summary table at the bottom shows the total amount paid now as \$51.45. The right side of the email provides billing and shipping details, including addresses and contact information.

TELUS
the future is friendly™

Order details

Hello Aaron Bridges,

Thank you for choosing TELUS.

Your order will be couriered within 3 to 5 business days. We'll send you another email containing your tracking number when your order is shipped.

Please note that we perform a credit check. If we require additional information, we'll email you.

Order number: 2012032122342601236

Order placed March 21, 2012 @ 10:34:30 PM EST.

	Due monthly	Paid now
1 Apple iPhone 4 8GB - 3 year term		\$ 49.00
Promo Voice and Data Lite 50+	\$ 50.00	
1 Welcome Letter		FREE
1 Welcome Sticker		FREE
1 TELUS V3 Micro SIM Card		FREE

On your first monthly bill:

Promo Voice and Data Lite 50+ rate plan	\$ 50.00
One time activation fee	\$35.00

*readline your first bill

Billing & shipping details

Total paid now (CAD) \$51.45

Billing address
Aaron R. Bridges
947 Blackwell Way S.W.
Edmonton, AB
T6W1A9

Shipping address
Aaron Bridges
1723 Quince Street W
Edmonton, AB
T6W0W4

Method of Billing
eBill - receive electronic billing (\$0.00)

Special shipping instructions
none

Contact

If you have any questions about your order, email telusorders@acninc.com or call 1-866-295-0124

Who to Call

Questions Regarding:

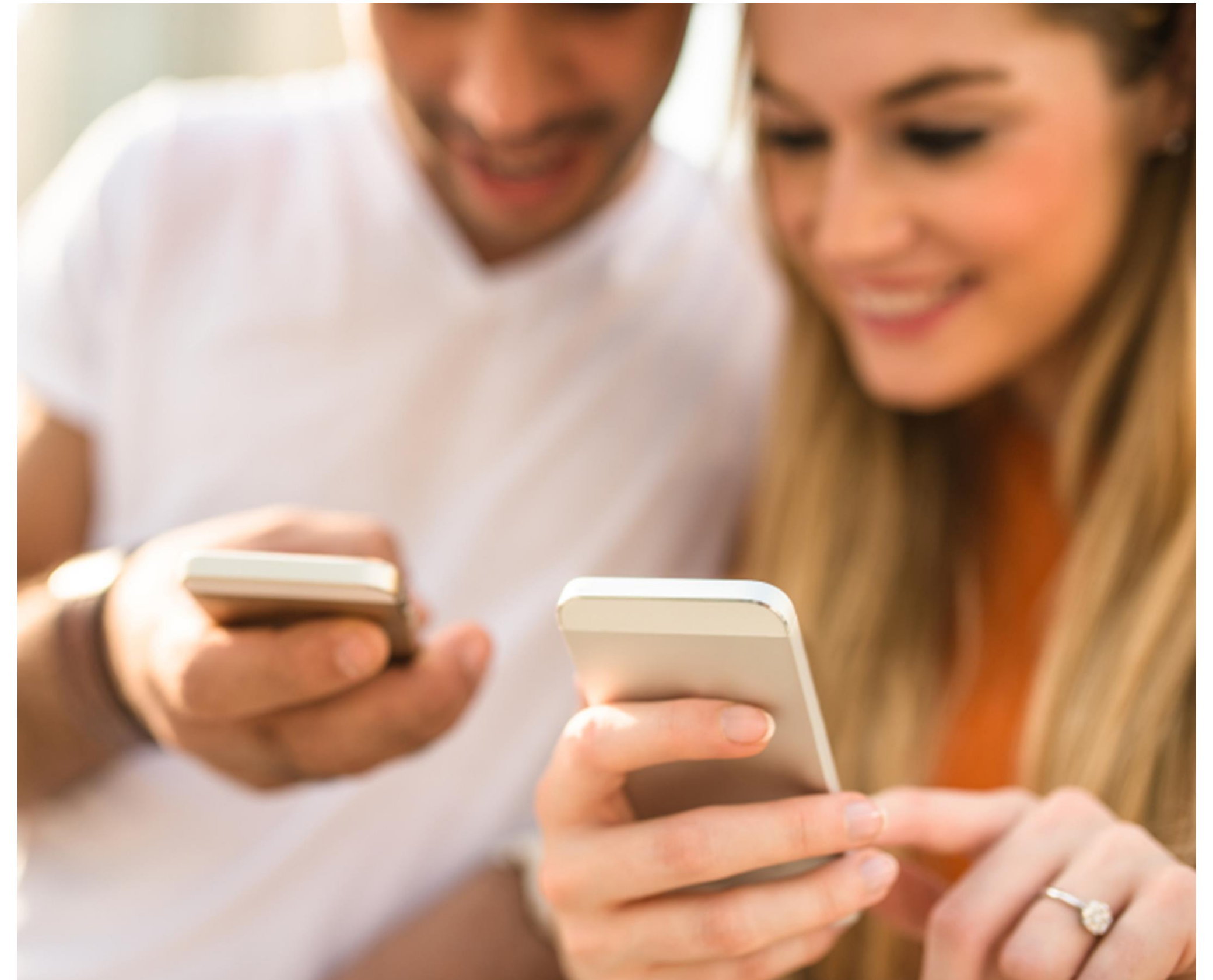
- Order Status
- Activating a New Phone
- Deposit questions
- Returns/Exchanges within 30 days of Activation

**Contact ACN Telus at 866-295-0124
Mon. – Fri 9 am – 5 pm EST**

Questions Regarding:

- Device Assistance
- Assistance Regarding my Wireless Phone Bill

**Contact Telus Client Care
at 866-558-2273**



Renewals & Upgrades

What is a renewal?

A renewal means you are agreeing to a new 2 or 3 year contract and obtaining a new device.

You are eligible for a renewal if:

- You are on a 3 year contract and have 4 months or less remaining
- You are on a 2 year contract and have 3 months or less remaining

What is an upgrade?

Customers outside of the renewal period described above can upgrade their device at anytime during their contract by paying off the device balance. Check your device balance by viewing page three of your latest TELUS Mobility bill or by logging into your TELUS Mobility online account. **Please make sure you revisit the ACN TELUS Webstore to complete your upgrade.**

Renewals & Upgrades

Eligibility Requirements:

You must meet the following criteria to be eligible for the Clear and Simple Device Upgrades program.

- You have a TELUS Postpaid account
- You are not upgrading for a second time during the first six months of your contract
- You are credit qualified
- You are not on the Credit Limit Program
- You are up to date with payments to your account

To view your current Device Balance, refer to your latest invoice, or log in to your TELUS Mobility account and view your e.Bill. **Please make sure you revisit the ACN TELUS Webstore to complete your upgrade.**

NOTE: The Device Balance fee may be waived if you are at or near the end of your contract.

How to Renew/Upgrade

Qualified Customers Will:

Step 1 — Calculate your upgrade fee. (If you're within your renewal period skip to Step 2)

- Check your device upgrade fee: log into your TELUS Mobility account. Or view page 3 of your latest TELUS Mobility bill.
- Please note there may be a device upgrade fee associated with an early upgrade. This fee will be added to your next bill.
- Please make sure you revisit the ACN TELUS Webstore to complete your upgrade .

Step 2 — Select a new device

- Go to phones or mobile Internet, select your device and add it to your cart via the Upgrade device & renew contract tab.

Step 3 — Select a rate plan for your upgrade

- You can select a new plan or keep your existing plan. Some rules apply when keeping your existing plan. Learn more about plan compatibility.

Step 4 — Checkout

- During checkout you will enter your account info and identify the phone number you are renewing.
- You'll need your account number and account PIN. Your account number is found at the top of your TELUS Mobility bill.

Device Balance

Your Device Balance is the fee you're required to pay if you want to upgrade your device prior to the renewal eligibility period.

The Device Balance fee is based on two factors.

- The number of months remaining on your current contract
- The discount you originally received on your current device

TELUS discounts the cost of your device when you sign a contract. The discount amount becomes your Device Balance. Over the length of your contract, TELUS automatically reduces your Device Balance each month by a set amount. This "monthly credit" is equal to your original device discount divided by the number of months in your contract. At the end of your contract the Device Balance is \$0.

Check your Device Balance by viewing page three of your latest TELUS Mobility bill or you can also check the upgrade fee by logging in to your account to view detailed Device Balance billing. Please make sure you revisit the ACN TELUS Webstore to complete your upgrade.

NOTE: The Device Balance fee may be waived if you are at or near the end of your contract. (If you are on a 3 year contract and have 4 months or less remaining or if you are on a 2 year contract and have 3 months or less remaining.)

What you need to know

- Your upgrade options are determined by when you signed or renewed your contract:
- If you don't know when you signed your contract, log in to your account to obtain up to date contract information. Please make sure you revisit the ACN TELUS Webstore to complete your upgrade.

Check Point

An email will be sent to the customer with the device upgrade fee and they are asked to respond if they agree. If there is no response after 7 days...

- A call will be placed to the customer from TELUS Activation team letting them know the Early Device Upgrade fee
- Customer will not be charged the “upgrade” fee until they speak with Customer Service and give their approval to proceed. **The order will not proceed until upgrade fee is approved by the customer and order is voided if no response is received 7 days after initial call.**
- After order, device is shipped within 3-5 days
- Customer must call into Customer Service to activate the device - they will not lose service



Ordering – Renewals/Upgrades

- Select the Renewals option
- Select Shop for Phones
- Choose Upgrade device & renew contract

The image displays two screenshots of the TELUS ACN website. The left screenshot shows the 'Renewals & anytime upgrades' page. The right screenshot shows the 'iPhone 6s 16GB' product page.

Renewals & anytime upgrades page:

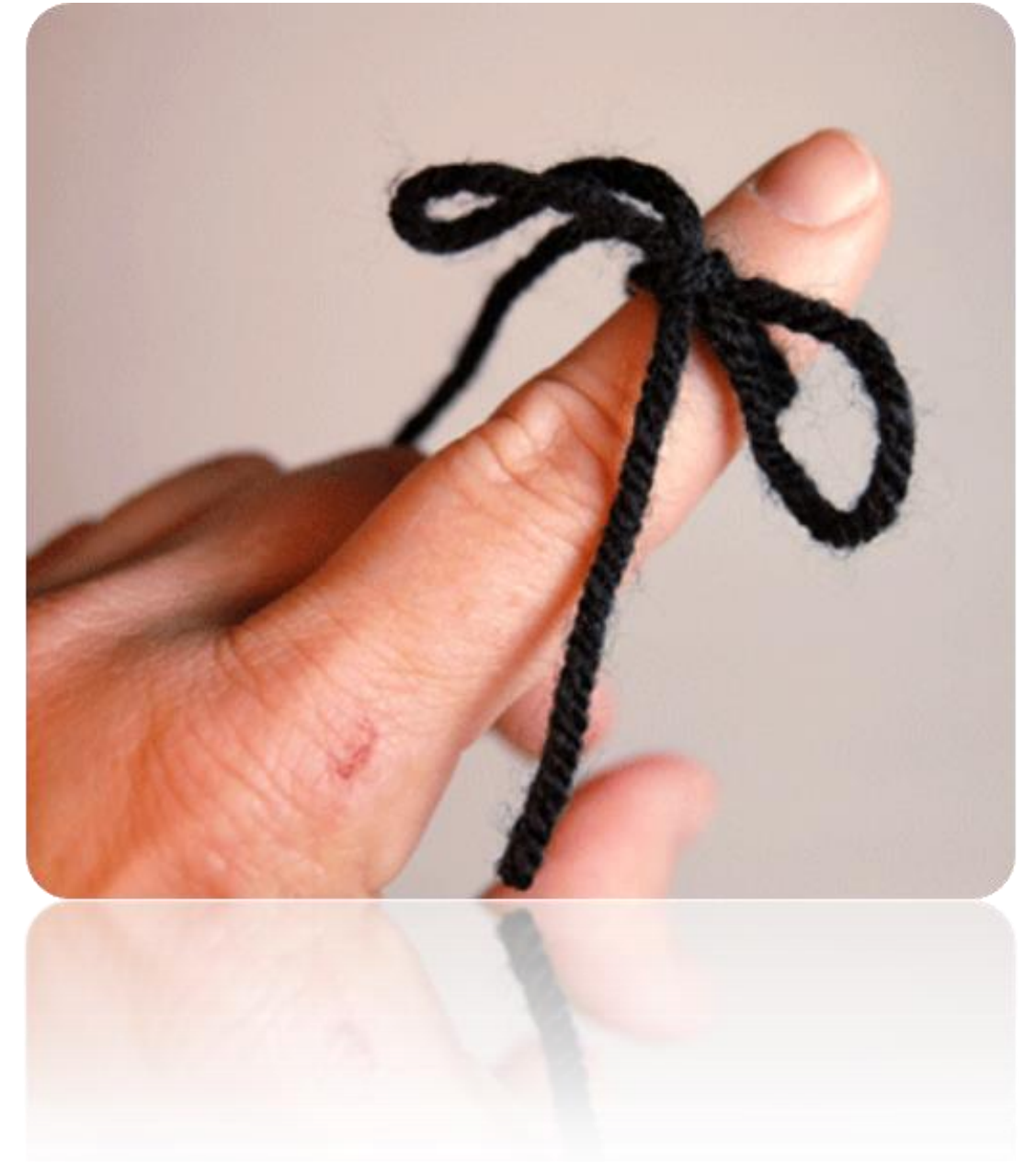
- Navigation: Home, Phones, Mobile Internet, Plans, Add-Ons, **Renewals**
- Text: Existing TELUS Mobility clients can renew or upgrade their current device through ACN!
- Tabs: **Overview**, Eligibility, How to renew / upgrade, Extra fees, Plan compatibility
- Section: **What is a renewal?**
A renewal means you are agreeing to a new 2 or 3 year contract and obtaining a new device.
You are eligible for a renewal if:
 - You are on a 3 year contract and have 4 months or less remaining
 - You are on a 2 year contract and have 3 months or less remaining
- Section: **What is an upgrade?**
Customers outside of the renewal period described above can upgrade their device at anytime during the device balance. Check your device balance by viewing page three of your latest TELUS Mobility... TELUS Mobility online account. Please make sure you revisit the ACN TELUS Webstore to co...
- Buttons: **Shop for phones**, **Shop for mobile Internet**
- Footer: Home | Coverage | Web store policy | FAQ | Security | Contact | Wireless Code Checklist

iPhone 6s 16GB product page:

- Navigation: Home, **Phones**, Mobile Internet, Plans, Add-Ons, Renewals
- Sub-navigation: iPhone, Premium Smartphone, Smartphone
- Product Name: **iPhone 6s 16GB**
- Image: iPhone 6s 16GB smartphone
- Text: With 3D Touch, Live Photos, 7000 series aluminum, A9 chip, advanced cameras, 4.7-inch Retina HD display and so much more, you'll see how with iPhone 6s the only thing that's changed is everything.
- Alert: Limited stock available, please allow 3-5 days for delivery
- Section: **Features**
 - 4.7-inch (diagonal) Retina HD display with 1334-by-750 resolution
 - 3D Touch
 - A9 chip with integrated M9 motion coprocessor
 - 12-megapixel iSight camera with Focus Pixels, True Tone flash and Live Photos
 - 4K video recording at 30 fps and slo-mo video recording for 1080p at 120 fps
 - 5MP FaceTime HD camera with Retina Flash
 - Second-generation Touch ID
 - LTE Advanced¹ and 802.11a/b/g/n/ac and Wi-Fi with MIMO
 - iOS 9 and iCloud
 - Available in silver, gold, space grey or rose gold
- Text: Please pick the option that best suits you
- Options: **Upgrade device & renew contract** (selected), New Activation
- Text: You cannot add a device upgrade to a cart that already contains a new activation. To order a device upgrade, either clear your cart, or first complete the order for your new activation. Remember that shipping is always free!
- Button: **View your cart**

Key Ordering Reminders

- You cannot add a device upgrade to a cart that already contains a new activation
- When ordering a new device or renewing/upgrading you must pick a device plan that is compatible with your new chosen device. Please be aware, that if your plan is not compatible with the phone (\$50.00 Spend commitment, CDMA to HSPA, etc) you will be notified to change your plan to an applicable plan



Frequently Asked Questions

If I am renewing my contract or upgrading my device, can I keep my current rate plan?

This will depend on what you have ordered. The ACN TELUS Webstore smartphone promotional prices require a rate plan and / or feature combination of \$50 or more. If your current plan meets these criteria you can keep your existing plan. If your current plan does not meet these criteria or is not compatible with the HSPA network, a TELUS Webstore representative will contact you to recommend a plan which will suit your needs

If I am renewing my contract or upgrading my device, can I keep my current features?

This will depend on what you have ordered. When placing the order through the ACN TELUS Webstore, you will be required to select a new rate plan if you are selecting a smartphone or HSPA device for the first time. In some instances, the new rate plan you select may not be compatible with your current features, especially if they are expired or grandfathered features. If the features on your account are not compatible with your device and rate plan, a Webstore representative will contact you to recommend a feature which will suit your needs.

Is there a contract or Early Termination Fee?

Yes, Telus requires a 2 year commitment. The Early Termination fee is typically the greater of \$100 or \$20 per month for the remainder of the contract. You should reference your contract or contact your existing carrier for the exact amount and terms of your Early Termination Fee.

Frequently Asked Questions

What is the refund policy? Does 30-day Money Back Guarantee apply?

The 30-day Money Back Guarantee applies to current PCS phones and Mobile Internet Devices sold through the ACN TELUS Webstore. The phone can be returned at any time within 30 days for a full refund, however no refunds are applicable to the actual service. In addition, returns are not accepted on any phone accessories. Early termination fees may apply.

What is the warranty?

There is a one year full manufacturers' warranty on all phones. Refer to the phone's warranty card for specifications and exclusions. Certified Pre Owned devices have a 90 day warranty (Refurbished).

Add to Existing Account?

Clients have the option to add a device to their existing account. They simply enter their account information and by doing so will bypass an additional credit check and will also reduce order processing time as we will not need to follow up with the client.

Visit the ACN Telus section of MyACNCanada.CA for additional FAQs