



You have received your new Telus phone! Please carefully read the following information below and follow the instructions to successfully complete the activation.

Your new Telus device will be in “Mixed Service” status until you complete the transfer process. What this means is that:

- The new TELUS handset will be able to make outgoing calls but not able to receive calls - your old handset will be completely functional during this stage
- During this stage we recommend you do not use your new TELUS handset to make 911 calls until the transfer is complete as your new TELUS handset is not able to receive verification calls if required
- Until the transfer is complete the user will be billed for both their old and new service. **It is in your best interest to complete the transfer process as quickly as possible.**

**\*\*\*PLEASE NOTE\*\*\*** You have 20 days to complete the transfer process or the activation will cancel.

#### **Activation Steps:**

1. From a Landline call 1-877 TO TELUS (1-877-868-3587) and follow voice instructions to complete the transfer request
2. For Service in English say “English”
3. Say "Finish My Transfer"
4. Say or Key-in your Phone Number
5. Transfer complete! You can now use your new phone.

If you have any questions or need assistance please do not hesitate to contact the office at 905-761-1823 or 1-866-897-7462.

Thank you for choosing Wireless Systems Solutions.

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