

## Wireless Number Portability

Please note:

- Handsets will be in "Mixed Service" status until user completes transfer request.
  - 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

**Please note that you have 5 days to process this request otherwise the migration request will have to be re-submitted.**

1. Client user must call 1-877 TO TELUS (1-877-868-3587) and follow voice instructions to complete the transfer request
  - a. Choose Language ("English" or "French")
  - b. Say "Finish My Transfer"
  - c. Say or Key-in their new TELUS Phone Number
  - d. Transfer complete!
2. When your new TELUS device is fully functional, service on your old device will automatically be deactivated by your old service provider

If you have any questions please contact WSS at 905-761-1823 or 1-866-897-7462.

**\*\*If this is a Blackberry please contact your IT Department to have the BES set up. You will need you PIN# and ESN# in order for the email to be activated. This information can be found on the Handset Box or on the back of the Handset.**