



Frequently Asked Questions

International Association of Heat and Frost Insulators and Allied Workers Union, Local 110 Blackberry Deployment

Questions Before You Sign Up

Q: Why is the Insulators Union Local 110 partnering with TELUS?

A: The Insulators Union Local 110 partnered with TELUS to provide a technically savvy and green information distribution solution. This solution leverages collective membership purchasing power to provide a cost effective email platform, reducing Union mail expenses and provide a valuable perk to the union members.

Q: Who is eligible for this offer?

A: Only Insulators Union Local 110 Journey-workers and 4th year apprentices are eligible for this offer.

Q: Where can I find information on this offering?

A: Information for this offer is available on the Insulators Union website and at the Union office.

Q: Can I sign up at a TELUS dealer for this offer?

A: No, TELUS dealers do not have access to this Union offer; this is a special offering only available directly from TELUS.

Q: How can I purchase a device without sending my credit card information to the TELUS confidential fax line mail address or email address?

A: If you are uncomfortable with sending your credit card information within the order form to the confidential TELUS fax number, mailing address or email address, TELUS can contact you directly by phone to gather these details while processing your order. To initiate this process please write, "CALL FOR CREDIT CARD NUMBER" into the credit card portion of the order form. Also, please provide a phone number that TELUS can contact you on to gather this information while processing your order.

Q: Can I transfer my number from Bell Mobility or Rogers Wireless?

A: Yes, this is what TELUS calls a port. Before switching remember to check your contract expiry with your previous carrier to avoid termination liability charges. For more information visit http://www.telusmobility.com/ab/wnp/ready_to_switch.shtml

Q: Can additional minutes be requested in addition to the 100 minutes included with the union plan?

A: Yes. The following bundles can be added to your rate plan for an additional charge. This additional charge is the responsibility of the union member. Charges are on a per month bases. Please request one of these bundles when signing up for the service.

- \$25 per month for 250 extra minutes
- \$50 per month for 500 extra minutes
- \$100 per month for 1000 extra minutes

Q: Are there other features that can be purchased on my Blackberry service?

A: Yes, a number of add on features are available; see the rate plan additional features options.

Q: How can I get training on how to use my Blackberry?

A: TELUS will be conducting training sessions in Edmonton and Fort McMurray on predetermine dates. Members will be notified in advance of these sessions.

Q: Can my device be delivered to my home?

A: Yes, for home delivery TELUS requires the completed paperwork and a valid delivery address to deliver the device. Urban deliveries will be made with courier companies; it is recommended that you have someone available to receive the package to avoid delays. If you are located at a rural address (PO Box or Rural Route) TELUS will be shipping with Canada Post. **Important:** You must contact TELUS immediately after you have received your device to set up services; directions will be included with your package.

Q: Can my device be delivered to my work camp site?

A: Yes, TELUS is able to deliver to a select number of major work camp sites through the mailbag service provided by Canada Post. If you are at one of the following work camp sites TELUS is able to deliver directly to you using the following deliver information.

SYNCRUDE

YOUR NAME

MILDRED LAKE VILLAGE

BAG 4022

FORT MCMURRAY, ALBERTA T9H 4Z1

SUNCOR

BOREALIS LODGE

YOUR NAME AND ROOM #

TAR ISLAND

FORT MCMURRAY, ALBERTA T9H 3L2

CNRL

STEVE CHASTEEN

C/O ESS COMPASS REGIONAL OFFICE

9703 FRANKLIN AVENUE

FORT MCMURRAY, ALBERTA T9H 2K1

Important: You must contact TELUS immediately after you have received your device to set up services; directions will be included with your package.

Q: Who can sign my paperwork?

A: Only the member can sign the contract for the 3 year term that goes with the Blackberry service. The contract must be in the union member name.

Q: If I am a TELUS Pay and Talk client can I transfer my service to the union offering?

A: You can but you will need to prepare your account. To prepare your account you will need to change your account with TELUS client care to transition your number to a post paid service. Once this is complete you can start ordering process to get your new Blackberry. For assistance call client care at 1-866-558-2273.

Q: What does Unlimited National In-Network calling mean?

A: With this feature TELUS clients that are in Canada can call another TELUS Postpaid, Pay & Talk or Mike client anywhere in Canada or the Continental U.S. without incurring long distance charges or airtime charges. Calls to these clients include both airtime and long distance minutes, i.e., no additional minutes will be used from the client's rate plan.

Questions For After You Sign Up

Q: What will my bill look like after I sign up to this plan?

A: TELUS will issue a \$250 credit on your new account. From your first invoice forward, the months service cost will be deducted to a maximum of \$250 credit. On your second months invoice the first credit from the Union will be applied to your account (\$60 per month). Credits from the Union will continue until the month after the Union agreement ends, at which time the final credit from the first month of service will be applied to your account. Should you decide at anytime in the duration of the three year contract to alter your rate plan, termination of the discounted union agreement and credit will take place. You will no longer be eligible to receive the agreed upon discounted TELUS package and \$60 air-time credit as it is specific to the union.

Q: Is the 4 Mb of data included in the rate plan enough?

A: Blackberry condenses messages before they are displayed on the device. Unless excessively used it is unlikely 4 Mb will be exceeded for email, calendar and contacts. However, using the device to browse the internet from the device or tethered to a computer, will quickly exceeded the plans data limit.

Q: What do I do if I have a problem with my Blackberry?

A: If you have a question or concern with your Blackberry please contact our Data and Network Assistance team at 1-866-771-7292 (Data & Network Assistance).

Q: What do I do if I have a problem with my billing?

A: To address any concerns with billing please contact 1-800-672-6095 (Corporate Client Support). To ensure quick and accurate support press the number 3 when prompted and be sure to address yourself as a member of the Local 110 Insulators plan.

Q: If I have another personal email address can I have it directed to my blackberry?

A: Yes, the email service associated with your Blackberry device can accept up to 10 additional POP3 email (hotmail, g-mail, yahoo, TELUS, etc) addresses. For assistance please contact Data and Network Assistance at 1-866-771-7292.

Q: Can I add other TELUS features to my Union plan?

A: Yes, the features included in the union plan can be upgraded or added to most TELUS features offered. This can be completed after you are activated on the union plan by calling 1-800-672-6095 (Corporate Client Support)

Q: Where can I get accessories for my Blackberry?

A: You can purchase accessories for your Blackberry from any TELUS authorized dealership or direct from TELUS. Call client care at 1-866-558-2273

Q: How much is text messaging?

A: Text messaging is offered as a pay per use service, each message sent and received is \$0.15 per message.

Family Members Offering

Q: What is the TELUS offering?

A: TELUS is offering immediate family members of union workers access a special offering, the Family Sweet Deals Plan. This special offer is for regular cell phone services and can be used for blackberry services when combined with a data plan. See the information sheet labeled 'TELUS Sweet Deals' for more information on the family purchase plans and hardware offering included with the Union Blackberry offering order forms.

Q: How do I activate a family member on the Sweet Deals offering?

A: To take advantage of this special offering, family members can visit any TELUS authorized dealership to enroll. Bring your Insulators Union ID and quote the code PART31XB4.

Q: Can this offering be combined with the Blackberry offering?

A: No, this is a separate offering and can not be combined with the Insulators Union Blackberry offer.