

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 are eligible at this time 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 provide a phone number that TELUS can contact you 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: When is the offering for the family member going to be available?

A: It is the intent of TELUS and the Insulators Union Local 110 to ensure the Blackberry deployment is well underway before moving forward with the spousal offering. Information on the spousal plan will be provided in the near future.

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

A: Yes, additional minute bundles are coming soon; TELUS is building this minute bundle specifically for the Insulators Union and should have it available soon. If you are a heavy phone user it is suggested that you wait until the additional minute bundles are available.

Q: What other features can be purchased with my Blackberry service?

A: Yes, a number of 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 a training sessions in Edmonton and Fort McMurray on predetermine dates. Members will be notified in advance on 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 to with Canada Post. Keep in mind you will miss the valuable orientation that comes with a scheduled delivery. **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

Keep in mind you will miss the valuable orientation that comes with a scheduled delivery. **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.

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. On your first invoice the first months of service will be deducted from the \$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.

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, if the features included in the union plan can be upgraded or added to with most TELUS features offered. This can be completed after you are active 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.

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.