



Dear Valued Customer,

Communication Zone Inc. is pleased to introduce a 14 day return policy. In order to return a phone within 14 days it must be in "like new condition". Please review Communication Zone Inc.'s definition of like new before purchase.

**Like new Condition:**

**Phone:** the phone must be free from any markings/scratches of any kind. The phone cannot have any signs of physical or liquid damage.

**Box:** no dents, markings, scratches of any kind

**Contents of box:** All contents that came in the box must be returned (Examples: keys, stickers, chargers, data cables)

- **Headphones:** remain in original packaging and have not been opened
- **Charger/data cable:** free from kinks or any signs of physical or liquid damage
- **Sim Cards:** All sim cards are final sale and non-refundable

We **cannot** exchange for colour preference.

If your phone does not meet any of the above Communication Zone Inc can reject the return.

Exchanges can only be done Monday-Friday 10:00am-6:00pm.

I \_\_\_\_\_ confirm that I understand the policy and procedures stated above and the device currently meets the required criteria. I also confirm that the signed below sales representative has inspected the device with me and I agree that it is in mint condition with no physical damage or flaws.

\_\_\_\_\_  
Township of North Huron  
Customer Name (please print)

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
June 13/2018  
Date

\_\_\_\_\_  
Communication Zone Inc. Representative

\_\_\_\_\_  
June 13/2018  
Date

Client Copy

Acct #: 28900988  
TOWNSHIP OF NORTH HURON  
274 JOSEPHINE  
PO BOX 90  
WINGHAM ON N0G2W0

Store:  
Location:  
Rep ID:

COMMUNICATION ZONE INC.  
BRANTFORD, ON  
88MM

eTransaction #



ES26277387

Date: June 13, 2018

## Thank you for choosing TELUS

We're so excited you've chosen the products and services below. As soon as your service is activated, you'll be good to go. Until then, your current agreement for services continues. Again, thanks for choosing TELUS.

## Critical Information Summary

Below is a brief summary of what you've signed up for today. Each row in this table contains information regarding a specific device that you are purchasing from TELUS. Full details about these devices can be found on the pages that follow this summary.

Phone Number	Agreement Length	Device Information	Device Balance	Device Price	Monthly Plan	Monthly Add-ons	One Time Charges
5193577991	36 mos.	ALCATEL GO FLIP	\$100.00	\$0.00	\$25.00	\$0.00	\$30.00
5195310270	36 mos.	APPLE I8 64GB SPACE GREY LTE	\$770.00	\$180.00	\$50.00	\$0.00	\$30.00
5195310196	36 mos.	SAMSUNG GALAXY XCOVER4 LTE SMARTPHONE ANDROID	\$325.00	\$0.00	\$50.00	\$0.00	\$30.00
2262220837	36 mos.	APPLE I8 64GB SPACE GREY LTE	\$520.00	\$430.00	\$50.00	\$0.00	\$30.00
5195311077	36 mos.	SAMSUNG GALAXY XCOVER4 LTE SMARTPHONE ANDROID	\$325.00	\$0.00	\$50.00	\$0.00	\$30.00
5193578772	36 mos.	SAMSUNG GALAXY XCOVER4 LTE SMARTPHONE ANDROID	\$325.00	\$0.00	\$50.00	\$0.00	\$30.00
5195311155	36 mos.	SONIM XP 5700 LTE	\$350.00	\$50.00	\$25.00	\$0.00	\$30.00
5195310834	36 mos.	ALCATEL GO FLIP	\$100.00	\$0.00	\$25.00	\$0.00	\$30.00
5194402336	36 mos.	APPLE I8 64GB SPACE GREY LTE	\$770.00	\$180.00	\$50.00	\$0.00	\$30.00
2269631013	24 mos.	ZTE MF279 LTE SMART HUB	\$100.00	\$150.00	\$10.00	\$0.00	\$30.00
5195310113	36 mos.	SONIM XP 5700 LTE	\$350.00	\$50.00	\$25.00	\$25.00	\$30.00
2262221207	36 mos.	ALCATEL GO FLIP	\$100.00	\$0.00	\$25.00	\$0.00	\$30.00
5195310547	36 mos.	SONIM XP 5700 LTE	\$350.00	\$50.00	\$25.00	\$0.00	\$30.00
5195313900	36 mos.	SAMSUNG GALAXY XCOVER4 LTE SMARTPHONE ANDROID	\$325.00	\$0.00	\$50.00	\$0.00	\$30.00
5195311061	36 mos.	APPLE I8 64GB SPACE GREY LTE	\$520.00	\$430.00	\$50.00	\$0.00	\$30.00
<b>TOTALS</b>				<b>\$1,520.00*</b>	<b>\$560.00*</b>	<b>\$25.00*</b>	<b>\$450.00*</b>
				Due today	Due on your monthly bill	Due on 1st bill	

\*Plus applicable taxes.

Authorized Customer Representative's Initials:

### Notes

- You can reach TELUS anytime at 1-866-558-2273 toll free, \*611 from your device (a free call) or on Twitter @TELUSsupport.

**SEE OVERLEAF**

The CRTC (a government agency) has created a Wireless Code that applies to the wireless services provided to consumers and small businesses, which you can find at [crtc.gc.ca/wirelesscode](http://crtc.gc.ca/wirelesscode). To make a complaint under the Wireless Code, you can reach the Commission for Complaints for Telecom-television Services (the CCTS) at 1-888-221-1687.

- **Trial period**

The trial period is fifteen days from the time of activation. During that time, the customer can return the device for a full refund or cancel service with no cancellation fees. TELUS will not charge for the service unless the customer has used more than **30** voice minutes, **50** messages or **50** MB of data. Over those limits, we will only charge for the number of days before the cancellation, based on the customer's monthly plan rate, plus any pay-per-use services they have used. If the customer has a disability, the trial period is extended to thirty days and the usage limits before charges apply are doubled. The device must be returned in near-new condition in the original packaging.

- **Cancellation fees**

If the customer cancels their agreement before the end of the commitment period or if we cancel service for reasons justified by the Service Terms, the customer will be charged a fee equal to what's left on the Device Balance.

- See "The Essential Terms" section below for further details.

**SEE OVERLEAF**

# WHAT YOU'RE GETTING TODAY

The information contained on this page applies to the following device: **ALCATEL GO FLIP**

Serial #: 014686003135928

SIM #: 8912230000217916113

Phone Number: 5193577991

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021



## Your deal

Full Retail Price: **\$100.00**

Your Device Balance: **-\$100.00**

Your Price\*: **\$0.00**

The Device Balance of **\$100.00\*** is reduced by **\$2.78\*** each month and will be **\$0** at the end of your **36** month commitment period.

## Your rate plan:

**TS 3 Year Voice Promo 25**

Anytime Minutes: Unlimited Nationwide

Minimum Monthly Charge: **\$25.00**

Your Add Ons: **\$0.00**

Total Monthly Charge: **\$25.00**  
(including add-ons)\*

## One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$100.00**



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\*Taxes (including government 911 fees) are extra.

## TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

## Additional included services

Can - Can/US LD \$0.80/min

Tiered data

## Your add-ons

250 LD Minutes	<b>\$0.00</b>	Data Block HSPA/LTE	<b>\$0.00</b>
International Calling On	<b>\$0.00</b>	International Data Roaming On	<b>\$0.00</b>
International Voice Roaming On	<b>\$0.00</b>	New Bus Roam Ready US v3	<b>\$0.00</b>

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **APPLE I8 64GB SPACE GREY LTE**

Serial #: 352989095070023

SIM #: 8912230100020149405

Phone Number: 5195310270

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021

#### Your deal

Full Retail Price: **\$950.00**

Your Device Balance: **-\$770.00**

Your Price\*: **\$180.00**

To qualify for this Device Balance you must maintain a minimum monthly spend of **\$50.00\***. The Device Balance of **\$770.00\*** is reduced by **\$21.39\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**Team Share \$50 3GB**

Anytime Minutes: Unlimited Nationwide

Canadian and US Data: **3 GB**

Minimum Monthly Charge: **\$50.00**

Your Add Ons: **\$0.00**

Total Monthly Charge: **\$50.00**

(including add-ons)\*

\*Taxes (including government 911 fees) are extra.



#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$770.00**



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#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

3GB shared data

Can - Can/US LD \$0.80/min

Unlimited Messaging

### Your add-ons

Bus Roam Ready US v4	<b>\$0.00</b>	International Calling On	<b>\$0.00</b>
International Data Roaming On	<b>\$0.00</b>	International Voice Roaming On	<b>\$0.00</b>

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **SAMSUNG GALAXY XCOVER4 LTE SMARTPHONE ANDROID**

Serial #: 357817080904382

SIM #: 8912230100020149397

Phone Number: 5195310196

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021



#### Your deal

Full Retail Price: **\$325.00**

Your Device Balance: **-\$325.00**

Your Price\*: **\$0.00**

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

To qualify for this Device Balance you must maintain a minimum monthly spend of **\$50.00\***. The Device Balance of **\$325.00\*** is reduced by **\$9.03\*** each month and will be **\$0** at the end of your **36** month commitment period.

I acknowledge the above fees will appear on my next bill.

Initials

#### Your rate plan:

**Team Share \$50 3GB**

Anytime Minutes: Unlimited Nationwide

Canadian and US Data: **3 GB**

Hardware Discount - **\$325.00**



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Minimum Monthly Charge: **\$50.00**

Your Add Ons: **\$0.00**

Total Monthly Charge: **\$50.00**

(including add-ons)\*

\*Taxes (including government 911 fees) are extra.

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

3GB shared data

Can - Can/US LD \$0.80/min

Unlimited Messaging

### Your add-ons

Bus Roam Ready US v4	<b>\$0.00</b>	International Calling On	<b>\$0.00</b>
International Data Roaming On	<b>\$0.00</b>	International Voice Roaming On	<b>\$0.00</b>

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **APPLE I8 64GB SPACE GREY LTE**

Serial #: 352989095063333

SIM #: 8912230000294489992

Phone Number: 2262220837

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021

#### Your deal

Full Retail Price: **\$950.00**

Your Device Balance: **-\$520.00**

Your Price\*: **\$430.00**

To qualify for this Device Balance you must maintain a minimum monthly spend of **\$50.00\***. The Device Balance of **\$520.00\*** is reduced by **\$14.44\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**Team Share \$50 3GB**

Anytime Minutes: Unlimited Nationwide

Canadian and US Data: **3 GB**

Minimum Monthly Charge: **\$50.00**

Your Add Ons: **\$0.00**

Total Monthly Charge: **\$50.00**

(including add-ons)\*

#### To get your new deal:

Device Balance Repayment: **\$235.27**

Device Balance loyalty credit: **-\$235.27**

Total Device Balance Repayment **\$0.00**

Total Device Balance Repayment has been paid in store today.

#### The full deal:

Your new device price: **\$430.00**

Device Balance Repayment: **\$0.00**

**TOTAL \$430.00**

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$520.00**



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\*Taxes (including government 911 fees) are extra.

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

3GB shared data

Can - Can/US LD \$0.80/min

Unlimited Messaging

**SEE OVERLEAF**

# Your add-ons

Bus Roam Ready US v4	\$0.00	International Calling On	\$0.00
International Data Roaming On	\$0.00	International Voice Roaming On	\$0.00

These add-ons are optional services, billed monthly in advance. Taxes are extra.

SEE OVERLEAF



The information contained on this page applies to the following device: **SAMSUNG GALAXY XCOVER4 LTE SMARTPHONE ANDROID**

Serial #: 357817080907666

SIM #: 8912230000217916048

Phone Number: 5195311077

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021



#### Your deal

Full Retail Price: **\$325.00**

Your Device Balance: **-\$325.00**

Your Price\*: **\$0.00**

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

To qualify for this Device Balance you must maintain a minimum monthly spend of **\$50.00\***. The Device Balance of **\$325.00\*** is reduced by **\$9.03\*** each month and will be **\$0** at the end of your **36** month commitment period.

I acknowledge the above fees will appear on my next bill.

Initials

#### Your rate plan:

**Team Share \$50 3GB**

Anytime Minutes: Unlimited Nationwide

Canadian and US Data: **3 GB**

Hardware Discount - **\$325.00**



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Minimum Monthly Charge: **\$50.00**

Your Add Ons: **\$0.00**

Total Monthly Charge: **\$50.00**

(including add-ons)\*

\*Taxes (including government 911 fees) are extra.

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

3GB shared data

Can - Can/US LD \$0.80/min

Unlimited Messaging

### Your add-ons

Bus Roam Ready US v4	<b>\$0.00</b>	International Calling On	<b>\$0.00</b>
International Data Roaming On	<b>\$0.00</b>	International Voice Roaming On	<b>\$0.00</b>

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **SAMSUNG GALAXY XCOVER4 LTE SMARTPHONE ANDROID**

Serial #: 357817080908326

SIM #: 8912230100136032172

Phone Number: 5193578772

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021

#### Your deal

Full Retail Price: **\$325.00**  
Your Device Balance: **-\$325.00**  
Your Price\*: **\$0.00**

To qualify for this Device Balance you must maintain a minimum monthly spend of **\$50.00\***. The Device Balance of **\$325.00\*** is reduced by **\$9.03\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**Team Share \$50 3GB**  
Anytime Minutes: Unlimited Nationwide  
Canadian and US Data: **3 GB**

**Minimum Monthly Charge: \$50.00**

**Your Add Ons: \$0.00**

**Total Monthly Charge: \$50.00**  
(including add-ons)\*

#### To get your new deal:

Device Balance Repayment: **\$153.76**  
Device Balance loyalty credit: **-\$153.76**  
Total Device Balance Repayment **\$0.00**

Total Device Balance Repayment has been paid in store today.

#### The full deal:

Your new device price: **\$0.00**  
Device Balance Repayment: **\$0.00**  
**TOTAL \$0.00**

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$325.00**



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\*Taxes (including government 911 fees) are extra.

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

3GB shared data

Can - Can/US LD \$0.80/min

Unlimited Messaging

**SEE OVERLEAF**

# Your add-ons

Bus Roam Ready US v4	\$0.00	International Calling On	\$0.00
International Data Roaming On	\$0.00	International Voice Roaming On	\$0.00

These add-ons are optional services, billed monthly in advance. Taxes are extra.

SEE OVERLEAF

The information contained on this page applies to the following device: **SONIM XP 5700 LTE**  
Serial #: 014464000154007  
SIM #: 8912230000217916162  
Phone Number: 5195311155  
Agreement Effective Date: June 13, 2018  
Agreement End Date: June 13, 2021



#### Your deal

Full Retail Price: **\$400.00**  
Your Device Balance: **- \$350.00**  
Your Price\*: **\$50.00**

The Device Balance of **\$350.00\*** is reduced by **\$9.72\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**TS 3 Year Voice Promo 25**  
Anytime Minutes: Unlimited Nationwide

Minimum Monthly Charge: **\$25.00**  
Your Add Ons: **\$0.00**  
Total Monthly Charge: **\$25.00**  
(including add-ons)\*

\*Taxes (including government 911 fees) are extra.

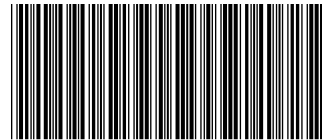
#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$350.00**



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#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

## Additional included services

Can - Can/US LD \$0.80/min

Tiered data

## Your add-ons

250 LD Minutes	<b>\$0.00</b>	Data Block HSPA/LTE	<b>\$0.00</b>
International Calling On	<b>\$0.00</b>	International Data Roaming On	<b>\$0.00</b>
International Voice Roaming On	<b>\$0.00</b>	New Bus Roam Ready US v3	<b>\$0.00</b>

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **ALCATEL GO FLIP**  
Serial #: 014686003140621  
SIM #: 8912230100067099828  
Phone Number: 5195310834  
Agreement Effective Date: June 13, 2018  
Agreement End Date: June 13, 2021



#### Your deal

Full Retail Price: **\$100.00**  
Your Device Balance: **-\$100.00**  
Your Price\*: **\$0.00**

The Device Balance of **\$100.00\*** is reduced by **\$2.78\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**TS 3 Year Voice Promo 25**  
Anytime Minutes: Unlimited Nationwide

**Minimum Monthly Charge:** **\$25.00**

**Your Add Ons:** **\$0.00**

**Total Monthly Charge:** **\$25.00**  
(including add-ons)\*

#### To get your new deal:

Device Balance Repayment: **\$26.70**  
Device Balance loyalty credit: **-\$26.70**  
Total Device Balance Repayment **\$0.00**

Total Device Balance Repayment has been paid in store today.

#### The full deal:

Your new device price: **\$0.00**  
Device Balance Repayment: **\$0.00**  
**TOTAL** **\$0.00**

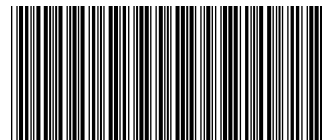
#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$100.00**



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\*Taxes (including government 911 fees) are extra.

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

## Additional included services

Can - Can/US LD \$0.80/min

Tiered data

**SEE OVERLEAF**

# Your add-ons

Data Block HSPA/LTE	\$0.00	International Calling On	\$0.00
International Data Roaming On	\$0.00	International Voice Roaming On	\$0.00

These add-ons are optional services, billed monthly in advance. Taxes are extra.

SEE OVERLEAF

The information contained on this page applies to the following device: **APPLE I8 64GB SPACE GREY LTE**

Serial #: 352989095070858

SIM #: 8912230100046995138

Phone Number: 5194402336

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021

#### Your deal

Full Retail Price: **\$950.00**

Your Device Balance: **-\$770.00**

Your Price\*: **\$180.00**

To qualify for this Device Balance you must maintain a minimum monthly spend of **\$50.00\***. The Device Balance of **\$770.00\*** is reduced by **\$21.39\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**Team Share \$50 3GB**

Anytime Minutes: Unlimited Nationwide

Canadian and US Data: **3 GB**

Minimum Monthly Charge: **\$50.00**

Your Add Ons: **\$0.00**

Total Monthly Charge: **\$50.00**

(including add-ons)\*

#### To get your new deal:

Device Balance Repayment: **\$166.65**

Device Balance loyalty credit: **-\$166.65**

Total Device Balance Repayment **\$0.00**

Total Device Balance Repayment has been paid in store today.

#### The full deal:

Your new device price: **\$180.00**

Device Balance Repayment: **\$0.00**

**TOTAL** **\$180.00**

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$770.00**



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\*Taxes (including government 911 fees) are extra.

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

3GB shared data

Can - Can/US LD \$0.80/min

Unlimited Messaging

# Your add-ons

Bus Roam Ready US v4	\$0.00	International Calling On	\$0.00
International Data Roaming On	\$0.00	International Voice Roaming On	\$0.00

These add-ons are optional services, billed monthly in advance. Taxes are extra.

SEE OVERLEAF



The information contained on this page applies to the following device: **ZTE MF279 LTE SMART HUB**

Serial #: 990008960007974

SIM #: 8912230100136032420

Phone Number: 2269631013

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2020

#### Your deal

Full Retail Price: **\$250.00**

Your Device Balance: **-\$100.00**

Your Price\*: **\$150.00**

The Device Balance of **\$100.00\*** is reduced by **\$4.17\*** each month and will be **\$0** at the end of your **24** month commitment period.

#### Your rate plan:

**Bus Choice MHS**

Minimum Monthly Charge: **\$10.00**

Your Add Ons: **\$0.00**

Total Monthly Charge: **\$10.00**  
(including add-ons)\*

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$100.00**



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\*Taxes (including government 911 fees) are extra.

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

## Additional included services

Shared Data Access

## Your add-ons

International Calling On	<b>\$0.00</b>	International Data Roaming On	<b>\$0.00</b>
International Voice Roaming On	<b>\$0.00</b>		

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **SONIM XP 5700 LTE**  
Serial #: 014464000154197  
SIM #: 8912230000217916170  
Phone Number: 5195310113  
Agreement Effective Date: June 13, 2018  
Agreement End Date: June 13, 2021



#### Your deal

Full Retail Price: **\$400.00**  
Your Device Balance: **- \$350.00**  
Your Price\*: **\$50.00**

The Device Balance of **\$350.00\*** is reduced by **\$9.72\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**TS 3 Year Voice Promo 25**  
Anytime Minutes: Unlimited Nationwide

Minimum Monthly Charge: **\$25.00**  
Your Add Ons: **\$25.00**  
Total Monthly Charge: **\$50.00**  
(including add-ons)\*

\*Taxes (including government 911 fees) are extra.

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$350.00**



629018017567

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

## Additional included services

Can - Can/US LD \$0.80/min

Tiered data

## Your add-ons

250 LD Minutes	<b>\$0.00</b>	International Calling On	<b>\$0.00</b>
International Data Roaming On	<b>\$0.00</b>	International Voice Roaming On	<b>\$0.00</b>
New Bus Roam Ready US v3	<b>\$0.00</b>	TS LD 25 Add-on - PR	<b>\$25.00</b>

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **ALCATEL GO FLIP**

Serial #: 014686002845915

SIM #: 8912230000217916196

Phone Number: 2262221207

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021

#### Your deal

Full Retail Price: **\$100.00**

Your Device Balance: **-\$100.00**

Your Price\*: **\$0.00**

The Device Balance of **\$100.00\*** is reduced by **\$2.78\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**TS 3 Year Voice Promo 25**

Anytime Minutes: Unlimited Nationwide

**Minimum Monthly Charge:** **\$25.00**

**Your Add Ons:** **\$0.00**

**Total Monthly Charge:** **\$25.00**  
(including add-ons)\*

\*Taxes (including government 911 fees) are extra.



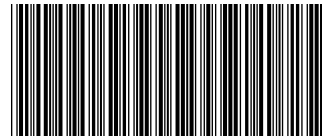
#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$100.00**



629018017567

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

## Additional included services

Can - Can/US LD \$0.80/min

Tiered data

## Your add-ons

Data Block HSPA/LTE	<b>\$0.00</b>	International Calling On	<b>\$0.00</b>
International Data Roaming On	<b>\$0.00</b>	International Voice Roaming On	<b>\$0.00</b>
New Bus Roam Ready US v3	<b>\$0.00</b>		

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **SONIM XP 5700 LTE**  
Serial #: 014464000154247  
SIM #: 8912230000217916121  
Phone Number: 5195310547  
Agreement Effective Date: June 13, 2018  
Agreement End Date: June 13, 2021



#### Your deal

Full Retail Price: **\$400.00**  
Your Device Balance: **-\$350.00**  
Your Price\*: **\$50.00**

The Device Balance of **\$350.00\*** is reduced by **\$9.72\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**TS 3 Year Voice Promo 25**  
Anytime Minutes: Unlimited Nationwide

Minimum Monthly Charge: **\$25.00**  
Your Add Ons: **\$0.00**  
Total Monthly Charge: **\$25.00**  
(including add-ons)\*

\*Taxes (including government 911 fees) are extra.

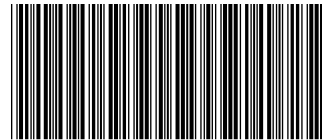
#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$350.00**



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#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

Can - Can/US LD \$0.80/min

Tiered data

### Your add-ons

250 LD Minutes	<b>\$0.00</b>	Data Block HSPA/LTE	<b>\$0.00</b>
International Calling On	<b>\$0.00</b>	International Data Roaming On	<b>\$0.00</b>
International Voice Roaming On	<b>\$0.00</b>	New Bus Roam Ready US v3	<b>\$0.00</b>

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **SAMSUNG GALAXY XCOVER4 LTE SMARTPHONE ANDROID**

Serial #: 357817080908540

SIM #: 8912230100125927408

Phone Number: 5195313900

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021



#### Your deal

Full Retail Price: **\$325.00**

Your Device Balance: **-\$325.00**

Your Price\*: **\$0.00**

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

To qualify for this Device Balance you must maintain a minimum monthly spend of **\$50.00\***. The Device Balance of **\$325.00\*** is reduced by **\$9.03\*** each month and will be **\$0** at the end of your **36** month commitment period.

I acknowledge the above fees will appear on my next bill.

Initials

#### Your rate plan:

**Team Share \$50 3GB**

Anytime Minutes: Unlimited Nationwide

Canadian and US Data: **3 GB**

Hardware Discount - **\$325.00**



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Minimum Monthly Charge: **\$50.00**

Your Add Ons: **\$0.00**

Total Monthly Charge: **\$50.00**

(including add-ons)\*

\*Taxes (including government 911 fees) are extra.

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

3GB shared data

Can - Can/US LD \$0.80/min

Unlimited Messaging

### Your add-ons

Bus Roam Ready US v4	<b>\$0.00</b>	International Calling On	<b>\$0.00</b>
International Data Roaming On	<b>\$0.00</b>	International Voice Roaming On	<b>\$0.00</b>

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **APPLE I8 64GB SPACE GREY LTE**

Serial #: 352989095071179

SIM #: 8912230000311730683

Phone Number: 5195311061

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021

#### Your deal

Full Retail Price: **\$950.00**

Your Device Balance: **-\$520.00**

Your Price\*: **\$430.00**

To qualify for this Device Balance you must maintain a minimum monthly spend of **\$50.00\***. The Device Balance of **\$520.00\*** is reduced by **\$14.44\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**Team Share \$50 3GB**

Anytime Minutes: Unlimited Nationwide

Canadian and US Data: **3 GB**

**Minimum Monthly Charge: \$50.00**

**Your Add Ons: \$0.00**

**Total Monthly Charge: \$50.00**

(including add-ons)\*

#### To get your new deal:

Device Balance Repayment: **\$236.09**

Device Balance loyalty credit: **-\$236.09**

Total Device Balance Repayment **\$0.00**

Total Device Balance Repayment has been paid in store today.

#### The full deal:

Your new device price: **\$430.00**

Device Balance Repayment: **\$0.00**

**TOTAL \$430.00**

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$520.00**



629018017567

\*Taxes (including government 911 fees) are extra.

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

3GB shared data

Can - Can/US LD \$0.80/min

Unlimited Messaging

**SEE OVERLEAF**

# Your add-ons

Bus Roam Ready US v4	\$0.00	International Calling On	\$0.00
International Data Roaming On	\$0.00	International Voice Roaming On	\$0.00

These add-ons are optional services, billed monthly in advance. Taxes are extra.

SEE OVERLEAF

# THE ESSENTIAL TERMS

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The following paragraphs apply to all devices on this Agreement.

## **Are my devices covered by a warranty?**

Yes. If you bought devices with this Agreement, you're covered by a legal warranty, guaranteeing ordinary use for a reasonable period of time. If the device is new, it is also covered by the manufacturer's warranty, which you can find in the packaging of your devices. Each manufacturer has its own warranty, but they generally cover repairs required to fix defects for up to a year. The TELUS Repair Program can help you take advantage of your warranty, including lending you a loaner while your device is getting fixed. For full details, visit [telus.com/mobilityrepairs](https://telus.com/mobilityrepairs).

## **Where can I get network coverage?**

To see a map of where service is available, visit [telus.com/coverage](https://telus.com/coverage).

## **How can I contact TELUS?**

You can reach us anytime by calling 1-866-558-2273 toll free, or by simply pressing \*611 from your devices (a free call) or on Twitter [@TELUSsupport](https://twitter.com/TELUSsupport). We want to make sure you have the best possible experience, so if you have any questions or need anything at all, return to your place of purchase or visit [telus.com/chat](https://telus.com/chat) to find out where to get the answer you're looking for. If you are entitled to a refund for incorrect billing, TELUS will credit your account within thirty days.

## **How much will I have to pay if I cancel service?**

If for some reason you cancel this Agreement before the end of your service period or if we cancel service on one or more devices because you have violated their terms of this Agreement, for instance by not making payments, you will be charged: (i) what's left on your Device Balance for those cancelled service; (ii) the combined value of any credit(s) you have received upon activation and renewal of your service, if any, divided by the number of months in the service period, multiplied by the remaining number of months in the service period; and (iii) an administration fee of **\$50.00**. You will still be responsible for any unpaid charges for using the service before the cancellation date. You may cancel service by contacting us toll free at 1-866-558-2273 or from your devices at \*611 (a free call).

SEE OVERLEAF
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# MANAGING YOUR ACCOUNT

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The following paragraphs apply to all devices on this Agreement.

## How do Flex Plans work?

The amount of data available goes up in steps, or flexes, until you reach the top tier in the rate plan. Your monthly charge is based on the data tier you reached in the month. Each month your plan automatically resets to the basic data tier. If you go over the amount of data in the top tier of your plan, additional charges are calculated on a pay-per-use basis. The tiers and rates are posted at [telus.com/business-tabletflexplan](https://telus.com/business-tabletflexplan) for tablet rate plans, and [telus.com/business-miflexplan](https://telus.com/business-miflexplan) for mobile internet rate plans.

## Can I manage my plan on my own?

No problem. Managing your plan and services is easy. Simply set up an account online at [telus.com/myaccount](https://telus.com/myaccount). There is no charge for changing rate plans on the web portal.

## Can I change my rate plans or features?

You may change your rate plans or features on one or more devices at any time. Even if you received a discount on one of your devices by agreeing to a minimum monthly spend or subscribing to a premium smartphone rate plan, you can choose a rate plan on a lower tier or reduce your monthly spend below the minimum by simply paying half of the Device Balance and Activation Balance for that device as listed on your bill. Your Device Balance is reduced and you will no longer have a minimum monthly spend commitment. The cost of promotional add-ons, extended warranties and roaming passports do not count towards the minimum monthly spend.

## How can I use pay-per-use services?

At TELUS we have a bunch of services not included in your plan but that you can use on a pay-per-use basis. Current rates at the time of use will apply. For a complete list of pay-per-use services and rates, please visit [telus.com/ppu](https://telus.com/ppu).

## Can I add other features or services to my plan?

Absolutely. These are add-ons and optional services (other than Easy Tablet Repayment) you can add or cancel at any time by returning to the place of purchase, calling TELUS Client Care or logging in to [telus.com/myaccount](https://telus.com/myaccount). Full service descriptions and rates for available add-ons, including any you have subscribed for in this Agreement, can be viewed at [telus.com/services](https://telus.com/services). One-time service fees may apply in some circumstances, for instance to reconnect service after a suspension. These service fees are applied at the current rates, which are always listed at [telus.com/fees](https://telus.com/fees).

## Can I upgrade my devices at any time?

You sure can. As long as your credit is in good standing, you can upgrade your devices whenever you like. Just pay off the amount on your Device Balance for a specific device at the end of the last complete month elapsed since the beginning of this Agreement, or since your last upgrade, then pick out a new device and start a new commitment period.

## What happens when my commitment period is over?

When your commitment period for a device expires, no worries, we will not leave you hanging. Your service for that device will continue month-to-month until you let us know otherwise. If your rate plan for that device is no longer available, we will use a plan that is closest to what you have. Unfortunately, promotional features will not be renewed.

## What is a bundling discount?

You may be eligible to receive a discount if you subscribe to multiple TELUS services at the same time and you meet certain other qualifications which you can discuss with your TELUS representative. The discount will appear on your monthly wireless bill as a Rate Plan discount and is applied before applicable taxes. The amount of the discount may change without notice to you and TELUS is not required to provide the discount for the duration of the Commitment Period. It may take two billing periods before the discount appears on your bill and the discount will not apply retroactively.

## How can I manage my spending on data usage?

TELUS provides you with the tools you need to manage your spending on data. Refer to [telus.com/myaccount](https://telus.com/myaccount) for more details regarding your account features and data usage. All plans include roaming notifications received by SMS when the device enters roaming territory. For clarity, TELUS only provides alerts with respect to the amount of data used. You are responsible for ensuring that your data usage does not exceed the amount of data purchased under any roaming package. All data that exceeds such amounts will be charged at TELUS regular roaming rates without any discount.

Initials

## A FEW MORE THINGS BEFORE YOU GO

The following paragraphs apply to all devices on this Agreement.

### How does TELUS Easy Payment work?

The TELUS Easy Payment offer allows you to spread a portion of the purchase price of eligible wireless devices over one to three years, in equal monthly payments, without interest. These monthly installments will appear on your TELUS bill as "Easy Payment". If the service is cancelled before you have paid the full purchase price, the remaining balance will be charged to your TELUS bill. For You can make additional payments at any time.

Initials

### What is e911?

Enhanced 911 service can provide emergency operators with improved location information. For more information on the availability, limitations and characteristics of wireless e911 service and handsets, please visit [telus.com/e911](https://telus.com/e911). Please note that TELUS does not provide 911 operator services. TELUS provides routing of 911 calls to the closest emergency service access point, and these are maintained by local government agencies. If there is no access point serving the area where you make a 911 call, you will not have 911 operator services.

**Agents:** Any agent that helps you activate your account with TELUS is not responsible for actually providing the service. So, please call TELUS if you have any issues with your service.

### TELUS Service Terms and Privacy Commitment

Your use of the service is subject to the TELUS Service Terms and the TELUS Privacy Commitment, which may be viewed at [telus.com/mobilityserviceterms](https://telus.com/mobilityserviceterms) and [telus.com/privacy](https://telus.com/privacy).

The TELUS Service Terms include important legal rights, obligations and limitations, such as the following:

- The service may fail or be interrupted for many reasons, including network maintenance, physical limitations inherent in the radio waves to deliver the service, and technical limitations arising from the connection with other telecommunications companies. TELUS does not guarantee service availability.
- TELUS will not be liable for loss of profits, data, earnings or business opportunities, economic loss, punitive damages or any other loss caused by use or failure of the service or any device used with the service.
- TELUS may upgrade its networks and undertake maintenance at any time without notice to you. TELUS may also update the software, features and settings on your devices, including through "over-the-air" instructions sent without notice, to ensure the devices meet TELUS standards.
- TELUS networks support a wide range of equipment. However, the service may not work in all areas if you're using a device not purchased from us.

We understand that privacy is important to you, and our TELUS Privacy Commitment describes how TELUS may gather, use and disclose your personal information. The permitted uses include sending you marketing messages for other TELUS services or messages that are tailored to your interests, based on your use of TELUS services. You can always unsubscribe. Every electronic marketing message from TELUS will have an "unsubscribe" option, and you can manage other types of marketing messages from TELUS by calling Client Care.

The Service Terms and Privacy Commitment are available online and in-store. If you want to consult them in-store, your sales associate can print them out for you. Please initial below to confirm that the online version is acceptable to you.

Initials

SEE OVERLEAF

# YOU'RE ALMOST THERE

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The following paragraphs apply to all devices on this Agreement.

## My authorization

I consent to everything I've read in this agreement and understand that by using TELUS services or letting another person use my devices, I accept the TELUS Service Terms.

I agree to the publication of the TELUS numbers assigned to my account. (You can withdraw your consent at any time by calling TELUS Client Care at 1-866-558-2273.) I also agree to my account and usage information being shared with other TELUS companies, affiliates and dealers, so that they can provide information about services related to my account.

I consent to TELUS getting information about my credit history from time to time, and I authorize any person, consumer reporting agency or credit grantor to verify the information provided in this Agreement. I also consent to the exchange of credit information with others at any time, including my payment history with TELUS.

TOWNSHIP OF NORTH HURON

Signature of Authorized Customer Representative

Name

TELUS sales agent signature

Signature of Authorized Customer Representative

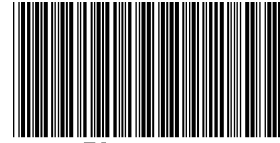
Name

Client Copy

Acct #: 28900988  
TOWNSHIP OF NORTH HURON  
274 JOSEPHINE  
PO BOX 90  
WINGHAM ON N0G2W0

Store: COMMUNICATION ZONE INC.  
Location: BRANTFORD, ON  
Rep ID: 88MM

eTransaction #



ES26283130

Date: June 13, 2018

## Thank you for choosing TELUS

We're so excited you've chosen the products and services below. As soon as your service is activated, you'll be good to go. Until then, your current agreement for services continues. Again, thanks for choosing TELUS.

## Critical Information Summary

Below is a brief summary of what you've signed up for today. Each row in this table contains information regarding a specific device that you are purchasing from TELUS. Full details about these devices can be found on the pages that follow this summary.

Phone Number	Agreement Length	Device Information	Device Balance	Device Price	Monthly Plan	Monthly Add-ons	One Time Charges
5195310739	36 mos.	APPLE I8 64GB SPACE GREY LTE	\$770.00	\$180.00	\$50.00	\$0.00	\$30.00
5199552849	36 mos.	SONIM XP 5700 LTE	\$350.00	\$50.00	\$25.00	\$0.00	\$30.00
5195310308	36 mos.	APPLE I8 64GB SPACE GREY LTE	\$520.00	\$430.00	\$50.00	\$0.00	\$30.00
5195310775	36 mos.	ALCATEL GO FLIP	\$100.00	\$0.00	\$25.00	\$0.00	\$30.00
<b>TOTALS</b>				<b>\$660.00*</b>	<b>\$150.00*</b>	<b>\$0.00*</b>	<b>\$120.00*</b>
				Due today	Due on your monthly bill		Due on 1st bill

\*Plus applicable taxes.

Authorized Customer Representative's Initials:

### Notes

- You can reach TELUS anytime at 1-866-558-2273 toll free, \*611 from your device (a free call) or on Twitter @TELUSsupport.  
The CRTC (a government agency) has created a Wireless Code that applies to the wireless services provided to consumers and small businesses, which you can find at [crtc.gc.ca/wirelesscode](http://crtc.gc.ca/wirelesscode). To make a complaint under the Wireless Code, you can reach the Commission for Complaints for Telecom-television Services (the CCTS) at 1-888-221-1687.
- **Trial period**  
The trial period is fifteen days from the time of activation. During that time, the customer can return the device for a full refund or cancel service with no cancellation fees. TELUS will not charge for the service unless the customer has used more than **30** voice minutes, **50** messages or **50** MB of data. Over those limits, we will only charge for the number of days before the cancellation, based on the customer's monthly plan rate, plus any pay-per-use services they have used. If the customer has a disability, the trial period is extended to thirty days and the usage limits before charges apply are doubled. The device must be returned in near-new condition in the original packaging.
- **Cancellation fees**  
If the customer cancels their agreement before the end of the commitment period or if we cancel service for reasons justified by the Service Terms, the customer will be charged a fee equal to what's left on the Device Balance.
- See "The Essential Terms" section below for further details.

**SEE OVERLEAF**

# WHAT YOU'RE GETTING TODAY

The information contained on this page applies to the following device: **APPLE I8 64GB SPACE GREY LTE**  
Serial #: 352989095080329  
SIM #: 8912230100020149413  
Phone Number: 5195310739  
Agreement Effective Date: June 13, 2018  
Agreement End Date: June 13, 2021



## Your deal

Full Retail Price: **\$950.00**  
Your Device Balance: **-\$770.00**  
Your Price\*: **\$180.00**

To qualify for this Device Balance you must maintain a minimum monthly spend of **\$50.00\***. The Device Balance of **\$770.00\*** is reduced by **\$21.39\*** each month and will be **\$0** at the end of your **36** month commitment period.

## One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

## Your rate plan:

**Team Share \$50 3GB**  
Anytime Minutes: Unlimited Nationwide  
Canadian and US Data: **3 GB**

Hardware Discount - **\$770.00**



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Minimum Monthly Charge: **\$50.00**

Your Add Ons: **\$0.00**

Total Monthly Charge: **\$50.00**  
(including add-ons)\*

\*Taxes (including government 911 fees) are extra.

## TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

## Additional included services

3GB shared data

Can - Can/US LD \$0.80/min

Unlimited Messaging

## Your add-ons

Bus Roam Ready US v4	<b>\$0.00</b>	International Calling On	<b>\$0.00</b>
International Data Roaming On	<b>\$0.00</b>	International Voice Roaming On	<b>\$0.00</b>

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **SONIM XP 5700 LTE**  
Serial #: 014464000154080  
SIM #: 8912230000217916147  
Phone Number: 5199552849  
Agreement Effective Date: June 13, 2018  
Agreement End Date: June 13, 2021



#### Your deal

Full Retail Price: **\$400.00**  
Your Device Balance: **- \$350.00**  
Your Price\*: **\$50.00**

The Device Balance of **\$350.00\*** is reduced by **\$9.72\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**TS 3 Year Voice Promo 25**  
Anytime Minutes: Unlimited Nationwide

Minimum Monthly Charge: **\$25.00**  
Your Add Ons: **\$0.00**  
Total Monthly Charge: **\$25.00**  
(including add-ons)\*

\*Taxes (including government 911 fees) are extra.

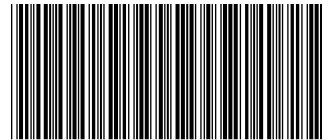
#### One Time Charges (appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$350.00**



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#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

Can - Can/US LD \$0.80/min

Tiered data

### Your add-ons

250 LD Minutes	<b>\$0.00</b>	International Calling On	<b>\$0.00</b>
International Data Roaming On	<b>\$0.00</b>	International Voice Roaming On	<b>\$0.00</b>
New Bus Roam Ready US v3	<b>\$0.00</b>		

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

The information contained on this page applies to the following device: **APPLE I8 64GB SPACE GREY LTE**

Serial #: 352989095062798

SIM #: 8912230100020149421

Phone Number: 5195310308

Agreement Effective Date: June 13, 2018

Agreement End Date: June 13, 2021

#### Your deal

Full Retail Price: **\$950.00**

Your Device Balance: **-\$520.00**

Your Price\*: **\$430.00**

To qualify for this Device Balance you must maintain a minimum monthly spend of **\$50.00\***. The Device Balance of **\$520.00\*** is reduced by **\$14.44\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**Team Share \$50 3GB**

Anytime Minutes: Unlimited Nationwide

Canadian and US Data: **3 GB**

**Minimum Monthly Charge: \$50.00**

**Your Add Ons: \$0.00**

**Total Monthly Charge: \$50.00**

(including add-ons)\*

#### To get your new deal:

Device Balance Repayment: **\$224.40**

Device Balance loyalty credit: **-\$224.40**

Total Device Balance Repayment **\$0.00**

Total Device Balance Repayment has been paid in store today.

#### The full deal:

Your new device price: **\$430.00**

Device Balance Repayment: **\$0.00**

**TOTAL \$430.00**

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$520.00**



629018017567

\*Taxes (including government 911 fees) are extra.

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

3GB shared data

Can - Can/US LD \$0.80/min

Unlimited Messaging

# Your add-ons

Bus Roam Ready US v4	\$0.00	International Calling On	\$0.00
International Data Roaming On	\$0.00	International Voice Roaming On	\$0.00

These add-ons are optional services, billed monthly in advance. Taxes are extra.

SEE OVERLEAF



The information contained on this page applies to the following device: **ALCATEL GO FLIP**  
Serial #: 014686003141884  
SIM #: 8912230100016933101  
Phone Number: 5195310775  
Agreement Effective Date: June 13, 2018  
Agreement End Date: June 13, 2021



#### Your deal

Full Retail Price: **\$100.00**  
Your Device Balance: **-\$100.00**  
Your Price\*: **\$0.00**

The Device Balance of **\$100.00\*** is reduced by **\$2.78\*** each month and will be **\$0** at the end of your **36** month commitment period.

#### Your rate plan:

**TS 3 Year Voice Promo 25**  
Anytime Minutes: Unlimited Nationwide

Minimum Monthly Charge: **\$25.00**  
Your Add Ons: **\$0.00**  
Total Monthly Charge: **\$25.00**  
(including add-ons)\*

\*Taxes (including government 911 fees) are extra.

#### One Time Charges(appears on first bill):

Connection Fee: **\$30.00**

I acknowledge the above fees will appear on my next bill.

Initials

Hardware Discount - **\$100.00**



629018017567

#### TELUS Price Guarantee

We guarantee that during your commitment period, your monthly plan services and rate won't change unless YOU say so.

### Additional included services

Can - Can/US LD \$0.80/min

Tiered data

### Your add-ons

250 LD Minutes	<b>\$0.00</b>	Data Block HSPA/LTE	<b>\$0.00</b>
International Calling On	<b>\$0.00</b>	International Data Roaming On	<b>\$0.00</b>
International Voice Roaming On	<b>\$0.00</b>	New Bus Roam Ready US v3	<b>\$0.00</b>

These add-ons are optional services, billed monthly in advance. Taxes are extra.

**SEE OVERLEAF**

# THE ESSENTIAL TERMS

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The following paragraphs apply to all devices on this Agreement.

## **Are my devices covered by a warranty?**

Yes. If you bought devices with this Agreement, you're covered by a legal warranty, guaranteeing ordinary use for a reasonable period of time. If the device is new, it is also covered by the manufacturer's warranty, which you can find in the packaging of your devices. Each manufacturer has its own warranty, but they generally cover repairs required to fix defects for up to a year. The TELUS Repair Program can help you take advantage of your warranty, including lending you a loaner while your device is getting fixed. For full details, visit [telus.com/mobilityrepairs](https://telus.com/mobilityrepairs).

## **Where can I get network coverage?**

To see a map of where service is available, visit [telus.com/coverage](https://telus.com/coverage).

## **How can I contact TELUS?**

You can reach us anytime by calling 1-866-558-2273 toll free, or by simply pressing \*611 from your devices (a free call) or on Twitter [@TELUSsupport](https://twitter.com/TELUSsupport). We want to make sure you have the best possible experience, so if you have any questions or need anything at all, return to your place of purchase or visit [telus.com/chat](https://telus.com/chat) to find out where to get the answer you're looking for. If you are entitled to a refund for incorrect billing, TELUS will credit your account within thirty days.

## **How much will I have to pay if I cancel service?**

If for some reason you cancel this Agreement before the end of your service period or if we cancel service on one or more devices because you have violated their terms of this Agreement, for instance by not making payments, you will be charged: (i) what's left on your Device Balance for those cancelled service; (ii) the combined value of any credit(s) you have received upon activation and renewal of your service, if any, divided by the number of months in the service period, multiplied by the remaining number of months in the service period; and (iii) an administration fee of **\$50.00**. You will still be responsible for any unpaid charges for using the service before the cancellation date. You may cancel service by contacting us toll free at 1-866-558-2273 or from your devices at \*611 (a free call).

SEE OVERLEAF
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# MANAGING YOUR ACCOUNT

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The following paragraphs apply to all devices on this Agreement.

## How do Flex Plans work?

The amount of data available goes up in steps, or flexes, until you reach the top tier in the rate plan. Your monthly charge is based on the data tier you reached in the month. Each month your plan automatically resets to the basic data tier. If you go over the amount of data in the top tier of your plan, additional charges are calculated on a pay-per-use basis. The tiers and rates are posted at [telus.com/business-tabletflexplan](http://telus.com/business-tabletflexplan) for tablet rate plans, and [telus.com/business-miflexplan](http://telus.com/business-miflexplan) for mobile internet rate plans.

## Can I manage my plan on my own?

No problem. Managing your plan and services is easy. Simply set up an account online at [telus.com/myaccount](http://telus.com/myaccount). There is no charge for changing rate plans on the web portal.

## Can I change my rate plans or features?

You may change your rate plans or features on one or more devices at any time. Even if you received a discount on one of your devices by agreeing to a minimum monthly spend or subscribing to a premium smartphone rate plan, you can choose a rate plan on a lower tier or reduce your monthly spend below the minimum by simply paying half of the Device Balance and Activation Balance for that device as listed on your bill. Your Device Balance is reduced and you will no longer have a minimum monthly spend commitment. The cost of promotional add-ons, extended warranties and roaming passports do not count towards the minimum monthly spend.

## How can I use pay-per-use services?

At TELUS we have a bunch of services not included in your plan but that you can use on a pay-per-use basis. Current rates at the time of use will apply. For a complete list of pay-per-use services and rates, please visit [telus.com/ppu](http://telus.com/ppu).

## Can I add other features or services to my plan?

Absolutely. These are add-ons and optional services (other than Easy Tablet Repayment) you can add or cancel at any time by returning to the place of purchase, calling TELUS Client Care or logging in to [telus.com/myaccount](http://telus.com/myaccount). Full service descriptions and rates for available add-ons, including any you have subscribed for in this Agreement, can be viewed at [telus.com/services](http://telus.com/services). One-time service fees may apply in some circumstances, for instance to reconnect service after a suspension. These service fees are applied at the current rates, which are always listed at [telus.com/fees](http://telus.com/fees).

## Can I upgrade my devices at any time?

You sure can. As long as your credit is in good standing, you can upgrade your devices whenever you like. Just pay off the amount on your Device Balance for a specific device at the end of the last complete month elapsed since the beginning of this Agreement, or since your last upgrade, then pick out a new device and start a new commitment period.

## What happens when my commitment period is over?

When your commitment period for a device expires, no worries, we will not leave you hanging. Your service for that device will continue month-to-month until you let us know otherwise. If your rate plan for that device is no longer available, we will use a plan that is closest to what you have. Unfortunately, promotional features will not be renewed.

## What is a bundling discount?

You may be eligible to receive a discount if you subscribe to multiple TELUS services at the same time and you meet certain other qualifications which you can discuss with your TELUS representative. The discount will appear on your monthly wireless bill as a Rate Plan discount and is applied before applicable taxes. The amount of the discount may change without notice to you and TELUS is not required to provide the discount for the duration of the Commitment Period. It may take two billing periods before the discount appears on your bill and the discount will not apply retroactively.

## How can I manage my spending on data usage?

TELUS provides you with the tools you need to manage your spending on data. Refer to [telus.com/myaccount](http://telus.com/myaccount) for more details regarding your account features and data usage. All plans include roaming notifications received by SMS when the device enters roaming territory. For clarity, TELUS only provides alerts with respect to the amount of data used. You are responsible for ensuring that your data usage does not exceed the amount of data purchased under any roaming package. All data that exceeds such amounts will be charged at TELUS regular roaming rates without any discount.

Initials

## A FEW MORE THINGS BEFORE YOU GO

The following paragraphs apply to all devices on this Agreement.

### How does TELUS Easy Payment work?

The TELUS Easy Payment offer allows you to spread a portion of the purchase price of eligible wireless devices over one to three years, in equal monthly payments, without interest. These monthly installments will appear on your TELUS bill as "Easy Payment". If the service is cancelled before you have paid the full purchase price, the remaining balance will be charged to your TELUS bill. For You can make additional payments at any time.

Initials

### What is e911?

Enhanced 911 service can provide emergency operators with improved location information. For more information on the availability, limitations and characteristics of wireless e911 service and handsets, please visit [telus.com/e911](https://telus.com/e911). Please note that TELUS does not provide 911 operator services. TELUS provides routing of 911 calls to the closest emergency service access point, and these are maintained by local government agencies. If there is no access point serving the area where you make a 911 call, you will not have 911 operator services.

**Agents:** Any agent that helps you activate your account with TELUS is not responsible for actually providing the service. So, please call TELUS if you have any issues with your service.

### TELUS Service Terms and Privacy Commitment

Your use of the service is subject to the TELUS Service Terms and the TELUS Privacy Commitment, which may be viewed at [telus.com/mobilityserviceterms](https://telus.com/mobilityserviceterms) and [telus.com/privacy](https://telus.com/privacy).

The TELUS Service Terms include important legal rights, obligations and limitations, such as the following:

- The service may fail or be interrupted for many reasons, including network maintenance, physical limitations inherent in the radio waves to deliver the service, and technical limitations arising from the connection with other telecommunications companies. TELUS does not guarantee service availability.
- TELUS will not be liable for loss of profits, data, earnings or business opportunities, economic loss, punitive damages or any other loss caused by use or failure of the service or any device used with the service.
- TELUS may upgrade its networks and undertake maintenance at any time without notice to you. TELUS may also update the software, features and settings on your devices, including through "over-the-air" instructions sent without notice, to ensure the devices meet TELUS standards.
- TELUS networks support a wide range of equipment. However, the service may not work in all areas if you're using a device not purchased from us.

We understand that privacy is important to you, and our TELUS Privacy Commitment describes how TELUS may gather, use and disclose your personal information. The permitted uses include sending you marketing messages for other TELUS services or messages that are tailored to your interests, based on your use of TELUS services. You can always unsubscribe. Every electronic marketing message from TELUS will have an "unsubscribe" option, and you can manage other types of marketing messages from TELUS by calling Client Care.

The Service Terms and Privacy Commitment are available online and in-store. If you want to consult them in-store, your sales associate can print them out for you. Please initial below to confirm that the online version is acceptable to you.

Initials

SEE OVERLEAF

# YOU'RE ALMOST THERE

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The following paragraphs apply to all devices on this Agreement.

## My authorization

I consent to everything I've read in this agreement and understand that by using TELUS services or letting another person use my devices, I accept the TELUS Service Terms.

I agree to the publication of the TELUS numbers assigned to my account. (You can withdraw your consent at any time by calling TELUS Client Care at 1-866-558-2273.) I also agree to my account and usage information being shared with other TELUS companies, affiliates and dealers, so that they can provide information about services related to my account.

I consent to TELUS getting information about my credit history from time to time, and I authorize any person, consumer reporting agency or credit grantor to verify the information provided in this Agreement. I also consent to the exchange of credit information with others at any time, including my payment history with TELUS.

TOWNSHIP OF NORTH HURON

Signature of Authorized Customer Representative

Name

TELUS sales agent signature

Signature of Authorized Customer Representative

Name