



To our valued customers,

As the situation regarding COVID-19 (Coronavirus) continues to evolve, the health and safety of our team members, our customers, and our communities remains our top priority. We are closely following the guidance from the Public Health Agency of Canada, the Centre for Disease Control, the World Health Organization, and other global and provincial health agencies. With social distancing guidelines clearly outlined by many health agencies, **we are taking steps to exclusively complete our work outside of our customers' homes**, with the exception of emergency services. We know this is a challenging time for all and that it is critical for you to stay connected to your loved ones and to vital information. This is why we are taking extraordinary measures to ensure our customers can stay connected by developing a new approach for delivering TELUS services that uses a combination of mobile apps, external wiring and remote technician-assisted support.

As a customer who has an upcoming technician visit, here's what you need to know:

- We will call you before your appointment to provide information on what you can expect.
- Although we cannot enter your home, we will do everything possible to complete the work remotely.

For example, the installation of your TELUS Internet service, might look something like this:

- You receive a call from the TELUS technician prior to arrival.
- The technician configures and pairs any equipment or devices in advance.
- The technician leaves the sanitized equipment or devices at your doorstep and returns to their vehicle.
- The technician calls you and verbally walks you through the installation process over the phone, and may use tools such as video conferencing apps to provide visual cues on progress and answer your questions.
- The technician, where necessary, works directly with our dedicated support call centre teams, who are there to help should they run into any difficulties with the installation.

I recognize that this process will be unfamiliar for many customers and I would like to thank you in advance for your understanding and support as we take these important steps to protect your safety and that of our technicians. Please visit [TELUS.com/covid19](https://www.telus.com/covid19) for the most up-to-date information on how we're supporting our customers, communities and team members during this challenging time.

With thanks for your ongoing patience,

Tony Geheran
Chief Customer Officer
TELUS