

Corporate Customer Agreement - Wireless Services

Contract #00317412

A. Solution Details

Customer Information		TELUS Representative	
Legal Name ("Customer"): Contact Name: Title: Billing Address: City/Province/Postal Code Phone: Email: Permitted Affiliates (Legal Name):	CORPORATION OF THE UNITED COUNTIES OF LEEDS AND GRENVILLE Marc Thivierge 25 Central Ave W Brockville/ON/K6V 4N6 613 342-3840 marc.thivierge@uclg.on.ca	Name: Title: Phone: Email:	Clarisa Buganan Account Manager 416 993-1732 clarisa.buganan@telus.com
Services		Agreement Term and Minimum Commitment	
Wireless Voice Service Wireless Data Service		Agreement Term (Number of Months): 36 Minimum Commitment (Number of Customer Devices): 165 Commitment Date: 60 days from Effective Date	
Customer Authorization		TELUS Authorization	
Signature of Authorized Customer Representative		Signature of Authorized TELUS Representative	
Date:		Date:	
Printed Name:		Printed Name: Anne-Marie Charron	
Title:		Title: Director, Sales	

This Agreement is between TELUS and the Customer. The Customer acknowledges that it has read and understands this Agreement, and that this Agreement includes limitations of TELUS' liability. The Customer and TELUS agree to be bound by the terms and conditions in this Agreement.

B. General Terms and Conditions

1. Agreement Structure

This Agreement is divided into sections, as follows.

- a. Section A, the Solution Details, includes specific Customer information, a list of the specific Services that the Customer subscribes to and TELUS agrees to provide to the Customer, and the authorization of TELUS and the Customer.
- b. Section B, the General Terms and Conditions, includes the general rights and obligations of TELUS and the Customer relating to all of the Services and the Agreement.
- c. Section C, the Service Terms and Conditions, includes commercial and service specific terms that apply to the Services and the Rate Plans for these Services.
- d. Section D, the Corporate Offering and Rate Plans, sets out specific Rate Plans that are available to the Customer, the charges for the Services in each Rate Plan, and any special terms and conditions agreed to by TELUS and the Customer.

If there is any conflict between the sections, they will take precedence in reverse order to the order listed, and all of these sections take precedence over any documents and web pages referred to in these sections.

2. Definitions

In this Agreement:

- a. **"Affiliate"** means any entity controlling, controlled by or under common control with a party, where "control" means the ownership of at least 50% of the equity or beneficial interest of the party or that entity or the right to vote for or appoint a majority of the board of directors or other governing body of the party or that entity,
- b. **"Agreement Term"** is the term of this Agreement specified in the Solution Details and further described in subsection 4 of this section,
- c. **"CRTC"** means the Canadian Radio-television and Telecommunications Commission,
- d. **"Customer"** is defined in the Solution Details,
- e. **"Customer Device"** is a wireless telecommunications device owned by the Customer, by a Permitted Affiliate, or by a Customer User, and used with the Services, such as a wireless phone, smartphone, Mike® handset, subscriber identity module or "SIM", tablet, PC card or modem,
- f. **"Customer User"** is defined in subsection 7 of this section,
- g. **"Device Balance"** at the point a Customer Device is activated or replaced is the difference between the no-term cost of the device and the amount paid by the Customer for the device at the point of purchase, and decreases in equal monthly increments such that the Device Balance is \$0 at the end of the Device Term,
- h. **"Device Term"** is the period of time, which may extend beyond the Agreement Term, during which the Customer agrees to keep a Customer Device active on the TELUS networks and to pay a deactivation charge if the Customer Device is deactivated from the TELUS networks, and is further described in Section D,
- i. **"Effective Date"** is defined in subsection 4 of this section,
- j. **"Existing Customer Device"** means a Customer Device active on a TELUS network before the Effective Date.
- k. **"Minimum Commitment"** is defined in subsection 6 of this section,
- l. **"New Customer Device"** means a Customer Device activated on a TELUS network on or after the Effective Date and during the Agreement Term,
- m. **"No Term Device"** is defined in subsection 1.1.3 of section D,
- n. **"Permitted Affiliate"** means an Affiliate of the Customer listed as a Permitted Affiliate in the Solution Details or approved in writing by TELUS,
- o. **"Rate Plan"** is a set of charges and features for one or more of the Services, including the fixed monthly charge for access to the Service or a feature of the Service, the service features included with the fixed monthly charge, the number of minutes and megabytes included with the fixed monthly charge, and any additional charges that may apply, and **"Add Ons"** are Rate Plans for specific service features that may be added to another Rate Plan,
- p. **"Service"** means any service listed in the Solution Details,
- q. **"Services"** means all of the Services listed in the Solution Details,
- r. **"TELUS"** means TELUS Communications Inc.,
- s. **"Upgrade"** is defined in subsection 1.2 of Section D,
- t. **"Wireless Data Service"** is a wireless communications service for the receipt and transmission of messages, data and other content and for Internet access, including uploading and downloading information and other content to and from the Internet,
- u. **"Wireless Voice Service"** is a wireless communications service for the receipt and transmission of voice calls and text messages, and
- v. **"Wireless Voice and Data Services"** refers to both Wireless Voice Service and Wireless Data Service.

Other capitalized words and expressions are defined elsewhere in this Agreement.

3. Services

TELUS agrees to provide the Customer with the Services.

4. Scope and Agreement Term

This Agreement is effective, and the Agreement Term starts, when the Agreement is signed by both the Customer and TELUS (the "**Effective Date**"). This Agreement remains in effect until the end of the Agreement Term and any extension or renewal, unless terminated earlier. This Agreement applies to Services for all Customer Devices active on the TELUS networks before the Effective Date and all Customer Devices activated on the TELUS networks after the Effective Date and during the Agreement Term.

At the end of the Agreement Term, if the Customer has not signed a new agreement with TELUS for wireless communication services, TELUS will continue to provide the Services after the Agreement Term on the terms and conditions in this Agreement, except that:

- a. the terms and conditions in Sections C and D relating to the activation of Customer Devices, Airtime Credits, TELUS Investments, or the purchase or upgrade of any devices, including any rates, charges and prices for any new activations, device purchases or upgrades, do not apply,
- b. TELUS may change any of the charges for the Services and any other terms and conditions of this Agreement by giving 30 days' advance notice to the Customer,
- c. either TELUS or the Customer may terminate any Service by giving 30 days advance notice to the other, and
- d. if any Customer Device has a Device Term that extends beyond the Agreement Term, subsection 1.1 of Section C continues to apply to that Customer Device until the end of the Device Term despite subparagraph (b) above and without being subject to TELUS' rights regarding the Minimum Commitment, and TELUS shall not terminate the Services for that Customer Device under subparagraph (c) above until after the Device Term.

This Agreement does not apply to the sale of any Customer Device, except to the limited extent that certain pricing terms included in this Agreement may be made available to the Customer if the Customer does purchase devices from TELUS or an authorized TELUS dealer during the Agreement Term.

5. Charges and Payment

Each month, TELUS will bill the Customer for, and the Customer shall pay, the charges for the Services as specified in this Agreement and in the Rate Plan(s) selected by the Customer for each Customer Device, and all government charges and applicable taxes relating to the Services. The billed amount is payable in full, without deduction or set off, by the due date shown on the bill. The Customer shall pay a late payment charge of 3% per month (compounded to 42.58% per year), calculated from the billing date, on any amounts not received by TELUS by the due date shown on the bill. TELUS may change the late payment charge at any time by giving 30 days' advance notice to the Customer.

If not disputed by the Customer within 60 days of the date of the bill, all of the charges or other amounts in a bill will be deemed to be correct.

6. Minimum Commitment

The charges for the Services are based on the Minimum Commitment specified in the Solution Details. The "**Minimum Commitment**" is the number of Customer Devices that must be activated on the TELUS networks by the Commitment Date, and that must remain active on the TELUS networks during the Agreement Term. Only Customer Devices with a Rate Plan listed in Section D count towards the Minimum Commitment (each an "Active Customer Device").

If the number of Customer Devices active on the TELUS networks is less than the Minimum Commitment on or any time after the Commitment Date, TELUS will bill and the Customer shall pay a monthly charge equal to \$20 multiplied by the difference between the Minimum Commitment and the number of Active Customer Devices for each month that the Customer falls short of the Minimum Commitment.

7. Customer's Users, Affiliates and Representatives

The Services may be used by the directors, officers, employees and contractors of the Customer and of the Customer's Permitted Affiliates (the "**Customer's Users**", and individually, a "**Customer User**"). The Customer shall not, without TELUS' advance written consent:

- a. permit persons other than a Customer User to use the Services or activate Services under this Agreement,
- b. permit anyone to activate Services under this Agreement for devices other than Customer Devices,
- c. resell the Services to or share the Services with any other persons,
- d. provide Internet access or any other feature of the Services to any other persons,
- e. receive a charge or benefit for the use of the Services, or

- f. use the Services for anything other than the Customer's own business use.

Only the Customer representatives listed in a notice from the Customer to TELUS are authorized to activate Services for Customer Devices under this Agreement and give instructions to TELUS regarding Services provided to the Customer's Users, including changes to Rate Plans and features, but if the Customer does not give such a notice to TELUS, TELUS may rely on the apparent authority of the Customer's Users to activate Services for Customer Devices under this Agreement and give TELUS instructions with respect to their own use of the Services.

8. Use of the Services

The Customer shall use the Services:

- a. in compliance with law, and
- b. in compliance with TELUS' Acceptable Use Policy, published at telus.com/aup, and with any other policies or rules published by TELUS or directions communicated to the Customer by TELUS.

The Customer shall not:

- a. use the Services for continuous data transmission or broadcasts, automatic data feeds or automated machine to machine connections, or for any other application or purpose that uses excessive network capacity or may otherwise adversely impact other users of TELUS' networks or services,
- b. use the Services to send any message, data or other content that is illegal, defamatory, or violates the rights of other persons,
- c. engage in any activity that could compromise the security of or disrupt or interfere with the Services, any network or computers on the Internet, or that could interfere with the services of any Internet access provider, or
- d. copy or change any signalling, identification or transmission function or component of the Services or any Customer Device or equipment used with the Services, including the MIN, ESN, APN, IMEI, IMSI, MSISDN, domain name and other numbers or authentication information, or permit anyone other than an authorized TELUS representative to do so.

9. Other Customer Responsibilities

The Customer is responsible and will be liable to TELUS for:

- a. all access to and use of the Services, including use that breaches this Agreement, by any person through the Customer Devices or any other device if the Customer has permitted Services for that device to be activated under this Agreement,
- b. all charges for the use of the Services arising from a lost or stolen Customer Device up to the time that the loss or theft is reported to TELUS customer service, and
- c. all loss and liability incurred by TELUS resulting from any claim made against TELUS in connection with the Customer's Devices or access to or use of the Services described in subparagraphs (a) or (b).

The Customer is responsible for any online purchases from another entity made using the Services through the Customer Devices and charged to the Customer's account. TELUS only provides billing services and a means of payment to other entities for online purchases, and TELUS will not be responsible for the product or service provided.

The Customer is responsible for the selection, supply, installation, configuration, maintenance, and security of all Customer Devices, applications, software, data, and services necessary for use or used in conjunction with the Services, including any maintenance and software updates necessary to meet TELUS standards that may apply in order to access and use the Services. TELUS may, at its discretion, change such standards from time to time. The Customer shall only use Customer Devices that are compatible with the Services.

10. Service Limitations and Exclusion of Warranties

Wireless telecommunications are delivered by radio waves and are subject to factors that cannot reasonably be controlled, including environmental conditions, network capacity and equipment limitations, and emergency and public safety requirements. To the extent permitted under applicable laws, TELUS does not guarantee timely, secure, error-free or uninterrupted Services or receipt of messages, data or content sent through TELUS' networks, the networks of other companies, or the Internet. TELUS makes no representations, warranties, conditions or guarantees regarding the Services (implied or statutory).

To maintain or improve the Services or for other business reasons, TELUS may make changes to TELUS' networks and other facilities, and may suspend, restrict, or modify the Services without notice to the Customer. TELUS may terminate a Service, or any part of a Service using unique network facilities or infrastructure, by giving at least six months' advance notice to the Customer if:

- a. TELUS is ceasing to operate the network facilities or infrastructure used to provide the Service or part of a Service, or
- b. TELUS is ceasing to provide the same service generally to its customers.

If TELUS terminates a Service or any part of a Service under this subsection and does not make an alternate service with substantially similar functionality available to the Customer on terms that include a promotional incentive to use the alternate service, the Customer will not be required to pay any deactivation, cancellation, or termination charges or any amounts for credit and investment returns as a result of the termination of the Service or any part of it, despite any other provision of this Agreement.

11. Numbers

Subject to any rights Customer may have under applicable laws and regulations, including any right to port a number to another carrier, the Customer does not own or have any property rights in any phone number or any other identifier assigned to the Customer for use with the Services, and TELUS may change any such identifiers, without liability, by giving advance notice to the Customer, where required by applicable laws or as directed by i) the CRTC, ii) the Canadian Numbering Administrator or iii) other third party numbering authority.

12. Coverage Areas and Roaming

The Services are provided within TELUS' coverage areas, which include most populated areas in Canada. Outside of Canada, TELUS provides access to roaming service provided by other service providers. TELUS' coverage areas and roaming coverage areas depend on the availability of network facilities and may change from time to time without notice.

When a Customer User or any person using a Customer Device is roaming outside of Canada, the Customer is responsible for all applicable roaming charges, and is subject to the terms and conditions of service (including limitations of liability) imposed by the service provider providing the roaming services. The Customer is not responsible for roaming charges that are not billed within 180 days from the date the roaming charges were incurred.

13. Monitoring and Network Management

TELUS has the right, but not the obligation, to monitor or log any TELUS Internet site or use of the Services when required by law or by a court or other lawful authority, or when necessary to enhance operating efficiencies and to protect TELUS and its customers from spam, malicious content and other unlawful activity. TELUS has the right to remove or block access to any Internet capability or data available or transmitted through the Services that TELUS, at its discretion, determines to be in breach of this Agreement.

TELUS monitors its networks to keep them running continuously. However, TELUS may temporarily suspend or restrict the Services to maintain, restore or repair a TELUS network. Also, to ensure fair network access to all users, TELUS may manage network resources using methods including:

- a. allocating bandwidth, which may limit the availability or speed of data service,
- b. filtering for spam and malicious content, which may occasionally result in unintended blocking of inoffensive content, and
- c. restricting the network access available to specific transmission protocols.

A description of TELUS' network management practices is available at mobility.telus.com/optimization.

14. Limitation of TELUS' Liability

TELUS is not responsible for and will not be liable to the Customer for:

- a. libel, slander, defamation or the infringement of copyright arising from material or messages transmitted from the Customer's property or premises or recorded by the Customer Devices or other equipment or TELUS' equipment;
- b. damages arising from any act, default, omission, or negligence of the Customer, the Customer's Users or any other person in relation to the use or operation of Customer Devices or equipment provided by TELUS,
- c. damages arising from the transmission of material or messages over TELUS' networks on behalf of the Customer or the Customer's Users, which is in any way unlawful,
- d. any act, omission or negligence of other entities or communications systems in relation to the provision of the Services, when the facilities of such other entities or communications systems are used to establish connections to or from facilities and equipment controlled by the Customer, or
- e. in relation to content, applications, products, or services provided by other persons or entities accessed or used by the Customer or the Customer's Users when using the Services.

Neither party nor its Affiliates will be liable to the other party for any loss of profits or business, failure to realize expected savings, loss of or damage to messages, data or content, loss of good will or reputation, or for any consequential or indirect damages, arising from or relating to the Services or this Agreement. This exclusion applies even if the party could reasonably foresee or has been advised of the possibility of such losses, failure, or damages. This exclusion does not apply to a party's responsibility to defend third party claim or obligations to pay liquidated damages. Except as provided below with respect to the provision of emergency services on a mandatory basis, TELUS' entire liability for all claims arising from or relating to the Services or this Agreement is limited to an amount equal to one month of charges paid by the Customer, calculated as an average over the three month period immediately preceding the first event that gave rise to any claim by the Customer against TELUS arising from or relating to the Services or this Agreement.

TELUS' liability for negligence relating to the provision of emergency services on a mandatory basis, except in cases where negligence on the part of TELUS results in physical injury, death or damage to the Customer's property or premises, is limited to the greater of twenty dollars and three times the amount the Customer would otherwise be entitled to receive as a refund for the provision of defective Services under this Agreement.

These limits on liability apply to all claims in aggregate made against TELUS and its Affiliates arising from or relating to this Agreement or the Services.

The exclusions and limits on liability in this subsection:

- a. apply whether the claims were made in contract, tort (including negligence), statute, or otherwise,
- b. extend to the benefit of third party providers of audio or audiovisual programming services delivered to a Customer Device through the Services, and
- c. do not apply in cases of deliberate fault, gross negligence, anti-competitive conduct, or breach of contract resulting from gross negligence, on the part of TELUS in the provision of mandatory emergency service to the Customer.

15. Deactivation and Termination

TELUS may restrict or suspend some or all of the Services, or terminate this Agreement and deactivate all of the Customer Devices from the TELUS networks, by giving notice to the Customer, if the Customer:

- a. breaches any provision of this Agreement and does not remedy the breach within 10 days after receiving notice of the breach, or
- b. has a receiver or trustee in bankruptcy appointed for it, is the subject of bankruptcy, receivership, or liquidation proceedings that continue for 30 days, makes an assignment or takes other action for the benefit of its creditors, or is wound up or dissolved.

If Services are restricted or suspended and the reason for the restriction or suspension continues for 30 days from the date notice of the restriction or suspension was given to the Customer, TELUS may terminate this Agreement and deactivate all of the Customer Devices from the TELUS networks, by giving notice to the Customer.

On the deactivation of any Customer Device before the end of the Device Term for any reason, including a request by the Customer to port a number to another carrier, or on any termination of the Agreement before the end of the Agreement Term, the Customer shall pay TELUS (notwithstanding Article 2125 of the Civil Code of Quebec if Customer is subject to the laws of the province of Quebec):

- a. all outstanding charges for the Services (including all the charges for the full billing cycle during which the termination or the deactivation occurs), and
- b. all deactivation, cancellation, and termination charges and all amounts payable for credit and investment returns in Sections C and D

Deactivation, cancellation, and termination charges and credit and investment returns are liquidated damages. The Customer acknowledges that such charges and amounts are a pre-estimate of the damages TELUS will sustain as a result of the early deactivation of the Customer Device, and are not a penalty.

16. Confidentiality of Customer Information

In relation to all telecommunications services provided by TELUS, unless the Customer provides express consent or disclosure is pursuant to a legal power, all information kept by TELUS regarding the Customer, other than the Customer's name, address and listed telephone number, is confidential and may not be disclosed by TELUS to anyone other than:

- a. the Customer or a person who in the reasonable judgement of TELUS is seeking the information as an agent of the Customer,
- b. another telecommunications company provided the information is required for the efficient and cost-effective provision of telecommunications service and the disclosure is made on a confidential basis with the information to be used only for that purpose,
- c. a company involved in supplying the Customer with telecommunications or telephone directory related services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose,
- d. an agent retained by TELUS to evaluate the Customer's credit or collect the Customer's account, provided the information is required for and is to be used only for that purpose,
- e. a public authority or agent of a public authority, if in the reasonable judgement of TELUS it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information,
- f. a public authority or agent of a public authority, for emergency public alerting purposes, if a public authority has determined that there is an imminent or unfolding danger that threatens the life, health or security of an individual and that the danger could be avoided or minimized by disclosure of information,

- g. an Affiliate involved in supplying the Customer with telecommunications and/or broadcasting services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose, or
- h. a law enforcement agency if TELUS reasonably believes that the Customer or anyone using a Customer Device is engaged in fraudulent or unlawful activities against TELUS.

Express consent may be taken to be given by the Customer where the Customer provides: written consent; oral confirmation verified by an independent third party; electronic confirmation through the use of a toll-free number; electronic confirmation via the Internet; oral consent where an audio recording of the consent is retained by TELUS; or consent through other methods, as long as an objective documented record of the Customer consent is created by the Customer or by an independent third party.

The Customer consents to:

- a. the exchange of credit information with credit agencies and with TELUS Affiliates, including disclosure of information about the Customer's payment history with TELUS and obtaining information about the Customer's credit history,
- b. the presentation of its caller identification information when using the Services,
- c. the disclosure of Customer information to persons providing services to TELUS, for the purpose of providing the Services to the Customer, and
- d. the exchange of account and usage information with TELUS Affiliates or dealers, for the purpose of providing the Services to the Customer or offering related products and services to the Customer

17. Confidentiality of TELUS Information

This Agreement, all information provided by TELUS to the Customer in connection with the Services or this Agreement, including communications between the Customer and TELUS in connection with the negotiation of this Agreement, the charges for the Services, and all bills sent to the Customer are confidential information of TELUS. The Customer shall not disclose any TELUS confidential information to any person other than the directors, officers, and employees of the Customer without the advance written consent of TELUS and without obtaining legally binding commitments from the person receiving the information restricting any further disclosure and protecting the confidentiality of the information. The Customer shall only use TELUS confidential information to exercise its rights or perform its obligations under this Agreement.

The obligations in this subsection do not apply to information required to be disclosed by law or by a court or other lawful authority, provided that the Customer promptly notifies TELUS of the requirement to disclose and cooperates with TELUS to limit or avoid such disclosure by any lawful means.

The obligations in this subsection will survive the expiration or termination of this Agreement for a period of three years.

18. Privacy

TELUS is responsible for complying with Canadian privacy legislation (including the Personal Information Protection and Electronic Documents Act (PIPEDA) and substantially similar Canadian provincial privacy legislation) as such is applicable to TELUS in the provision of the Services under this Agreement. TELUS' commitment to the protection of personal information is further detailed in the TELUS Business Customer Privacy Policy available at www.telus.com/businessprivacy. TELUS' provision of the Services is subject to this policy. This policy may be updated by TELUS from time to time. The amended policy will be posted at the location above and notice of the change will be provided by invoice notification, email or otherwise. Unless otherwise indicated, the effective date of the amended policy will be the date of posting. The continued use of the Services by the Customer after such date will be deemed to constitute the acceptance of the amended policy. As TELUS does not have a direct contractual relationship with the Customer Users, TELUS relies on and requires the Customer to ensure that the Customer has obtained all necessary consents from such Customer Users, provided all necessary notices to Customer Users, and otherwise have all necessary authority to permit the collection, use or disclosure of Customer Users' personal information by and between the Customer and TELUS (and its suppliers).

19. Mediation and Arbitration

Any claim by a party against the other party relating to the Services or this Agreement that were not resolved between the business representatives of the parties, must be referred to private and confidential mediation and, if the claim is still not resolved, binding arbitration. Mediation and arbitration, if necessary, will take place before a single mediator and a single arbitrator, under the rules of the ADR Institute of Canada. This paragraph does not apply to collection of any amounts the Customer may owe to TELUS or to the Customer's rights to make a complaint to any administrative authority that has jurisdiction over TELUS or the Services.

An arbitration decision will be final and binding on the parties, and the parties will have no rights of appeal. The decision may be enforced by court proceedings.

20. General

Interpretation. The headings in this Agreement do not affect the interpretation of any provision of this Agreement. All dollar amounts in this Agreement refer to Canadian currency. The words “including” and “includes” mean “including without limitation” and “includes without limitation”.

Assignment. The Customer shall not assign this Agreement or any part of it without the advance written consent of TELUS. TELUS may withhold its consent to a proposed assignment by the Customer to a person who is in the business of providing information, communications or technology products or services, including telecommunications or telecommunications-related products or services. TELUS may assign or subcontract all or any part of its rights and obligations under this Agreement or the Services without notice to or consent of the Customer. This Agreement enures to the benefit of and binds the successors and permitted assigns of TELUS and the Customer.

Relationship. This Agreement does not create or imply any agency, partnership, or other joint relationship between the parties, and does not authorize either party to bind or obligate the other in any way.

Force Majeure. TELUS is not responsible for the performance of, or in default of, any obligation or provision of this Agreement if delayed, hindered or prevented by labour disruptions, failure of the networks of other companies, casualties, civil disturbances, law, order of a court or other lawful authority, acts of civil or military authorities, terrorism, accidents, fires, epidemics, pandemics, natural disasters, or other catastrophes or events beyond TELUS' reasonable control.

Severability. If any part of this Agreement is void, prohibited or unenforceable, this Agreement is to be construed as if that part had never been part of the Agreement.

No Waiver. The failure of the Customer or TELUS to exercise any right under this Agreement, or to insist upon strict or full performance of the obligations under this Agreement, does not constitute a waiver or relinquishment of any provision of this Agreement. To bind a party, any such waiver must be express and in writing signed by that party. The rights of the parties under this Agreement are cumulative and not alternative.

Survival. Provisions of this Agreement that expressly or by their nature extend beyond the termination of this Agreement survive any termination of this Agreement.

Law. If any provision of this Agreement is prohibited by or contravenes any CRTC order or decision, that provision applies only to the extent permitted by the order or decision. TELUS may change any terms and conditions of this Agreement, by giving 30 days advance notice to the Customer, to comply with any CRTC order or decision or when otherwise required by law or by a court or other lawful authority. TELUS and the Customer shall comply with all laws applicable to the exercise of their rights and performance of their obligations under this Agreement. This Agreement is subject to and is to be interpreted in accordance with the federal law of Canada and the laws of the province in the Customer's billing address in the Solution Details, without regard to that province's choice of law rules. Venue and jurisdiction will be in that province.

Notices. Unless explicitly provided otherwise in this Agreement, to be effective, notices under this Agreement and notices of and requests for mediation and arbitration must be given in writing to the other party's notice address by commercial courier with proof of delivery, fax, personal delivery, email or registered mail. The Customer's notice address, email and fax number are its billing address and fax number in the Solution Details. TELUS' notice address and fax number for any notice of or request for mediation or arbitration is 510 W Georgia Street, Floor 7, Vancouver B.C. V6B 0M3, 604-439-1261, and for all other notices is 25 York Street, 23rd Floor, Toronto ON M5J 2V5, Attention: Manager, Wireless Offer House, TELUS Business Solutions. Notices and requests delivered personally, by email, or by commercial courier or fax will be deemed to have been received on the day of delivery. Notices and requests sent by registered mail will be deemed to have been received four days (excluding Saturdays, Sundays and statutory holidays) after the date of mailing.

Entire Agreement. Any terms and conditions in a purchase order or other similar document issued by the Customer in relation to any Services that are different from or in addition to those in this Agreement do not bind and are rejected by TELUS. This Agreement forms the entire agreement between the Customer and TELUS, and supersedes all written and oral communications and agreements between them, concerning the Services made before this Agreement came into effect. Changes to this Agreement must be agreed to in writing and signed by parties to be effective, except as stated elsewhere in this Agreement.

Language. The parties acknowledge that they have expressly required that the present contract and all related documents be drafted in the English language. Les parties reconnaissent avoir expressément exigé que le présent contrat et tous les documents connexes soient rédigés en langue anglaise.

C. Service Terms and Conditions

1. Wireless Voice and Data Services

The Service Terms and Conditions in this subsection apply to the Wireless Voice and Data Services provided to the Customer.

1.1 Rate Plans

The Customer shall subscribe to a Rate Plan in Section D, and may subscribe to additional optional Rate Plans, for each Customer Device active on the TELUS networks. TELUS Rate Plans are designed for Wireless Voice Service ("**Voice Plans**"), for Wireless Data Service ("**Data Plans**"), or for Wireless Voice and Data Services ("**Voice and Data Plans**"). If the Rate Plan or Rate Plans subscribed to do not include a service or feature for which a Customer Device is actually used, the Customer shall pay for the use of the service or feature at TELUS' standard pay-per-use charges in effect at the time of use. The Customer shall, during the Device Term, subscribe to a Voice and Data Plan for each Customer Device that is a smartphone.

Unless stated otherwise in Section D, the Customer may subscribe to the Rate Plans in this Agreement as of the Effective Date. The Customer must request that the Rate Plans applicable to each Existing Customer Device be changed to a Rate Plan in Section D by the Commitment Date for those devices to be counted towards the Minimum Commitment. After receiving a written request from Customer, TELUS will migrate the Customer's devices to the new Rate Plans. The length of time required to complete the migration will depend on the number of devices changing rate plans.

Subject to TELUS' rights regarding the Minimum Commitment in subsection 6 of Section B, during the Agreement Term and during the Device Term applicable to each Customer Device, TELUS shall not change the basic monthly charge in any Rate Plan (including any Add on or Package) or the number of minutes, amount of data, or features included in the basic monthly charge. TELUS may change other charges, apply additional charges, or do both provided that:

- a. TELUS communicates the change or additional charge to the Customer at least 30 days in advance by email to the Customer's email address in the Solution Details, by a message on a bill sent to the Customer, or by other written communication sent to the Customer's billing address, and
- b. the change or additional charge applies generally to TELUS corporate customers using the same service.

The basic monthly charge in a Rate Plan is the fixed monthly charge that provides access to the Service, and in an Add-on or Package is the fixed monthly charge that provides access to the feature. The basic monthly charge does not include additional charges in a Rate Plan for any features not included in the basic monthly charge, any E911 charges, any SAF (if applicable), any taxes, government charges, or any other charges.

TELUS offers Enhanced 911 with the Wireless Voice Service. See details at <http://www.telus.com/e911>. A monthly Enhanced 911 access charge ("**E911 charge**") will apply to a Customer Device if specified in Section D for the Rate Plan subscribed to for that Customer Device. The amount of the E911 charge, as at the Effective Date, is specified in Section D, but the amount of the E911 charge may change without notice to the Customer. Additional 911 access charges will apply to Customer Devices billed in provinces with legislation imposing 911 access charges and requiring TELUS to collect the charges on behalf of the provincial government.

1.2 Charges on Deactivation

The deactivation charge payable for each Customer Device deactivated before the end of the associated Device Term is equal to the sum of: (i) the outstanding Device Balance; (ii) the charge payable by the Customer for return of any Airtime Credit as described in Section D plus (iii) a charge of \$100.

1.3 Account Management Portal

TELUS may provide the Customer with tools, through a web-based portal, to assist the Customer with managing its account with TELUS and the use of the Services. The Customer shall maintain the confidentiality of all log-in names and passwords used to access the Customer's account through this portal and is responsible for all use of the portal by anyone using those log-in names and passwords. TELUS may, at its discretion and without any liability, change or delete any part of the portal or the tools available through it, or suspend or revoke the Customer's access to the portal to prevent any improper use of or unauthorized access to the portal.

1.4 Changes

During the Agreement Term and during any Device Term, the Customer may change the Rate Plan applicable to a Customer Device no more frequently than once each billing cycle, and provided that if the Rate Plan is changed during a billing cycle, the change will apply for the remainder of that billing cycle and until the end of the following billing cycle.

If the Rate Plan changes or any other changes to the Services are not documented by TELUS in an amendment to this Agreement at the time of the change, the Customer's use of any Services after any such changes is governed by this Agreement. Payment by the Customer of the charges billed after any such changes is the Customer's acceptance of any change to the charges resulting from any such changes.

1.5 Data Cancellation Charges on Rate Plan Changes

The cancellation charge payable if the Customer:

- a. subscribes to an Add-On for Wireless Data Service and subsequently cancels that Add-on,
- b. changes a Voice and Data Plan to a Voice Plan, or
- c. does not replace a Data Plan or Voice and Data Plan with another Data Plan when replacing a Customer Device,

is equal to \$10 multiplied by the number of months remaining in the Device Term. This cancellation charge does not apply if the Customer changes a Data Plan or changes from one Data Plan to another.

1.6 TELUS Wi-Fi Service

Wireless Data Service include access to TELUS Wi-Fi service, which provides wi-fi Internet access through TELUS' wireless network access points at various locations. The terms and conditions in this Agreement apply to use of the TELUS Wi-Fi service by any Customer User, and take precedence over any other service terms that may apply to the use of the TELUS Wi-Fi service, in the event of any conflict.

1.7 Customer Responsibility for Data

The Customer is solely responsible for all information, data, software or other material or content transmitted, stored or received by the Customer using the Services ("**Customer's Content**"). TELUS exercises no control whatsoever over the content, accuracy or quality of any Customer's Content. TELUS is not responsible for detecting errors or anomalies or for recreating or re-transmitting data.

1.8 Repair Service

The Customer may request to have eligible Customer Devices repaired by TELUS via its Affiliate, Mobile Klinik, during the Agreement Term (the "**Repair Service**"). The terms and conditions applicable to the Repair Service are found at www.TELUS.com/repairserviceterms ("**Repair Service Terms**"). TELUS' provision, and Customer's receipt, of the Repair Service is subject to, and governed by, the Repair Service Terms. The Repair Service Terms may be updated by TELUS from time to time. The amended Repair Service Terms will be posted at the location above and notice of the change will be provided by invoice notification, email or otherwise. Unless otherwise indicated, the effective date of the amended Repair Service Terms will be the date of posting. The continued use of the Repair Service by the Customer after such date will be deemed to constitute the acceptance of the amended Repair Service Terms. By signing this Agreement, the Customer accepts and agrees to the terms of the Repair Service Terms.

D. Corporate Offering and Rate Plans

1. Device Term and Hardware Promotions

1.1. Device Term

1.1.1 New Customer Devices

The Device Term for a New Customer Device, other than a No Term Device described in subsection 1.1.3 of this Section D, is equal to 36 months, starts on the date of activation, and extends beyond the Agreement Term.

1.1.2 Existing Customer Devices

The Device Term for an Existing Customer Device, whether the Customer Device was a new device or a replacement or upgraded device, is the remainder of the initial Device Term assigned to the Customer Device on the date of activation.

1.1.3 No Term Devices

The following Customer Devices do not have a Device Term and are referred to herein as "No Term Devices":

- a. Any Customer Device purchased at the full no-term price from TELUS or a TELUS dealer without a credit (including an Airtime Credit), subsidy, or discount from TELUS, except when subscribed to a Rate Plan that specifies a Device Term
- b. Any Customer Device that was not purchased from TELUS or a TELUS dealer and was activated or renewed on the TELUS network without an Airtime Credit or other credit or payment; and
- c. Any Customer Device where the applicable Device Term has expired or the Customer has paid all applicable charges in accordance with Section C.

The Device Balance for No Term Devices is \$0.

1.2 Upgrades

An "Upgrade" is the replacement of a Customer Device with a new device from TELUS.

The Customer may Upgrade a Customer Device at any time, subject to the following terms:

- a. the Customer will pay to TELUS the outstanding Device Balance for the Customer Device being replaced,
- b. a new Device Balance will be calculated for the replacement device, and
- c. a new Device Term of 36 months will apply to the replacement device starting on the date the replacement device is activated and may extend beyond the Agreement Term.

1.3 Technology Refresh Program

TELUS will not require payment of the Device Balance for each Customer Device Upgraded on or after the 30th month of the Device Term that applies to the Customer Device, on the following terms:

- a. the price of the replacement device will be TELUS' then-current price for that device on a 36 month Device Term,
- b. No Term Devices, tablets, Mike devices, Customer Devices on Vacation Suspension or Vacation Disconnect, Smart Hub devices, and global positioning system devices cannot be replaced under this subsection,
- c. a new Device Balance will be calculated for the replacement device, and
- d. a new Device Term of 36 months will apply to the replacement device starting on the date the replacement device is activated, and may extend beyond the Agreement Term.

1.4 Repair Allotment

Until the Repair Allotment Expiry Date, the Customer may submit for repair through the Repair Service described in Section C the number of eligible Customer Devices specified as the Repair Allotment. TELUS will not require payment for the Repair Service for a Customer Device repaired with a Repair Allotment. The Repair Service is subject to the terms of the Repair Service in Section C. Each Repair Allotment is eligible for one Repair Service up to a maximum value of \$400 per cost of repair per Customer Device. If the cost of repair is greater than \$400, the Customer will be responsible for payment of the difference. The value of each Repair Allotment is not redeemable for cash or eligible to be used towards a subsequent Repair Service. The Customer must first exhaust all Repair Allotments for all applicable Repair Services prior to utilizing the Repair Services outside of the Repair Allotment.

Only Customer Devices subscribed to a Voice Rate Plan or Voice and Data Rate Plan in Section D are eligible for Repair Allotment. No Term Devices and Customer Devices on Vacation Suspension or Vacation Disconnect are not eligible to Repair Allotment. The Repair Allotment Expiry Date and the Repair Allotment are in the table below.

Repair Allotment	10
Repair Allotment Expiry Date	Expiration of the Agreement Term.

2. Credits

2.1 TELUS Investments

TELUS shall apply a bill credit (the "**TELUS Investment**") after the Effective Date against fees and charges for the Services, which may be referred to on the bill as a Loyalty Credit. The TELUS Investment will be applied in equal installments over five consecutive monthly bills issued after the Effective Date and will be in the total amount of \$20,000, inclusive of applicable taxes.

The Customer must have reached the Minimum Commitment in order to receive the TELUS Investment. Only one TELUS Investment will apply to the Customer for the Agreement Term and any renewal. Bill credits cannot be redeemed in cash.

2.2 Return of TELUS Investments

If:

- a. TELUS has applied a TELUS Investment and this Agreement is terminated and the Customer Devices are deactivated before the end of the Agreement Term, for any reason, or
- b. at any time after the Commitment Date the number of Customer Devices active on the TELUS networks is less than the Minimum Commitment (with this event referred to as a "Shortfall") and has not been increased to the Minimum Commitment within 30 days of the Customer's receipt of notice of the Shortfall from TELUS,
(each of a. and b. are referred to as a "**Return of TELUS Investment Event**"),

then TELUS will bill the Customer and the Customer shall pay:

- a. 100% of the TELUS Investment if the Return of TELUS Investment Event takes place between the Effective Date and the end of the 12th month of the Agreement Term,
- b. 75% of the TELUS Investment if the Return of TELUS Investment Event takes place between the 13th and 24th month of the Agreement Term, or
- c. 50% of the TELUS Investment if the Return of TELUS Investment Event takes place between the 25th and 36th month of the Agreement Term.

The obligation to pay this amount applies in addition to any deactivation, cancellation or other charges that may apply on termination of the Agreement or deactivation of Customer Devices, and in addition to TELUS' rights in subsection 6 of Section B.

3. Special Terms and Conditions

3.1 Promotional Hardware Pricing

A Rate Plan in Section D may include a discount or promotional price on the purchase price of a Customer Device. This discount or promotional price will apply when the Customer activates or renews a new Customer Device with the Rate Plan during the Agreement Term on a 36 month Device Term. The amount of any discount may not exceed the cost of the device and all pricing is subject to availability.

3.2 Rate Plan Eligibility

Customer Devices with a Device Balance of more than \$0 may not subscribe to a non-subsidized Rate Plan.

3.3 Vacation Disconnect without Extension of the Device Term

The monthly charge for Vacation Disconnect is \$25 per Customer Device. This temporary rate plan accommodates Customer Devices not used for a period of time and allows Customer to suspend their service on such Customer Devices for a maximum of six months on an individual device. While on Vacation Disconnect, Service is suspended and the Device Term is not extended for the length of the disconnection. Vacation Disconnect is only available to Customer Devices who have been active on the network for a minimum of 6 months. Taxes, regulatory and other governmental charges will be added to the monthly charge.

3.4 Apple Business Manager

The Customer may enroll eligible Customer Devices in Apple Business Manager at a one-time cost of \$20 per eligible Customer Device, subject to the terms and conditions of the program as determined by Apple. Apple Business Manager is a third party service offered by Apple, billed through TELUS, and is only available:

- a. on Apple iPhone sold by TELUS from TELUS' inventory,
- b. on corporate liable iOS devices,
- c. on new iOS activations or renewals only (existing iOS devices are not eligible),
- d. if Customer has a Mobile Device Manager (TELUS will not manage Apple Business Manager accounts), and
- e. on devices that have obtained Apple Business Manager ID directly from Apple.

TELUS will provide the Customer with a one-time \$20 bill credit against fees and charges for the Wireless Voice and data Services for each eligible Customer Device that provides proof of enrollment to Apple Business Manager. Such credit cannot be redeemed in cash.

4. Corporate Rate Plans and Pricing

The Rate Plans available to the Customer and Customer Users are described below.

4.1 Definitions

In this subsection:

- a. "Additional Data" means additional data within Canada, unless otherwise specified in a Rate Plan,
- b. "MHS" means mobile high speed,
- c. "MMS" means multi-media messaging service and includes video and picture messages but not SMS,
- d. "National" or "Nationwide" means within Canada,
- e. "SMS" means short messaging service and includes text messaging but not MMS,
- f. "U.S." or "U.S.A." includes the 50 states, Puerto Rico and U.S. Virgin Islands.

4.2. Rate Plan Terms

4.2.1 Monthly Charges

All charges in the Rate Plan or Add-On recur monthly unless otherwise specified. Unless otherwise explicitly set out in the Rate Plans below, additional charges will apply to usage in excess of the included minutes, data, and features in accordance with TELUS' standard pay-per-use rates in effect at the time of use.

4.2.2 Shareable Minutes and Data

Shareable minutes and data only occurs across Customer Devices activated on the same type of sharing plan on the same billing account number assigned to the Customer by TELUS ("BAN"). In order to access shared data a Rate Plan must have a data sharing feature. Unlimited minutes are not shareable. Minutes and data are consumed on a "first come, first served" basis.

4.2.3 Government Charges

Government charges (described in Section C, subsection 1.1) include the following Monthly Regulated Provincial 911 access charge per device: Alberta \$0.95, New Brunswick \$0.97, Newfoundland \$0.75, Nova Scotia \$0.43, P.E.I. \$0.70, Quebec \$0.46, Saskatchewan \$2.08.

4.2.4 Directory Assistance Charge

As of the Effective Date, TELUS applies a charge for Directory Assistance in addition to the Rate Plan as follows: Calls to 4 11 or 555-1212 will be billed \$3.50 per call, plus airtime charges under the applicable Rate Plan.

4.2.5 Call Forwarding

When included in a Rate Plan, Call Forwarding is local only. Long distance charges will apply when call forwarding to a number outside of the Customer User's local calling area, even if the Customer User's Rate Plan or Add-On includes long distance.

4.3. Rate Plans

4.3.1 Voice Rate Plan Subsidized

Name	Corp Adv Voice 20
Monthly Plan Rate	\$20
Included Minutes	Unlimited National
Canada to US LD	\$0.10/minute
Included Features	Caller ID Call Forwarding Call Waiting Conference Calling Voicemail 25
Included SMS	Unlimited National, Canada to U.S. and Canada to International
Included MMS	Unlimited National, Canada to U.S. and Canada to International
Terms and Conditions	May be combined with applicable TELUS Corporate Advantage add-ons, except Corporate Advantage U.S. add-ons 3000 Call Forwarding minutes included. Additional Call Forwarding minutes: \$0.15/minute

4.3.2 Voice Rate Plan Non-Subsidized

Name	Corp Adv Voice 15R SIM only
Monthly Plan Rate	\$15
Included Minutes	Unlimited National
Canada to US LD	\$0.10/minute
Included Features	Caller ID Call Forwarding Call Waiting Conference Calling Voicemail 25
Included SMS	Unlimited National, Canada to U.S. and Canada to International
Included MMS	Unlimited National, Canada to U.S. and Canada to International
Terms and Conditions	May be combined with applicable TELUS Corporate Advantage add-ons, except Corporate Advantage U.S. add-ons 3000 Call Forwarding minutes included. Additional Call Forwarding minutes: \$0.15/minute
Hardware Subsidy	Non-subsidized: no subsidy provided on activation or renewal of hardware

4.3.3 Voice and Data Rate Plans Subsidized

Name	Corp Advantage V&D 45
Monthly Plan Rate	\$45
Included Minutes	Unlimited National
Canada to US LD	\$0.10/minute
Included Features	Caller ID Call Forwarding Call Waiting Conference Calling Voicemail 25
Included Data	5 GB shareable Canada data
Included SMS	Unlimited National, Canada to U.S. and Canada to International
Included MMS	Unlimited National, Canada to U.S. and Canada to International
Hardware Discounts	\$300 off TELUS' then current 3 year term price on a smartphone
Terms and Conditions	May be combined with applicable TELUS Corporate Advantage add-ons, except Corporate Advantage U.S. add-ons 3000 Call Forwarding minutes included. Additional Call Forwarding minutes: \$0.15/minute Data can be used on-device or tethered. Data overage and roaming fees will apply

Name	Corporate Advantage V&D 50
Monthly Plan Rate	\$50
Included Minutes	Unlimited National
Canada to US LD	\$0.10/minute
Included Features	Caller ID Call Forwarding Call Waiting Conference Calling Voicemail 25
Included Data	7 GB shareable Canada data
Included SMS	Unlimited National, Canada to U.S. and Canada to International
Included MMS	Unlimited National, Canada to U.S. and Canada to International
Hardware Discounts	\$300 off TELUS' then current 3 year term price on a smartphone
Terms and Conditions	May be combined with applicable TELUS Corporate Advantage add-ons, except Corporate Advantage U.S. add-ons 3000 Call Forwarding minutes included. Additional Call Forwarding minutes: \$0.15/minute Data can be used on-device or tethered. Data overage and roaming fees will apply

4.3.4 Voice and Data Rate Plans Non-Subsidized

Name	Corp Adv V&D 35R SIM only
Monthly Plan Rate	\$35
Included Minutes	Unlimited National
Canada to US LD	\$0.10/minute
Included Features	Caller ID Call Forwarding Call Waiting Conference Calling Voicemail 25
Included Data	5 GB shareable Canada data
Included SMS	Unlimited National, Canada to U.S. and Canada to International
Included MMS	Unlimited National, Canada to U.S. and Canada to International
Terms and Conditions	May be combined with applicable TELUS Corporate Advantage add-ons, except Corporate Advantage U.S. add-ons 3000 Call Forwarding minutes included. Additional Call Forwarding minutes: \$0.15/minute Data can be used on-device or tethered Data coverage and roaming fees will apply
Hardware Subsidy	Non-subsidized: no subsidy provided on activation or renewal of hardware

Name	Corp Adv V&D 40R SIM only
Monthly Plan Rate	\$40
Included Minutes	Unlimited National
Canada to US LD	\$0.10/minute
Included Features	Caller ID Call Forwarding Call Waiting Conference Calling Voicemail 25
Included Data	7 GB shareable Canada data
Included SMS	Unlimited National, Canada to U.S. and Canada to International
Included MMS	Unlimited National, Canada to U.S. and Canada to International
Terms and Conditions	May be combined with applicable TELUS Corporate Advantage add-ons, except Corporate Advantage U.S. add-ons 3000 Call Forwarding minutes included. Additional Call Forwarding minutes: \$0.15/minute Data can be used on-device or tethered Data coverage and roaming fees will apply
Hardware Subsidy	Non-subsidized: no subsidy provided on activation or renewal of hardware

4.3.5 Data Rate Plans Subsidized

Name	Corporate Advantage MHS 35
Monthly Plan Rate	\$35
Included Data	5 GB shareable Canada data
Terms and Conditions	Users do not have access to pooled or shareable minutes. All voice usage will be charged at the applicable in-market pay-per-use rate Data can be used on-device or tethered May be combined with Corporate Advantage Data Add-ons

Name	\$45-5GB shared MHS
Monthly Plan Rate	\$45
Included Data	7 GB shareable Canada data
Terms and Conditions	Users do not have access to pooled or shareable minutes. All voice usage will be charged at the applicable in-market pay-per-use rate Data can be used on-device or tethered. May be combined with Corporate Advantage Data Add-ons

4.3.6 Data Rate Plans Non-Subsidized

Name	Corp Advantage Data OMB
Monthly Plan Rate	\$5
Included Data	Access to shareable Canada data only
Terms and Conditions	Users do not have access to pooled or shareable minutes. All voice usage will be charged at the applicable in-market pay-per-use rate. No data included. Users can access shared data within the same BAN. Data can be used on-device or tethered. Data overage and roaming fees will apply. May be combined with compatible Data add-ons.
Hardware Subsidy	Non-subsidized: no subsidy provided on activation or renewal of hardware

4.3.7 Voice Features

Name	Voice Mail - iPhone Visual Voicemail - \$2.50
Monthly Plan Rate	\$2.50
Terms and Conditions	Available as an add-on to Voice + Data rate plans only for individual users (non-shareable).

Name	Voice Mail - Voicemail to Text - \$2.50
Monthly Plan Rate	\$2.50
Terms and Conditions	Available as an add-on to Voice or Voice + Data rate plans only for individual users (non-shareable).

Name	Corporate Advantage - Shared LD CAN-CAN, CAN-US 1,000 min
Monthly Plan Rate	\$10
Included Minutes	1,000 Shareable Canada to Canada, Canada to U.S. LD Minutes
Terms and Conditions	Available as an add-on to compatible Voice or Voice + Data rate plans.

Name	Corporate Advantage - Shared LD CAN-CAN, CAN-US – 3,000 min
Monthly Plan Rate	\$25
Included Minutes	3,000 Shareable Canada to Canada, Canada to U.S. LD Minutes
Terms and Conditions	Available as an add-on to compatible Voice or Voice + Data rate plans.

Name	Corporate Advantage - Shared LD CAN-CAN, CAN-US – 6,000 min
Monthly Plan Rate	\$45
Included Minutes	6,000 Shareable Canada to Canada, Canada to U.S. LD Minutes
Terms and Conditions	Available as an add-on to compatible Voice or Voice + Data rate plans.

Name	Corporate Advantage - Shared LD CAN-CAN, CAN-US – 10,000 min
Monthly Plan Rate	\$60
Included Minutes	10,000 Shareable Canada to Canada, Canada to U.S. LD Minutes
Terms and Conditions	Available as an add-on to compatible Voice or Voice + Data rate plans.

Name	Corporate Advantage - Shared LD CAN-CAN, CAN-US – 15,000 min
Monthly Plan Rate	\$75
Included Minutes	15,000 Shareable Canada to Canada, Canada to U.S. LD Minutes
Terms and Conditions	Available as an add-on to compatible Voice or Voice + Data rate plans.

4.3.8 Data Features

Name	Corp Adv Cdn Sh Data \$100 6GB
Monthly Plan Rate	\$100
Included Data	6 GB shareable Canada data
Terms and Conditions	Available as an Add-On to compatible Voice + Data, Tablet or Mobile High Speed rate plans only.

Name	Corp Adv Cdn Sh Data \$160 15GB
Monthly Plan Rate	\$160
Included Data	15 GB shareable Canada data
Terms and Conditions	Available as an Add-On to compatible Voice + Data, Tablet or Mobile High Speed rate plans only.

Name	Domestic Data - Shared - 20GB - \$200
Monthly Plan Rate	\$200
Included Data	20 GB shareable Canada data
Terms and Conditions	Available as an Add-On to compatible Voice + Data, Tablet or Mobile High Speed rate plans only.

Name	Domestic Data - Shared - 50GB - \$400
Monthly Plan Rate	\$400
Included Data	50 GB shareable Canada data
Terms and Conditions	Available as an Add-On to compatible Voice + Data, Tablet or Mobile High Speed rate plans only.

4.3.9 Roaming Add-Ons for Rate Plans without Easy Roam as an Included Feature

Name	TELUS Business Roam Ready U.S. Rates v3	
Voice Rate Details	Included U.S. Voice Minutes	None
	Unlimited U.S. to Canada/U.S. only minutes	\$20*
Data Rate Details	Included U.S. Data	Up to 2 MB
	Up to 500 MB U.S. Data	\$30**
	Additional U.S. Data	\$30 per each additional bucket of 500 MB
SMS/MMS Rate Details	Unlimited U.S. incoming and outgoing SMS	Included
Terms and Conditions	<p>Available as an add-on feature only, to be added to a voice or data plan, for individual users. For use while in the U.S. only. Voice minutes must originate from the U.S. and terminate in the U.S. or in Canada. Calls originating from the U.S. and terminating in any international destination will be charged in market roaming and long distance rates. SMS must originate in the U.S. and terminate in the U.S. or in Canada.</p> <p>*\$20 charge will apply once Customer User uses voice services in the U.S. Customer User will then have access to unlimited U.S. to Canada/U.S. minutes during the remainder of the billing cycle.</p> <p>**\$30 charge will apply after the first 2 MB of use of data services in the U.S. Customer User will then have access to up to 500 MB U.S. data during the remainder of the billing cycle. Charges are not pro-rated.</p> <p>Cannot be combined with any TELUS rate plan, add-on, feature, passport or PPU option offering preferred voice or data roaming rates in the U.S.</p>	

Name	Major Economies International Roaming Flex			
Voice Rate Details	Tier	Included Minutes	Applicable Charges	Additional Usage
	Base	0	\$0	\$0.40/minute
Data Rate Details	Tier	Data Included	Applicable Charge	Additional Usage
	Base	0	\$0	Auto move to tier 1
	1*	300 MB	\$50*	Auto move to tier 2
	2	600 MB	\$90	Auto move to tier 3
	3	1 GB	\$150	\$150 + \$30/100 MB
Countries Included	Aland Island, Albania, Andorra, Anguilla, Antigua & Barbuda, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Barbados, Belarus, Belgium, Bermuda, Bosnia Herzegovina, British Virgin Islands, Bulgaria, Cayman Islands, China, Croatia, Cyprus, Czech Republic, Denmark, Dominica (Commonwealth Of), Dominican Republic, Estonia, Faroe Islands, Finland, France, France, French Guyana, French West Indies, Georgia, Germany, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guernsey, Guyana, Haiti, Hong Kong, Hungary, Iceland, India, Ireland, Isle Of Man, Italy, Jamaica, Japan, Jersey, Korea, Republic Of, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malta, Mexico, Moldova, Montenegro, Montserrat, Netherlands, Netherlands Antilles, New Zealand, Norway, Poland, Portugal, Romania, Russia, Saba, San Marino, Serbia, Slovakia, Slovenia, Spain, Sri Lanka, St Kitts & Nevis, St Lucia, St Vincent And The Grenadines, St. Barthelemy, St. Eustatius, St. Maarten, St. Martin, Sweden, Switzerland, Taiwan, Trinidad And Tobago, Turkey, Turks & Caicos Islands, Ukraine, United Kingdom.			
Terms and Conditions	<p>Available as an add-on feature only, to be added to a voice or data plan, for individual users. *\$50 charge will apply after the first data consumption within the above mentioned countries. Subscribed device will then have access to up to 300 MB (not shared) data during the remainder of the billing cycle. Additional charges will apply as the subscribed device reaches higher data tiers.</p> <p>Applies to use while in the countries specified above as included.</p> <p>Charges are not pro-rated.</p> <p>Cannot be combined with any TELUS rate plan, add-on, feature, passport or PPU option offering preferred voice or data roaming rates in these regions or countries.</p> <p>Unlimited incoming/received International text messaging (SMS) included. Customer User must be subscribed to Global SMS if Customer User wants to use outgoing text messages. Outgoing SMS is not included in the flex pass and needs to be added in addition to the flex pass.</p> <p>Data is charged by the MB and rounded to the closest 20 KB.</p>			

Name	Global International Roaming SMS Flex			
SMS/MMS Rate Details	Tier	Included SMS	Applicable Charges	Additional Usage
	Base	0	\$0	Auto move to tier 1
	1	250	\$7.50	\$7.50/250 SMS then \$0.50/SMS after 250,000 SMS
Terms and Conditions	<p>Available as an add-on feature only, to be added to a voice or data plan, for individual users. Outbound roaming SMS only. Unlimited incoming SMS are included.</p> <p>\$7.50 charge will apply as soon as the Customer User sends an outgoing SMS while roaming internationally. An additional \$7.50 charge will apply for each additional 250 SMS messages sent or part thereof up to 250,000 SMS. Additional pay per use charges will apply as described.</p> <p>Charges are not pro-rated.</p>			

Name	International Roaming Flex - Rest of World A			
Voice Rate Details	Tier	Included Minutes	Applicable Charges	Additional Usage
	Base	0	\$0	\$0.65/minute
Data Rate Details	Tier	Data Included	Applicable Charge	Additional Usage
	Base	0	\$0	Auto move to tier 1
	1*	50 MB	\$50*	Auto move to tier 2
	2	100 MB	\$90	Auto move to tier 3
	3	200 MB	\$160	Auto move to tier 4
4	400 MB	\$240	\$240 + \$40/50 MB	
Countries Included	Afghanistan, Argentina, Bahrain, Bangladesh, Belize, Bhutan, Bolivia, Brazil, Cambodia, Chile, Colombia, Cook Islands, Costa Rica, Ecuador, Egypt, El Salvador, Falkland Islands, Fiji, French Polynesia, Guatemala, Honduras, Indonesia, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Laos, Lebanon, Malaysia, Maldives, Nepal, New Caledonia, Nicaragua, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Qatar, Saudi Arabia, Singapore, South Africa, Tajikistan, Thailand, Tonga, Turkmenistan, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen.			
Terms and Conditions	<p>Available as an add-on feature only, to be added to a voice or data plan, for individual users. *\$50 charge will apply after the first data consumption within the above mentioned countries. Subscribed device will then have access to up to 50 MB (not shared) data during the remainder of the billing cycle. Additional charges will apply as the subscribed device reaches higher data tiers.</p> <p>Applies to use while in the countries specified above as included.</p> <p>Charges are not pro-rated.</p> <p>Cannot be combined with any TELUS rate plan, add-on, feature, passport or PPU option offering preferred voice or data roaming rates in these regions or countries.</p> <p>Unlimited incoming/received International text messaging (SMS) included. Customer User must be subscribed to Global SMS if Customer User wants to use outgoing text messages. Outgoing SMS is not included in the flex pass and needs to be added in addition to the flex pass.</p> <p>Data is charged by the MB and rounded to the closest 20 KB.</p>			

Name	International Roaming Flex - Rest of World B			
Voice Rate Details	Tier	Included Minutes	Applicable Charges	Additional Usage
	Base	0	\$0	\$2/minute
Data Rate Details	Tier	Data Included	Applicable Charge	Additional Usage
	Base	0	\$0	Auto move to tier 1
	1*	25 MB	\$75*	Auto move to tier 2
	2	50 MB	\$145	Auto move to tier 3
	3	100 MB	\$280	Auto move to tier 4
4	200 MB	\$500	\$500 + \$50/25 MB	
Countries Included	Algeria, Angola, Benin, Botswana, Brunei Darussalam, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo, Democratic Republic Of, Cote d'Ivoire, Cuba, Djibouti (Republic Of), Equatorial Guinea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Kenya, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mauritius, Micronesia (Federated States Of), Mongolia, Morocco, Mozambique, Namibia, Niger, Nigeria, Oman, Sultanate Of, Palau, Reunion (La), Rwanda, Republic Of, Samoa, Sao Tome And Principe, Senegal, Seychelles, Sierra Leone, Solomon Islands, St Pierre Et Miquelon, Sudan, Suriname, Swaziland, Tanzania, Timor L'Este, Togo, Tunisia, Uganda, Zambia, Zimbabwe.			
Terms and Conditions	<p>Available as an add-on feature only, to be added to a voice or data plan, for individual users. *\$75 charge will apply after the first data consumption within the above mentioned countries. Subscribed device will then have access to up to 25 MB (not shared) data during the remainder of the billing cycle. Additional charges will apply as the subscribed device reaches higher data tiers.</p> <p>Applies to use while in the countries specified above as included.</p> <p>Charges are not pro-rated.</p> <p>Cannot be combined with any TELUS rate plan, add-on, feature, passport or PPU option offering preferred voice or data roaming rates in these regions or countries.</p> <p>Unlimited incoming/received International text messaging (SMS) included. Customer User must be subscribed to Global SMS if Customer User wants to use outgoing text messages. Outgoing SMS is not included in the flex pass and needs to be added in addition to the flex pass.</p> <p>Data is charged by the MB and rounded to the closest 20 KB.</p>			