



TELUS Support for CHFBC Residents

At TELUS, we are committed to making sure our customers have all the right tools to enjoy our services. This reference guide provides a list of contacts that may provide support throughout your TELUS experience.

Support teams	Contacts
<p>New Account Sign-Up</p> <ul style="list-style-type: none"> • New or existing residents that would like to sign up for the Telecom Program 	<p>Call: 1-866-667-9749</p> <ul style="list-style-type: none"> • Monday – Friday, 8 AM – 7 PM (PST) • Saturday, 9 AM – 5 PM (PST) <p>Online: telus.com/mdulead Please expect an email response within 3 – 5 business days</p>
<p>General Inquiries</p> <ul style="list-style-type: none"> • Billing support, package changes, or other inquire 	<p>Call: 310-2255</p> <ul style="list-style-type: none"> • Monday – Sunday, 9 AM-7 PM (PST) <p>Chat: telus.com/chat</p> <ul style="list-style-type: none"> • Monday – Friday, 7:30 AM – 9 PM local hours • Saturday – Sunday, 8 AM – 8 PM local hours
<p>Technical Support</p> <ul style="list-style-type: none"> • Technical support for your residential TV and Internet, or mobility products 	<p>Call: 310-TECH (310-8324) (Technical support 24/7)</p> <p>Chat: telus.com/chat</p> <ul style="list-style-type: none"> • Monday – Friday, 7:30 AM – 9 PM local hours • Saturday – Sunday, 8 AM – 8 PM local hours <p>*Note: Only authorized users can call in for inquiries</p>
<p>Program Transition Inquiries</p> <ul style="list-style-type: none"> • Questions regarding your first bill under the new program 	<p>Email: myhome@telus.com</p> <ul style="list-style-type: none"> • Monday – Friday, 9 AM – 5 PM (PST)

