

Your Next Steps And Frequently Asked Questions

So What's Next?

1. Once you have submitted your order, you will receive an email from TELUS. Click on the "Get My Offer" button in the email. Then check the box to verify your email. Once done you have finished this step. No need to submit the order online. If you are not using a work email address for submission, you will be required to upload a proof of employment via your personal email. These include a Badge ID, Warrant Card, Current Paystub, or Current Letter of Employment from HR.
2. 24-48 hours later you will receive an agreement from Sky Wireless staff to sign off on. This will need to be signed and sent back via email or fax. Our fax number is 647-498-1046
3. If your order requires payment, a Sky Wireless representative will contact you for credit card details; e-Transfer is also an option, however we cannot accept Debit Visa/Debit MasterCard.
4. Once your service agreement is signed, your device will be shipped to the address of your choice as indicated on the order form within 24 hrs.
5. Your device will come with a sticker with activation instructions located on the box. Follow these to complete the process.

Frequently Asked Questions:

1. Can I keep my number?
Yes. You can keep your current TELUS phone number on renewal or bring a number from another carrier if you are new to TELUS. If you are porting from another provider, we must have the account number to submit the transfer. Typically there is no down time in your phone service, however exceptions apply in some cases (Koodo transfers for example)
2. How do I transfer my number to TELUS from my old provider?
Your device will come with a sticker on the box indicating the final process to complete the transfer. It is similar to activating a credit card at home and takes only 30 seconds
3. Do I have to call my other carrier to cancel?
No. Once you finish the transfer process your other service provider will automatically cancel
4. Can I have a second corporate account?
No. Each employee is eligible for one Corporate Account with one line receiving the 30% Employee Discount
5. How does the 30% Employee Discount work?
The 30% Discount has already been applied onto the flyer. When you receive your service agreement for the Primary Line, this discount will not show. The line must be active with TELUS Corporate before the discount can be applied. You will see the 30% discount on your monthly TELUS bill.
6. Why do I need to input my Drivers Licence or SIN?
One or the other is required by TELUS to complete a credit check along with your Date of Birth
7. My service agreement shows a \$30 recurring charge for connection fee?
This is a one time charge at activation and not re-occurring, and not able to be waived
8. What if I have billing questions?
Billing questions and concerns can be easily resolved directly with TELUS Client Care by calling 611 from your TELUS mobile or 1-866-558-2273.