



TELUS Customer Billing Support for Little Red River Cree Nation

Support and Assistance for Our Valued Customers Affected by the Wildfires

We are deeply saddened to hear about the impact that the recent wildfires have had on Little Red River Cree Nation. We understand that this is an incredibly difficult time and we want to assure you that we are here to offer our support.

What to know if you're a TELUS Mobility or Koodo post-paid customer:

- If you've had to leave your home, mobile connectivity is more important than ever. To help keep you connected, we will apply a data top-up of 50 GB to your plan within the first few days after having to leave your home. You will not need to take any action and we will send you a text message to confirm.

What to know if you're a TELUS Internet, TV, Home Phone or SmartHome Security customer:

- **If you've been evacuated and are returning home:**
 - We understand that many of our customers have been impacted, which is why we will automatically provide a credit to your TELUS home services account. No action by you is required, you will see the credit automatically appear in the next 1 - 2 billing cycles. Details for your situation will be communicated to you in a separate email.
- **If you've been evacuated but are unable to return because your home has been damaged or lost:**
 - We understand that you may need to make adjustments to your services or temporarily pause them while you rebuild and recover. We encourage you to reach out to our dedicated customer support team at **1-855-889-7233**, so that we can discuss the best options available to you.
- **SmartHome Security Customers:**
 - Your TELUS SmartHome Security and automation services will remain active, and for customers with remote access and control through the TELUS SmartHome app, you will continue to be able to remotely monitor your home and property. However, under extreme circumstances where power and communication infrastructure is damaged or destroyed, your service and alarm response may be disrupted.

We understand that each situation is unique and our aim is to provide flexibility and understanding during this challenging time.

Our thoughts are with you and the entire community as you begin the process of recovery and rebuilding. We hope this supports Little Red River Cree Nation recovery and allows you to focus on returning home.