

APPENDIX A:

Telus Prepaid Account Balance Policy
(printout from Telus website 23/04/2014)

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Prepaid Account Balance Policy

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Important changes to your TELUS Prepaid account

The TELUS standard mobility [Service Terms](#) have recently changed. As of October 20, 2013, TELUS Prepaid customers with a balance of \$300 or more are required to maintain a 30-day rate plan or a 30-day add-on on their account.

We recognize that customers top up each month to ensure their balance does not expire¹. These changes help to ensure that customers can use their existing balance without having to worry about topping up.

If you have a balance of \$300 or more you are required to have a 30-day rate plan or add-on on your account. If you don't already have a 30-day rate plan or add-on, we will automatically add our least expensive voice and messaging plan – Talk + Messaging 10 – to your account when you reach a balance of \$300 or more. For just \$10 per month, it gives you 50 minutes of local talk time and 50 Canadian text messages - a 75% discount on our pay-per-use rates. So you can use your phone more often with greater cost certainty. You can stop topping up and the \$10 will be deducted from your account balance every 30 days.

As long as you have a 30-day rate plan (like Talk + Messaging 10) or a 30-day add-on on your account, you will no longer need to top up. The rate plan on your account will ensure that your remaining balance does not expire. You can use your existing balance to cover the cost of the monthly rate plan. **This means that customers who have the Talk + Messaging 10 plan or any other 30-day rate plan added to their account no longer need to top-up until their balance reaches \$0.**

What you need to know

You have a balance of \$300 or more

If you do not have a 30-day rate plan, the **\$10 Talk + Messaging rate plan (50 local minutes + 50 Canadian text messages)** will be automatically added to your account. It is our least expensive voice and messaging plan and offers a 75% discount on our pay-per-use rates. The \$10 cost of the rate plan will be automatically deducted from your existing account balance every 30 days.

Rest assured, this change will not result in you losing your account balance. As long as this rate plan, or another 30-day rate plan, remains on your account, you will no longer need to top up until your balance reaches \$0. Your existing balance will be used to cover the cost of the rate plan and depending on the size of your balance you may not have to pay anything more for your Prepaid service for two or more years.

TELUS will send notifications via email and text message to inform you when this plan has been added.

If you receive the \$10 Talk + Messaging rate plan, you can [select another rate plan](#) by logging in to [Your Account](#) or [contact us](#)². You may choose from any 30-day rate plans.

TELUS will not disable automatic top ups at \$300. You have the option to disable auto top ups in [Your Account](#) or by [contact us](#).

If you already have a 30-day rate plan, you can keep your current rate plan. By setting the 30-day rate plan to automatically renew from your account balance, you no longer need to top up to ensure your remaining account balance does not expire.

NOTE: If you do not have an email address on file, you will only receive a text notification. If you have opted out of receiving text or email notifications from TELUS, you will not receive these notifications. [Contact us](#) to update your notification preferences.

You have a balance of less than \$300

There will be no changes made to your account.

You are not required to maintain a rate plan. However, if you do not have a rate plan, you must regularly top up your account or your balance will expire after:

- 30 days with a \$10 top up
- 60 days with a \$25 or \$50 top up
- 365 days with a \$100 top up

Even though you are not required to maintain a rate plan you can always take advantage of our rate plans which offer great value and can be deducted from your account balance.

You can set a 30-day rate plan to automatically renew to keep your account balance from expiring.

TELUS will send notifications via email and text message when you reach \$200, \$250, and \$290 to remind you of the changes that will take effect if your balance reaches \$300.

NOTE: If you do not have an email address on file, you will only receive a text notification. If you have opted out of receiving text or email notifications from TELUS, you will not receive these notifications. [Contact us](#) to update your notification preferences.

Ways to use your account balance

You can purchase a 30 day [add-on](#) or a [rate plan](#) and set it to automatically renew from your account balance.

You can transfer a portion of your balance to another TELUS Prepaid customer³.

You can use your account balance to purchase a new device and accessories³.

1. TELUS Prepaid balances are non-refundable as per the Service Terms
2. New rate plan can be selected when the current 30 day period ends
3. Some conditions apply

Q&A

Will TELUS disable my automatic top ups when my account reaches \$300?

No. TELUS will not disable automatic top ups at \$300. You have the option to easily disable auto top ups yourself in [Your Account](#) or by [contacting us](#).

Can I continue to top up if I'm over \$300?

Yes. You can continue to top up your account balance and you can still use any non-refundable voucher PINs you may have purchased. However, you do not need to top up to keep your remaining account balance from expiring if you have a 30-day rate plan set to auto-renew.

What happens if my balance drops below \$300?

You are no longer required to maintain a rate plan. However, if you set your 30-day rate plan to automatically renew on your account, your remaining balance will not expire. Once your balance reaches \$0, you need to top up to maintain your services.

If you no longer maintain a rate plan on your account your balance will expire if you do not top up.

Can I remove the \$10 Talk + Messaging rate plan from my account?

A 30-day rate plan is required if your balance is over \$300. You can remove the Talk + Messaging 10 rate plan if you would like to choose a different one. If you would like a different plan, remove the auto-renew option of the Talk + Messaging 10 plan and select a different 30-day rate plan of your choice.

You are not required to maintain a rate plan once your balance drops below \$300. If you choose to remove all rate plans from your account, you must top up to ensure your balance does not expire.

Can I buy the \$10 Talk + Messaging rate plan?

No. The \$10 Talk + Messaging 10 plan is automatically added to accounts that have a balance of \$300 or more. It is not available for purchase.

Can you refund my balance?

No. TELUS Prepaid balances are non-refundable as per the [service terms](#). However, there are other [ways to use your account balance](#).

Will my balance expire if I stop top ups and have a 30-day rate plan?

No. As long as you have a 30-day rate plan or add-on that auto-renews successfully every 30 days your balance will not expire and you do not need to top up.

If your balance drops below \$300 and you remove rate plans from your account, you need to top up to ensure your balance does not expire.

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