

APPENDIX B:

Transcript of online chat
with Telus customer service representative
about Telus' Prepaid Account Balance Policy
with respect to balances over \$300

Hi! Thanks for contacting **TELUS**.

You are '1' in queue.

*** The information you provide may be stored electronically on a server outside of Canada. The information will be protected with appropriate security safeguards, but may be subject to access under the laws of the foreign jurisdiction. ***

You are now chatting with 'Lazo'

Lazo: Welcome to TELUS Mobility Client Care Chat Support. Let me take a look at your inquiry. How are you today?

Friend of Prepaid Customer:

Hello Lazo. I am fine. How are you?

Lazo: I am doing great, Thank you very much for asking!

Friend of Prepaid Customer: I can't see my question on the screen. Would you kindly repost it please.

Lazo: Then new policy of \$300 is for any customer new or old customer, once the balance is \$300 or more the feature is added automatically.

Lazo: No worries I can see it here and I will post it again

Lazo: Hello, On October 20, 2013, Telus introduced a policy whereby prepaid wireless customers who have a balance of \$300 are automatically subscribed to a \$10 monthly feature giving 50 minutes of local talk and 50 Canadian text messages. Would you clarify whether this is only for customers who are NEW, that is to say, customers who signed up AFTER October 20, 2013? Or does this policy also apply to customers who were already Telus prepaid pay-per-use customers BEFORE October 20, 2013? A link to the Telus policy is below. <http://mobility.telus.com/en/ON/Prepaid-Account-Balance-Policy/Prepaid-Account-Balance-Policy.shtml>

Friend of Prepaid Customer:

Okay. Thanks. I don't mean to be rude with this question, but I must ask. Are you sure? Is this information from some sort of

official document from Telus that customers who were already pay-per-use customers before October 20, 2013 fall under this new policy?

Lazo: No worries I understand your question, but I can assure you the customer can be with us for a few days or years in the prepaid service, every body who hits \$300 as a balance the feature is will be activated.

Friend of Prepaid Customer: Is there any way to refuse it?

Friend of Prepaid Customer: What if a customer has no use of 50 text messages to Canadians or 50 local call minutes?

Lazo: Sorry that was one of the major updates, nobody can remove the feature not us or our escalation teams.

Friend of Prepaid Customer:

Okay. Thank you very much Lazo. Have an excellent day.

Lazo: You are Welcome! Is there anything else I might be able to help you with today?

Friend of Prepaid Customer: No, that was everything. Thanks again.

Lazo: Ok, I hope you have a Wonderful day! Thank you very much for choosing TELUS.