

## How often are customers updated on my Personal Customer List (PCL)?

- All TELUS customers will be updated twice a week on your PCL, on Tuesday & Thursday after daily processing, refer to the Order Entry Timeline on ACN Compass [here](#).

## How can I ensure I receive proper credit for my TELUS Wireless customer?

- All customer orders must start from the IBO's Personal Website and complete the ACN Customer Form. Then the customer will receive an email from TELUS, click on the "Get my offer" link and the customer will be taken to a page with their Unique Verification Code and link to place the order.
- The Unique Verification Code will expire if the webpage is idle for 30 minutes. The customer must start their order over by clicking on the link from the email they received from TELUS.

## Can I sign up Koodo or Public Mobile customers with TELUS Wireless through ACN?

- Koodo, Public Mobile and any other subsidiary of TELUS are not eligible to sign up through the ACN-TELUS partnership.
- If a customer has service with Koodo, Public Mobile and any other subsidiary of TELUS, and adds a line of new service with TELUS Wireless through ACN, you will not receive credit.

## How long must a customer be off service from TELUS, Koodo or Public Mobile before being able to sign up through ACN?

- 90 Days. The Customer's account must be cancelled, if the customer is shut off for non-payment or non-renewal, the account may not be considered cancelled for another 90 days.

## Is a credit check required to establish an account with TELUS?

- Yes, a credit check is performed to create an account with TELUS.

## Where can I check on the status of my order?

- TELUS order status: <https://www.telus.com/shop/mobility/order-status-tracker>

## What does it mean when I see the status for my customer "Referred to Store"?

- This means your customer must provide additional ID Verification (discrepancies came up as TELUS was processing your order through the Credit Bureau). There are 2 ways for your customer to complete this below:
  - Customers can go into a TELUS store and present two forms of government issued ID with a photo along with their Order Confirmation Number.
  - Virtual Verification Process: [TELUSwebID@TELUS.com](mailto:TELUSwebID@TELUS.com) (allow up to 5 business days for this process to complete)
- Customers must provide:
  - 2 pieces of Valid Canadian Government Issued ID with photo. Front and Back (*Your Health Card and Credit Card are not valid for this purpose*).

- Proof of Address showing the same name and address you have provided in the billing information of your order (Note: Telecommunication Invoices are not accepted)
- Once this has been completed, the customer must reply email from TELUS to let them know they can submit your order for shipment. If the customer activates while at the store ACN and the IBO will not receive credit for the activation of the account
- ACN IBO's will receive credit for customers who complete this process.

## How can I sign up a family plan of more than 3 lines?

- TELUS requires customers to have active service for the first 3 lines before they will allow a customer to active more lines. This is a required online fraud protection policy by TELUS.
  - For example: A customer orders a 5-line family plan during the original order. Once the first 3 lines are active, the customer must call into TELUS Customer Care and activate the remaining 2 lines, using the Order Confirmation Numbers from your original order.
- ACN IBO's will receive credit for customers who complete this process.

## Is device financing available through TELUS?

- Yes, device financing is available through TELUS. See document on ACN Compass [here](#).

## Can I Bring My Own Device (BYOD) or must I purchase a new device?

- Yes, Bring My Own Device (BYOD) is available

## Can I have a different account address and credit card address?

- No, the account address must match your credit card address

## Can I go into a TELUS store and pick up my Phone or SIM card?

- No, instore device pickup is not available for webstore (online) orders.

## How long is the typical shipping time for a device or SIM card?

- Shipping is typically 5-7 business days (unless phone selected is on back order)
  - Shipping Information:
    - > A signature is required on delivery
    - > Delivery occurs during business hours
  - Delays in shipping may occur if:
    - > It's in a name other than the account holder
    - > The shipping and billing addresses don't match

## Where do I contact if I have questions about my TELUS account or need technical assistance?

- All TELUS Customer Care, technical support and account information:  
<https://www.telus.com/en/on/support?linktype=nav>