

Special Edition:

The “How To Roam” Guide

All you need to know about staying connected and saving while traveling on business.



What's inside:

- What is roaming?
- How to manage your data costs when you're roaming
- Know how much data you're using
- Tips and tricks to help you save



What is roaming?

"Roaming" simply means using your TELUS mobile device to connect to a cellular network outside Canada. You can take your mobile device(s) with you almost anywhere in the world and make calls, text, email and browse the Web, almost as easily as you do in Canada.

TELUS has you covered in over 200 countries.

TELUS has 500+ direct partnerships with carriers in over 200 countries, rather than with third-party brokers. These direct arrangements mean you'll have fewer problems connecting to the foreign network. With TELUS, you can be confident that you will connect directly to the best possible service in every country you roam.

We also have clear and simple roaming rates by zone.

- Zone 1: U.S., Mexico, Western Europe and Oceania
- Zone 2: The rest of the world*

To see the complete list of countries, visit telus.com/travel

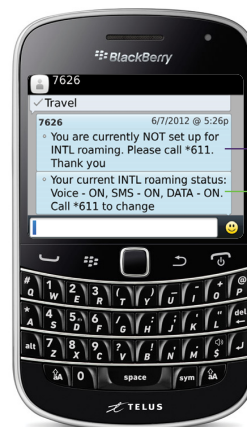


Is your TELUS device ready to roam?

Before you can use your TELUS device outside Canada and the U.S., your account must be set up for international roaming. For TELUS smartphones and phones, simply text the word "TRAVEL" to 7626.

The SMS response from TELUS will indicate whether your Voice, SMS (text messaging) and Data are "On" (e.g. INTL roaming status – ON).

If you are not set up for international roaming, or using a device without text messaging, call *611 or ask your business's telecom administrator to set it up.



Not ready to roam

Ready to roam

Tips and tricks

Find out if your device settings allow you to turn data roaming "on" or "off". Turning it on will ensure that you receive email while roaming. You can also turn off data roaming to help manage costs.

*Exceptions include satellite connections (e.g. Cruise ships, airplanes, offshore)

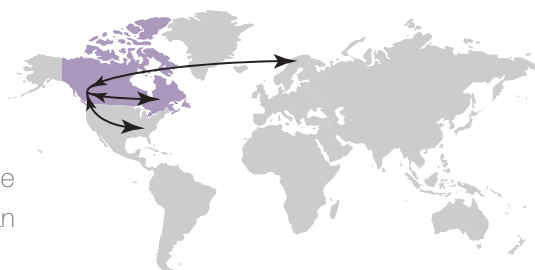
What's the difference between long distance and roaming?

Long distance

Long distance charges apply when:

- You call outside of your home city
- You make or receive calls while traveling outside of your home city in Canada (Exception: When you travel to another Canadian city and place a local call, long distance charges do not apply)

Note: SMS and data usage are not subject to long distance charges within Canada.



Roaming

It's roaming when you are outside of Canada and you:

- Use your TELUS device for voice and data when connected to a foreign cellular network in the city you're visiting



International Pricing Zones:

■ **Zone 1:** U.S., Mexico, Western Europe and Oceania

■ **Zone 2:** The rest of the world

The benefits of using your TELUS device when you travel.

Your phones serve as lifelines to your business. You set them up to help you keep contact lists and manage email accounts.

When you use your TELUS device while travelling, you make it easy for colleagues and clients back at the office to reach you without getting long distance charges or having to learn a new number.

Plus, you can get convenient access to all your information including email and contacts.

How to manage your data costs when you're roaming.

To stay in contact with your business while you're away, you may need to send and receive data on the go.

Here are some examples of how you may use data when roaming:

- Email
- Web browsing
- MMS – Picture Messaging (SMS alone is NOT considered data)
- GPS
- BlackBerry® Messenger (BBM™)
- Instant Messaging (Windows Live® Messenger, Google Chat™, Yahoo!® Messenger)
- Voicemail to text (Automatic voice message conversion to email, with optional downloadable audio .wav file sent to your inbox as an attachment)

Tips and tricks

Reduce the resolution of photos or videos before you send them, or wait until you can connect to a Wi-Fi network. Cameras on today's smartphones can take beautiful high resolution photos and videos, but higher resolutions mean more data.



Completely log out of applications like GPS and Facebook® that run in the background and continually use data to update your location.

Check your device manual for instructions on how to log out, rather than just hide an application in the background.



Know how much data you're using.

It's important to manage your data usage in order to keep your costs under control and avoid surprises on your bill when you return.

Here are some examples of how much data you might use across different devices depending on what you do:

Smartphone/Tablet					
	2MB	10MB	100MB	500MB	1GB
Web Pages	12	60	600	3,000	6,720
Email	100	500	5,000	25,000	56,000
Instant Message	70	350	3,500	17,500	39,200
Photos	8	40	400	2,000	4,480
Streaming Video	2	10	100	500	1,120

Example: 100 Emails (2MB) + 2 Streaming Videos (2MB) = 4MB

BlackBerry®					
	2MB	10MB	100MB	500MB	1GB
Web Pages	30	150	1,500	7,500	16,875
Email	1,000	5,000	50,000	250,000	562,500
Instant Message	400	2,000	20,000	100,000	225,000
Photos	6	30	300	1,500	3,375
Streaming Video	2	10	100	500	1,125

Example: 1,000 Emails (2MB) + 2 Streaming Videos (2MB) = 4MB

Mobile Internet Key					
	2MB	10MB	100MB	500MB	1GB
Web Pages	10	50	500	2,500	5,625
Email	200	1,000	10,000	50,000	112,500
Instant Message	1,000	5,000	50,000	250,000	562,500
Photos	2	10	100	500	1,125
Streaming Video	1	5	50	250	563

Note: Specific devices use different amounts of data due to various factors, including data compression, browser types and pre-configured filters.

Example: 200 Emails (2MB) + 1 Streaming Videos (2MB) = 4MB

Assumptions: Webpage .17MB, Email (without attachment).02MB, Instant Message .03MB, Photo .29MB, Streaming Video 1MB

To see how much data you're likely to use, try our data calculator at telus.com/travel

Tips and tricks

Be extra cautious when using streaming video services like Netflix™ and YouTube™ while roaming, as they can use a lot of data.

More ways to manage your data on the go.

What to expect when you arrive.

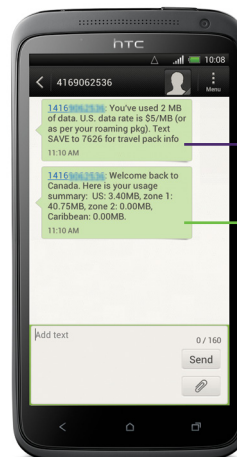
When you arrive in a country outside Canada, you will receive a free welcome SMS message that tells you:

- How to dial for help
- Pay-per-use rates
- How to get TELUS roaming passports (if available)

TELUS will help you keep track, automatically.

To help you manage your costs and make the most of on-the-go data, TELUS will automatically send you a free SMS message when you reach pre-defined usage levels.

You will also receive a free SMS message summarizing your data roaming usage when you return to Canada.



Data usage SMS

Data summary SMS

Switch to Wi-Fi and save.

If you have a Wi-Fi capable smartphone, tablet or laptop you can avoid roaming charges by connecting to local Wi-Fi hotspots (e.g. in your hotel or a coffee shop) and using your data applications over their network.

To find out more:

- 1) Go to telus.com/travel
- 2) Select the "Support" tab
- 3) Select your device
- 4) Click on the 'How To' tab and choose the link labeled "Setup a Wi-Fi Connection"

Note: Wi-Fi Internet performance varies in connectivity and quality.



Look for the Wi-Fi connect symbol

Tips and tricks

If you know you will be using roaming services heavily, there may be TELUS Passports™ that can save you money. To find out more, text the word "SAVE" to 7626.

Stay connected with TELUS.

How to call and text when outside Canada and the U.S.

To call or text Canada from outside of Canada or the U.S.:

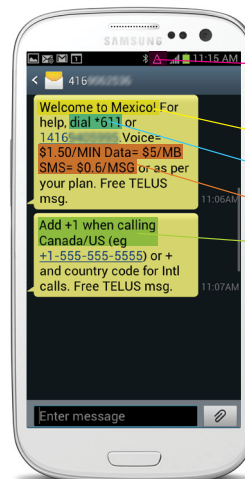
1. Enter '+' (plus symbol)
2. Enter '1'
3. Enter the 10-digit Canadian number
4. If texting, type your message in the text field, then select 'send'. If calling, simply select 'send'.

To call or text internationally outside of Canada or the U.S.:

1. Enter '+' (plus symbol)
2. Enter the country code*
3. Enter the area code and the phone number
4. If texting, type your message in the text field, then select 'send'. If calling, simply select 'send'.

To retrieve your voice mail anywhere in the world**:

Simply press and hold down '1' on your keypad until the phone dials your voicemail



- Triangular icon indicates that you are roaming
- Name of country you are roaming in
- How to dial for help
- Pay-per-use rates
- How to call home message

Tips and tricks

If you lose your device, immediately contact *611 on another TELUS phone or call +1-416-940-5995 to report and suspend service.



Staying connected is now easier and more affordable.

Clear and simple rates. Only two different international pricing zones.

Stay informed. Receive prompt data usage notifications while traveling and a summary when you return to help you to stay on top of data consumption.

Coverage where it counts. Talk, text and browse in over 200 countries with 24/7 support from our live business-trained professionals.

Save more. Automatic low pay-per-use rates and U.S. roaming passports help reduce costs.

For more information, visit telus.com/travel

* For a listing of country codes, visit telus.com/travel.

** Roaming charges apply for checking voice mail outside the TELUS network.

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