

Paperless is practical.

Paperless billing is a great way to save paper, reduce clutter and help the environment.



Switching off your paper bill and going paperless, you also enjoy:

- Access to complete detailed billing statements anytime, from any Internet connection
- Up to 18 months of viewable billing history that you can save or print
- Secure online account access, with the ability to pay electronically
- Optional TELUS bill monthly email notifications, so you'll never miss a payment

Frequently asked questions.

What is e.Bill?

e.Bill is your bill online. It is also more dynamic than just your paper bill providing you with the opportunity to sort your detail bill how you want, when you want. Further you can save, store, or print up to 18 months of historical bills.

How do I access my account?

Go to telusmobility.com, choose **Your Account** and log in with your username and password. If you do not have an account with telusmobility.com yet, click "**register now**" and follow three easy steps. Having an account online will allow you to manage Your Account, view usage, make payments, manage Favorite Numbers, update your address and contact information and more.

What is my username and password?

You get to choose your **username** and **password** when you register for the first time on telusmobility.com. The username was sent in an email for your records. This information should be kept secret as it provides access to all your account information and any changes you wish to make.

If you do not have an account with telusmobility.com yet, click "**register now**" and follow three easy steps to set up an account that will allow you to manage their account, view usage, make payments, manage Favorite Numbers, update your address and contact information and more.

Forget your username or password?

Go to telusmobility.com/youraccount where you can click "**forgot username**" or "**forgot password**" and follow a few simple steps to access Your Account.

How do I view my e.Bill?

Once you have logged in to **Your Account**, select "**view e.bill**" in the billing section.

What are the benefits of ebill?

- Secure 24 hour online account access at no cost
- 18 months of PDF bill history to file, save or print. You can also print a hard copy of your e.Bill to keep for your records
- Complete detailed billing at no cost
- Go paperless and set up for text or email notification advising you when your monthly e.Bill is ready
- Pay your bill online quickly and easily

Using and interpreting my e.Bill.

Is there a charge for using e.Bill?

No, e.Bill is a complimentary service for you our valued client.

Can you email my bills to me?

No but you can view, print and download the last 18 months of your bill history at any time in e.bill free of charge. If you decide to go paperless, we can send you an email notification when your bill is ready.

Can I remain on my current payment method if I sign up for e.Bill?

Yes, your payment method will not be change. However you can now make payments online quickly and easily, as well as see up to the last 18 months of historical bills, detailed billing.

Will my online bill tell me how many minutes I used during the month?

Yes, you will have access to detailed billing on your account.

How long will I have to wait before I can see my online bill?

No waiting. Your bill is accessible as soon as you log in and also up to 18 months of historical bills. For new activations, bill will be available after your first bill cycle ends.

Will I be able to see my bill in real time?

Yes, you will be able to see your current months' data and voice usage as well as your previous 18 months of bills (in PDF format).

How can I view my previous 18 months of bills?

Once you've logged into **Your Account**, select "**view e.bill**". Choose "**view PDF bill**" link on the top right of the page.

Problems viewing your pdf bills?

Check to ensure you have installed Adobe Viewer.

Do I have to be registered on telusmobility.com to make a bill payment or view my bills online?

Yes, however registering for an is easier than ever. See "How do I access my account" for more information.

I've chosen to go paperless, how do I set up my notifications?

If you are currently receiving a paper bill, once you log in, click "**I want to go paperless**", or if you are already paperless, click "**change notification settings**". When you choose to go paperless you can set your notification settings to email or text message.

Note: If you activate your email notification, you will be sent an email to validate the email address is accurate.

Is the bill I see online exactly like my paper bill?

Yes, they are identical. But e.bill provides you with additional functionality and details free of charge like allowing you to sort and filter usage in addition to providing you with access to your last 18 months' bills.

Do I need any software installed on my computer to view my e.Bill?

No, you only need internet access and a web browser.

How can I confirm that my online payment was received?

You will receive a confirmation number when you make your payment. Your balance will also update within "**Your Account**" billing section within 15 minutes.

How can I see my detailed call list?

Inside e.Bill you can select "**airtime detail**" and you will be able to see a complete list of calls made during the billing month. As well, e.Bill allows you to sort your calls and customize it to your needs, such as all calls to one number or most-dialed numbers.

Going paperless and managing your account paperlessly.

Why don't see an option to "go paperless" when I log into telusmobility.com/youraccount?

The **Go Paperless** option is only available to:

- The person who is payment responsible for the account; the account owner. If you are not the account owner, you cannot change the invoice method.
- Clients who are not already signed up on paperless billing.

I am already registered for paperless billing. How can I update how TELUS lets me know my bill is ready?

It is simple to update your email notification or switch to a text message notification. Log in to telusmobility.com/youraccount. In the billing section, select "**change notification settings**" and follow the simple steps. If you update your email address, we will send you an email with a link to confirm we have the right address. You must complete this step before TELUS will send you e.bill notifications.

I have registered for paperless billing, why doesn't TELUS notify me when my bill is ready?

It is simple to update your email notification or switch to a text message notification. Log in to telusmobility.com/youraccount. In the billing section, select "**change notification settings**" and follow the simple steps. If you update your email address, we will send you an email with a link to confirm we have the right address. You must complete this step before TELUS will send notifications to the updated email address.

How do I get a paper copy of my bill?

Once you've logged into **Your Account**, select "**view e.bill**". Choose "**view PDF bill**" link on the top right of the page and you will be able to download, store, and print your last 18 months of bills.

[Go paperless now.](#)

Payment methods.

How can I pay my bill?

If you don't want to worry about making monthly payment, sign up for pre-authorized payment today by logging into **Your Account** at telusmobility.com.

There are several other ways to pay your bill:

1. Online at telusmobility.com/youraccount. Log in and in **Billing** select "**Make a credit card payment**"
2. E.post
3. At a bank
4. Through your banks' online banking
5. By mail
6. Western Union
7. Wireless banking (if your financial institution supports this)

Pre-authorized payment.

How do I sign up for pre-authorized payment?

You can sign up for pre-authorized credit at any time in telusmobility.com/youraccount. Once you've logged in select "**billing**" then click on "**Register for pre-authorized credit card payments**".

Why is TELUS suppressing my paper invoice when I sign up for Pre-authorized credit card payments?

TELUS would like to encourage the use of the convenient e.bill service to manage your bills. This is also part of TELUS' on-going commitment to the environment. Suppressing your paper bill and using e.bill helps reduce the clutter of paper mail and save trees. There are many benefits to using e.bill.

What are the benefits of Pre-authorized payments?

You won't have to worry about missing the invoice due date and incurring late payment charges. It's a convenient service that allows your monthly payments to be made automatically each month.