

# TELUS support for CHF BC residents

At TELUS, we're committed to making sure our customers have all the right tools to enjoy our services. This reference guide provides a list of contacts that may provide support throughout your TELUS experience.

## New Account Sign-Up

New or existing residents that would like to sign up for the Telecom Program

Call: **1-866-667-9749**

Monday – Friday, 8 a.m. – 7 p.m. (PST)

Saturday, 9 a.m. – 5 p.m. (PST)

Online: [telus.com/mdulead](https://telus.com/mdulead)

Please expect an email response within  
3 – 5 business days

---

## General Inquiries

Billing support, package changes, or other inquiries

Call: **310-2255**

Monday – Sunday, 9 a.m.-7 p.m. (PST)

Chat: [telus.com/chat](https://telus.com/chat)

Monday – Friday, 7:30 a.m. – 9 p.m. local hours

Saturday – Sunday, 8 a.m. – 8 p.m. local hours

---

## Technical Support

Technical support for your residential TV and Internet, or mobility products

Call: **310-TECH (310-8324)**

(Technical support 24/7)

Chat: [telus.com/chat](https://telus.com/chat)

Monday – Friday, 7:30 a.m. – 9 p.m. local hours

Saturday – Sunday, 8 a.m. – 8 p.m. local hours

**\*Note:** Only authorized users can call in for inquiries

---

## Program Transition Inquiries

Questions regarding your first bill under the new program

Email: [CHFBCsupport@telus.com](mailto:CHFBCsupport@telus.com)

Monday – Friday, 9 a.m. – 5 p.m.  
(PST)



let's make the future friendly™

