

# TELUS TV

## IP 1000 Instruction Manual



Welcome to TELUS TV



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## purpose of this manual

This Instruction Manual will provide you with instructions to set up and use your TELUS TV® service, including the TELUS TV digital box, the remote control, and the Interactive Program Guide (IPG).

## how this manual is organized

**Section 1** – Introduction to TELUS TV



**Section 2** – Connecting your system

**Section 3** – Using your TELUS TV service

**Section 4** – Frequently asked questions (FAQs)

**Section 5** – Troubleshooting your digital TV system

## important information

<b>CAUTION</b> RISK OF ELECTRICAL SHOCK. DO NOT OPEN.	Caution: To reduce the risk of electric shock, do not remove cover (or back). No user serviceable parts inside. Refer servicing to qualified service personnel.
 This symbol indicates "dangerous voltage" inside the product that presents a risk of electric shock or personal injury.	 This symbol indicates important instructions accompanying the product.

<b>WARNING</b> To reduce the risk of fire or electric shock, do not expose this product to rain or moisture.
---

## important safety instructions

When using this product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
2. Use only the power supply indicated in this manual.

## FCC (Federal Communications Commission) and Industry Canada information

Refer to the identification/rating label located on the back panel of your product for its proper operating voltage.

FCC Regulations state that unauthorized changes or modifications to this equipment may void the user's

authority to operate it.

**Caution:** To reduce the risk of fire, use only No. 26 AWG or larger DSL telecommunication line cord.

The apparatus should not be exposed to dripping or splashing. Also, no objects filled with liquids, such as vases, should be placed on the apparatus.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Increase the separation between the equipment and receiver
- Connect this equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult your service provider or an experienced radio/TV technician for help

This Class B digital apparatus complies with Canadian ICES-003.

## customer records

Please record your registration information and remote control codes for future reference. You can use the space reserved at the back of this manual for this purpose.

## registration information

After installation, the first time you turn on each TELUS TV digital box you will be required to enter a registration number using the number buttons on your remote control. See **Registering your TELUS TV system** on page 14. A unique number for each TELUS TV digital box will be provided to you by your TELUS TV installer.

## remote control codes

Please refer to [mytelus.com/tv](http://mytelus.com/tv). Under SUPPORT, select DOWNLOAD USER GUIDES.



# Introduction

Welcome to TELUS TV, a new all-digital television service designed with you in mind. TELUS TV gives you: more choice, more channels, more flexibility, and more entertainment. You're going to love it!

With TELUS TV you get more choice in your programming. You no longer have to buy one group of channels, just to get another. Smaller, more flexible theme packs let you build a TV package that's right for you and your family. And that's just the beginning.

You get to design your own entertainment experience. You can order great movies on demand directly from your TV. Watch what you want when you want – even pause, rewind or fast-forward, just like a DVD. And with time shifted programming you'll never miss the start of your favourite shows. Plus, the interactive features like Call Display on your TV set, 40+ digital music stations, local radio stations, and the ability to turn your TV into a browser to access local news, weather, movie listings and more, are going to transform the way you watch TV. Now that's cool.

## TELUS TV features

- 100% digital channels, with superior picture and sound quality
- Your choice of over 200 digital channels including movies, US Superstations and more
- On-screen Interactive Program Guide (IPG) for customized viewing and scheduling several days in advance
- Flexible packages for more choice
- Time shifted Canadian and US channels
- Parental Control settings that give you the ability to manage what your children view
- TELUS Video On Demand (VOD) – Watch movies when you want from the comfort of your home
- Access to TV entertainment information, news, sports and weather through the myTELUS® channel (Channel 1)
- TELUS Call Display – See the name and number of who's calling on your TV (subscription required)
- 24/7 Technical Support

## how TELUS TV works

TELUS TV is delivered to your TV using the wires that carry your telephone and High Speed Internet service. It can be installed in any room in your home. It requires a TELUS TV digital box, video cables, and a Universal Remote Control to receive the TV signal (provided by TELUS upon subscription).

A TELUS technician will install your TELUS TV digital box(es) and all required wiring.

# Connecting your system

A TELUS technician will install your new system. However, you may wish to reinstall, add to or change the installation yourself at a later date. The process of setting up the TELUS TV system includes the following order of events. Please follow this order to be sure that your TELUS TV system will operate with no problems.

1. Read the safety information inside the front cover of this document and read **Things to consider before connecting devices**.
2. Unpack the TELUS TV system and check that all cables and parts are present. See **Unpacking the TELUS TV digital box** on page 9.
3. Position the equipment to be connected. See **Connecting the TELUS TV digital box** on pages 9–13.
4. Connect the equipment. See **Connecting the TELUS TV digital box** on page 9.
5. Initialize the TELUS TV digital box. See **Initializing your TELUS TV digital box** on page 13.
6. Register the TELUS TV digital box. See **Registering your TELUS TV system** on page 14.
7. Program your remote control. See **Programming your remote control** on page 15.
8. Use the TELUS TV service. See **Using your TELUS TV service** on page 17.

## things to consider before connecting devices

### protect devices from power surges

- Connect all devices before plugging any power cords into the wall outlet
- Always turn off the TV and other devices before you connect or disconnect any cables

### position cables to avoid audio hum or interference

- Insert all cable plugs firmly into their jacks
- Place any audio/video (A/V) cables to the side(s) of the TV's back panel instead of straight down the back after connecting devices
- Try not to coil any twin-lead antenna cables and keep them away from all A/V cables as much as possible
- Make sure all antennas and cables are properly grounded

### protect devices from overheating

- Never block ventilation slots in any device
- Arrange the devices so that air can circulate freely
- Do not stack devices
- Allow adequate ventilation when placing devices in a stand
- Place an amplifier or other hot devices on the top shelf of a stand so heated air rising from it will not flow around other devices



## unpacking the TELUS TV digital box

You should find the following equipment and accessories with your TELUS TV digital box:

- **TELUS TV digital box**
- **TELUS TV Universal Remote Control** (shown below)
- **Batteries** for the remote control
- **Ethernet cable** (shown below)
- **Audio/video cable with RCA plugs** (shown below)
- **Power cord**
- **S-Video cable** (shown below)

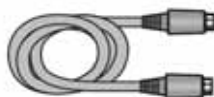
If any of the items listed above are missing, please call a TELUS TV service representative at 310-MYTV (310-6988), or send an email to [telustv@telus.com](mailto:telustv@telus.com)



TELUS TV UNIVERSAL REMOTE CONTROL



ETHERNET CABLE



S-VIDEO CABLE



AUDIO/VIDEO CABLE WITH RCA PLUGS

## connecting the TELUS TV digital box

The TELUS TV digital box can be connected to your existing TV set and home entertainment system.

You must have TELUS High Speed Internet service (ADSL) to receive the digital TV signal from TELUS.

A TELUS technician will install your TELUS TV digital box and perform all the wiring required to connect it to your TELUS TV service.

Each TV will require one TELUS TV digital box. If you want TELUS TV service on a second television set, you require a second TELUS TV digital box. Both digital boxes must be wired by a TELUS technician to receive service.

### connecting inputs and outputs

The TELUS TV digital box has several inputs and outputs that can connect to your TV set, home entertainment devices and equipment such as VCRs and audio systems.

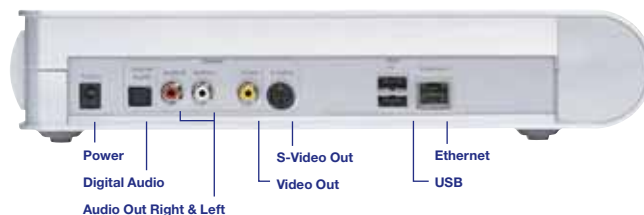
The TV signal input connector on the TELUS TV digital box is an Ethernet jack. It looks like an oversized telephone jack, and is connected to the wall outlet through Ethernet cables that are slightly thicker than standard telephone wiring.

#### TELUS TV DIGITAL BOX FRONT VIEW

Power indicator: Green is on.



#### TELUS TV DIGITAL BOX BACK VIEW



### TELUS TV digital box connections:

- **Power** to the power supply
- **Digital Audio** to a digital audio receiver or decoder
- **Audio Out R & L** to a TV, VCR or A/V receiver
- **Video Out** to the Video Input jack on the TV or VCR
- **S-Video Out** to the S-VIDEO jack on the TV
- **USB Port** to a USB device (this is for future use only)
- **Ethernet** to the TELUS TV wall outlet with Ethernet cable



# Connecting your system

## connecting your TELUS TV digital box system

To receive the digital television signal on your TELUS TV digital box, a TELUS installer will:

1. Perform all inside wiring required to connect the TELUS TV service. A technician will run new cable wiring in the home, or if you have a home prewired with Cat 5 cable the technician will utilize the existing wiring. Once the inside wiring is complete we will connect the system.
2. Connect the Ethernet connector on the back of your TELUS TV digital box to the wall outlet using the Ethernet cable provided.
3. Connect a Video Output on the TELUS TV digital box to a Video Input on your TV. This can be done in several ways, depending on the inputs available on your TV:

- **S-Video** – If your TV has an S-Video input, connect the corresponding S-Video connectors together using the S-Video cable provided. This connection provides the highest quality video signal.
- **Composite Video (VIDEO IN)** – If your TV has a composite video input (may be labelled VIDEO IN), connect the corresponding composite video connectors using the RCA cables provided.
- **Antenna/Cable In** – If your TV does not have any video inputs, you need an RF modulator to connect your TELUS TV digital box to your TV. The TELUS technician will supply the required adapter.

**NOTE:** When you have a choice, always use the highest quality video signal, S-Video.

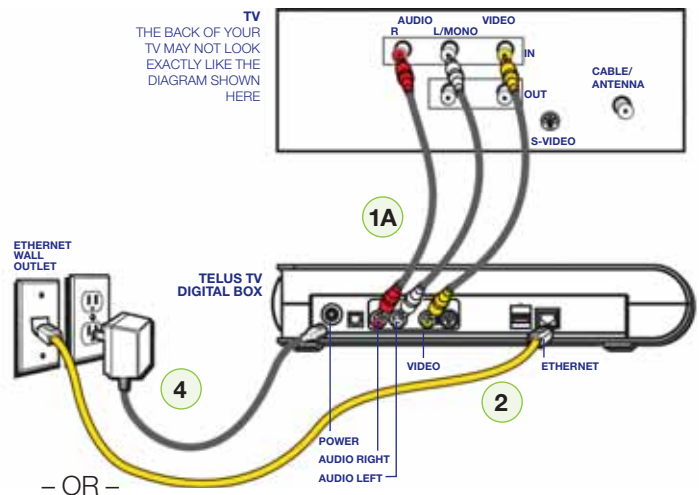
4. Connect the AUDIO OUTPUTS (AUDIO R and AUDIO L) on the TELUS TV digital box to the Audio Inputs on your TV. This can be done in 2 ways, depending on the inputs available on your TV:
  - **Audio In R and Audio In L** – If your TV has Right and Left Audio In Connectors (R and L), connect the corresponding audio jacks using the RCA cables provided
  - **Antenna/Cable In** – If your TV does not have any audio inputs, you need an RF modulator to connect your TELUS TV digital box to your TV. The TELUS technician will supply the required adapter
5. Connect your TELUS TV digital box to your VCR or stereo system. This is done by connecting the Video and Audio Out Connectors on your TELUS TV digital box to the corresponding Video and Audio Connectors on your VCR, amplifier or stereo component.
6. Connect your TELUS TV digital box to an A/V Receiver. This is done by connecting the audio jacks on your TELUS TV digital box to the corresponding audio jacks on your A/V Receiver using either an RCA audio cable or an optical cable (optional).

The following instructions demonstrate how the TELUS TV digital box can be connected to your TV, VCR and AV Receiver.

## TELUS TV digital box and TV set

1. Connect the TELUS TV digital box to the TV directly (A) or through a RF modulator (B):
  - A. Connect audio/video cables to the AUDIO OUT R and L jacks on the back of the TELUS TV digital box (colour coded, red and white), and to the VIDEO OUT jack (yellow). Connect the other ends of the cables to the corresponding input jacks on the TV (sometimes labelled VIDEO, AUDIO L/MONO and AUDIO R).

**NOTE:** If your TV has an S-Video input, we recommend you make the video connections by using this jack instead of using the VIDEO jack. Remember to connect audio cables for this connection, as S-Video only carries the picture signal, not the sound.

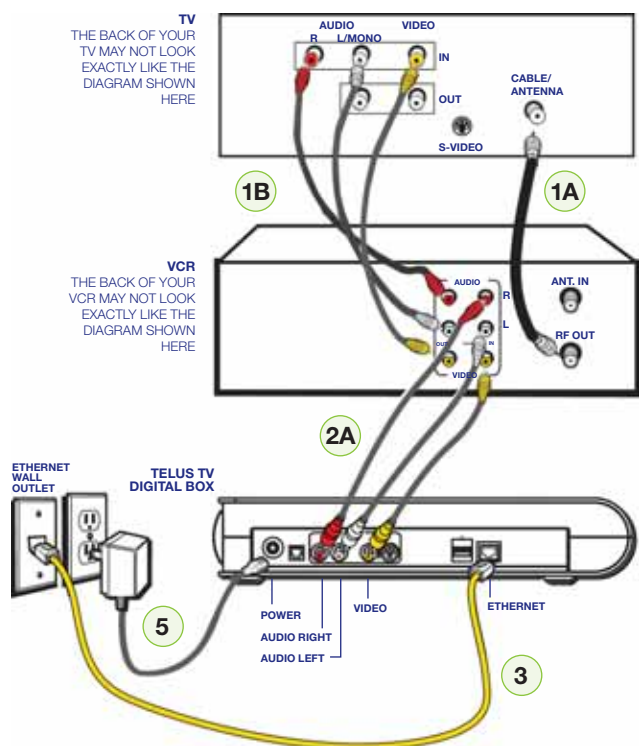


– OR –

- B. If your TV doesn't have audio/video input jacks, your TELUS installer will supply an RF modulator. Connect the audio/video cables to the RF modulator and to the TELUS TV digital box. Be sure to plug the white connector cable into the white jack on your TELUS TV digital box, the red connector into the red jack, and the yellow connector into the yellow jack (see diagram on page 13).
2. Connect the Ethernet cable (yellow). Connect one end of the Ethernet cable to the ETHERNET WALL OUTLET (a TELUS TV technician will have installed this) and the other end to the ETHERNET jack located at the back of the TELUS TV digital box.
  3. Ensure that your High Speed Internet (ADSL) modem is plugged in and on.
  4. Plug the power supply into the TELUS TV digital box power jack and find a suitable AC power outlet for your box. However, **DO NOT plug the digital box** into the power outlet at this time.
  5. Go to **Initializing your TELUS TV digital box** on page 13.



## TELUS TV digital box, VCR and TV set



### 1. Connect the VCR to the TV (2 methods):

- A. Connect one end of the RF Coaxial cable to the RF OUT jack on the back of the VCR and the other end to the TV's Antenna IN jack (sometimes labelled CABLE/ANTENNA).

– OR –

- B. Connect the audio cables to the AUDIO OUT R and L on the back of the VCR (colour coded, red and white). Connect the VIDEO OUT (yellow) to the back of the VCR. Connect the other ends of the cables to the corresponding input jacks on the TV (sometimes labelled VIDEO, AUDIO L/MONO and AUDIO R).

NOTE: If your TV has an S-Video input, we recommend you make the video connection by using this jack instead of using the VIDEO jack. Remember to connect audio cables for this connection as S-Video only carries the picture signal, not the sound.

If you have any problems with the picture quality, you may want to connect the TELUS TV digital box directly to your TV.

### 2. Connect the TELUS TV digital box to the VCR directly (A) or through a modulator (B):

- A. Connect the audio cables to the AUDIO OUT R and L on the back of the TELUS TV digital box (colour coded, red and white). Connect the VIDEO OUT jack (yellow) to the back of the VCR. Connect the other ends of the cables to the corresponding input jacks on the VCR (sometimes labelled VIDEO, AUDIO L/MONO and AUDIO R).

– OR –

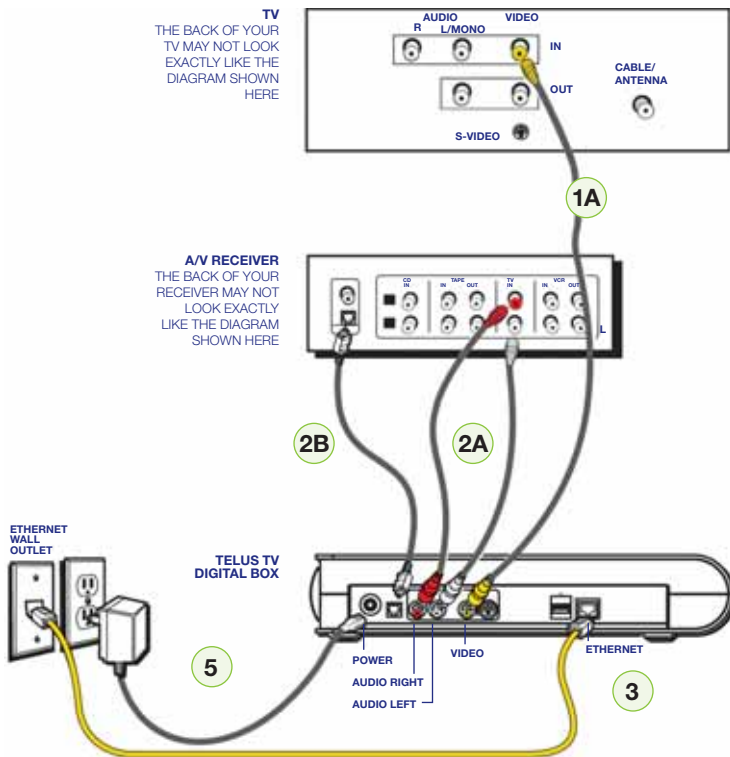
- B. If your TV doesn't have audio/video input jacks, your TELUS installer will provide you with an RF modulator. Connect the audio/video cables to the RF modulator and to the TELUS TV digital box. Be sure to plug the white connector cable into the white jack on your TELUS TV digital box and likewise for the red and yellow connectors.

NOTE: When using method 2A to connect your TELUS TV digital box to your VCR, your VCR must be on and tuned to your TELUS TV digital box when you are watching TV. If you do not wish to turn on your VCR when watching TV, please use method 1B to connect your TELUS TV digital box to the VCR.

3. Connect the Ethernet cable (yellow). Connect one end of the Ethernet cable to the ETHERNET WALL OUTLET (a TELUS TV technician will have installed this) and the other end to the ETHERNET jack located at the back of the TELUS TV digital box.
4. Ensure that your High Speed Internet (ADSL) modem is on and connected. This connection will likely be found in the same room as your computer.
5. Plug the power supply into the TELUS TV digital box power jack and find a suitable AC power outlet for your box. However, **DO NOT plug the digital box** into the power outlet at this time.
6. Go to **Initializing your TELUS TV digital box** on page 13.

# Connecting your system

## TELUS TV digital box, TV and audio/video receiver



1. Connect the TELUS TV digital box to the TV directly (A) or through a modulator (B):

- A. Connect the video cable to the VIDEO OUT jack (yellow) on the back of the TELUS TV digital box and the other end of the cable to the corresponding input jack on the TV (sometimes labelled VIDEO).

NOTE: If your TV has an S-Video input, we recommend you make the video connection by using this jack instead of using the VIDEO jack. Remember to connect the audio cables for this connection as S-Video only carries the picture signal, not the sound.

– OR –

- B. If your TV doesn't have audio/video input jacks, your TELUS installer will provide you with an RF modulator. Connect the audio/video cables to the RF modulator and to the TELUS TV digital box. Be sure to plug the white connector cable into the white jack on your TELUS TV digital box and likewise for the red and yellow connectors.

2. Connect the A/V receiver to your TELUS TV digital box (2 methods):

- A. Connect the audio cables to the AUDIO OUT R and L jacks on the back of the TELUS TV digital box (colour coded, red and white). Connect the other ends of the cables to the corresponding input jacks on the A/V receiver (sometimes labelled AUDIO L/MONO and AUDIO R). You may also want to connect VIDEO to your receiver (or TV, using instructions on the previous pages).

– OR –

- B. If you have an A/V receiver with a digital optical jack, remove the protective cap from your digital optical cable.

Connect one end of the digital optical cable to the OPTICAL AUDIO OUT jack on the back of the TELUS TV digital box and the other end to the corresponding input jack on your A/V receiver (sometimes labelled OPTICAL IN). You may also want to connect Video to your receiver (or TV using instructions on the previous pages).

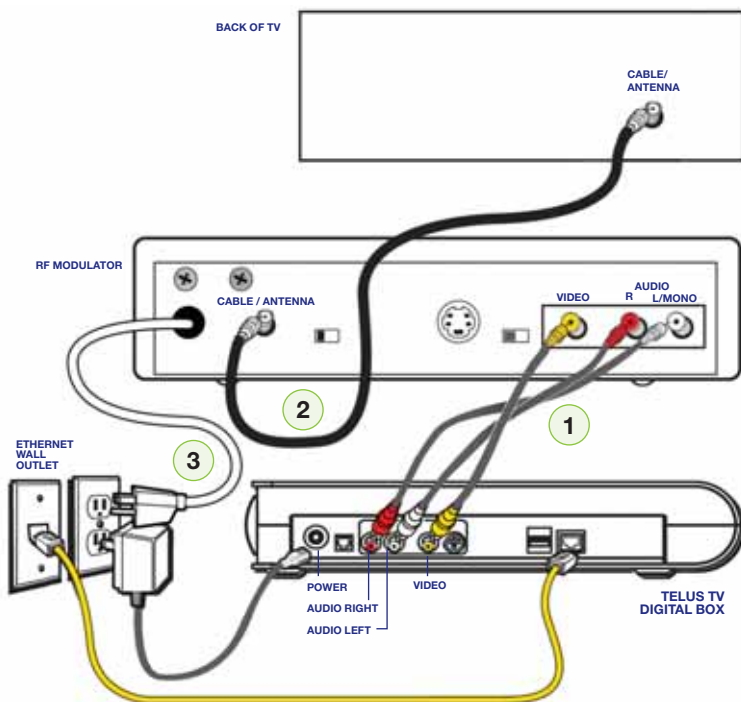
NOTE: If you are using your A/V receiver as a video switch for your TV set, connect the Video or S-Video output on your TELUS TV digital box to the corresponding jacks on your A/V receiver. Then connect the Video output on your A/V receiver to the Video input on your TV set.

3. Connect the Ethernet cable (yellow). Connect one end of the Ethernet cable to the ETHERNET WALL OUTLET (a TELUS TV technician will have installed this) and the other end to the ETHERNET jack located at the back of the TELUS TV digital box.
4. Ensure that your High Speed Internet (ADSL) modem is on and connected. This connection will likely be found in the same room as your computer.
5. Plug the power supply into the TELUS TV digital box power jack and find a suitable AC power outlet for your box. However, **DO NOT plug the digital box** into the power outlet at this time.
6. Go to **Initializing your TELUS TV digital box** on page 13.



## using an RF modulator

If your TV set does not have audio/video input jacks, you will need an RF modulator. The TELUS installer will supply the modular if required.



1. Connect the audio cables to the AUDIO OUT R and L on the back of the TELUS TV digital box (colour coded, red and white). Connect the VIDEO OUT (yellow) to the back of the TELUS TV digital box. Connect the other ends of the cables to the corresponding input jacks on the RF modulator.

**NOTE:** You may also use the S-Video connector instead of the VIDEO (yellow) jack. Remember to connect audio cables for this connection as S-Video only carries the picture signal, not the sound.

2. Connect the RF OUT jack on the RF modulator to your TV's Antenna IN jack (sometimes labelled CABLE/ANTENNA) using a Coaxial cable.
3. Plug the power supply from the RF modulator into an AC wall power socket.
4. Your RF modulator is now connected to your TV. Go back to the appropriate **Connecting the TELUS TV digital box** section (see pages 9 –13) to complete your installation.

## initializing your TELUS TV digital box

Now that you have connected the TELUS TV digital box to your home entertainment system, the next step will be to initialize the TELUS TV digital box to receive a TV signal.

During the initialization process, the TELUS TV digital box identifies itself to the TELUS network and obtains information regarding your TELUS TV service. This process can take up to 5 minutes to complete.

The TELUS TV digital box will need to be initialized in the following situations:

- The first time it is powered on by plugging it into a power source
- After an extended power outage
- When the unit has been unplugged from the electrical outlet, then reconnected
- When instructed by a TELUS service representative

### To start the initialization process:

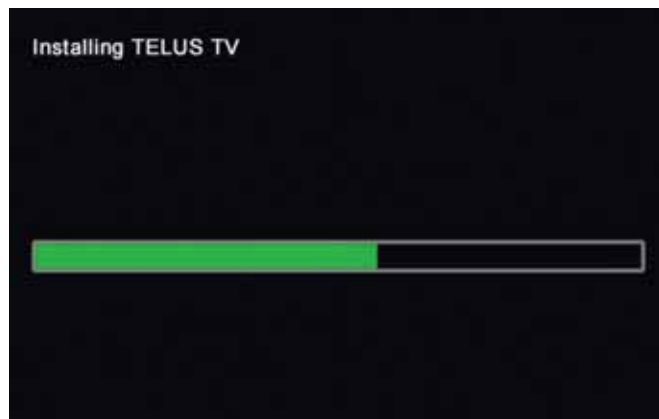
1. Ensure that your TELUS TV digital box has been correctly connected to your TV or home entertainment system. Please refer to the previous sections on how to connect your TELUS TV digital box. **Do not plug the TELUS TV digital box into a power source at this time.**
2. After connecting the TELUS TV digital box to your home entertainment system, turn your TV on.
3. Tune the TV to the correct Video source. You must select the correct Video Input on your TV to see the TELUS TV picture.
  - If you used a Coaxial cable (with the RF modulator) to connect your box to your TV, tune the TV to channel 3 or 4.
  - If you used audio/video or S-Video cables to connect your box, tune the TV to the Video Input that your box is connected to. These inputs are often called VIDEO1, VIDEO2, Line In or simply VIDEO.
4. Now plug your TELUS TV digital box into the power source.
5. Watch the TV screen as the initialization sequence completes. This may take a few minutes.

Each step takes some time, so please be patient. The bar on the TV screen indicates progress towards completion of the initialization sequence.

# Connecting your system

## Starting initialization:

The following screen will be displayed when your TELUS TV digital box digital begins its initialization process:



## Completing initialization:

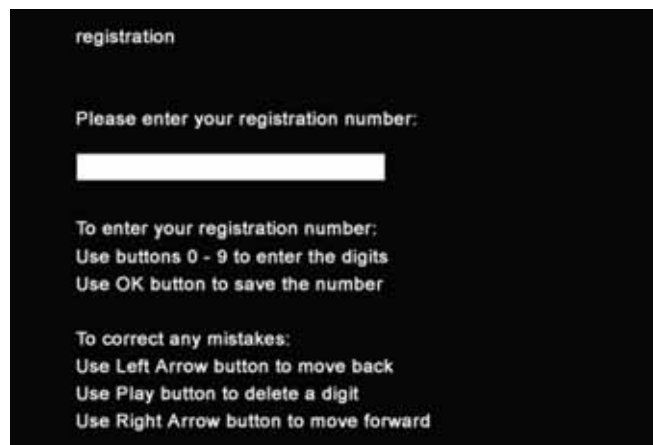
Your TELUS TV screen will display a number of status screens. Once the screen illustrated below completes, your TELUS TV digital box has been initialized.



If an error occurs during initialization, the screen will display instructions for you to follow.



## registering your TELUS TV system



After your TELUS TV digital box has successfully initialized for the first time, a one-time registration screen is displayed. If this is not the first time your system has been initialized, your TV screen will show a TV channel.

The TELUS technician who installs your TELUS TV service will also provide you with your registration number.

1. **Write down the registration number on page 47 of this Instruction Manual and/or your TELUS TV Quick Reference Guide for your future reference.**
  2. Enter the registration number by using the number buttons on the remote control. (Remember to install the batteries into your remote control.)
  3. After entering the complete registration number, press the OK button on your remote control to send the information to TELUS. It may take up to one minute after you press the OK button before the authentication process is complete. Once authenticated, your registration process is finished and your TELUS TV digital box will start displaying the TV channels you have ordered. Please note that the Interactive Program Guide will take several more minutes to load, so you will be unable to view programming information immediately.
  4. If you make a mistake while entering your registration number, use the following buttons to correct the mistake:
    - **Left arrow button** to move the cursor back
    - **Play button** to delete a digit
    - **Right arrow button** to move the cursor forward
- If your registration number is invalid or if you misplace it, call 310-MYTV (310-6988).



## programming your remote control

Your TELUS TV Universal Remote Control comes programmed to work with your TELUS TV digital box. It can also be programmed to work with your TV and one more compatible device such as a DVD player or a VCR.

**TIP:** If you have a VCR and a DVD player, we recommend you program the AUX button to control the device you use most frequently.

All TV sets are able to be controlled with the TV button on your remote control. You can program the TV button by direct entry of a code or by automatic code search.

See **Programming by direct entry** on page 16, **Programming by device brand code search** on page 16 or **Programming by automatic code search** (see right).

All other devices are controlled through the AUX button. Program the AUX button only by direct entry.

**TIP:** Write the code for the device you program on page 47 of this Instruction Manual or in your Quick Reference Guide for future reference.

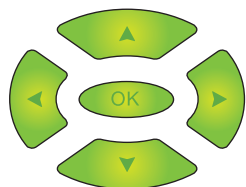
## selecting an operating mode

**You must ensure that your TELUS TV Universal Remote Control is in the correct operating mode:**

- To control your TELUS TV digital box, press the TELUS TV button on the remote control
- To control your TV, press the TV button
- To control your VCR or DVD player press the AUX button



To check that the remote control is in the correct mode, press an arrow button. The corresponding mode button will light.



## programming by automatic code search

If no code was found for your device try this approach.

- Turn on the TV or other device to be programmed.
  - Press and hold down the TV or AUX button you want to program. The button light stays on.
  - While continuing to hold down the TV or AUX button, press and hold down the POWER button on the remote control. Hold for 3 seconds, all device button lights should remain on. Release both buttons and the device button being programmed remains lit, while all others turn off.
  - Point your remote control at your TV or device. Press and release the PLAY button, then wait 5 seconds to see if your device turns off. If your device does not respond, continue to press the PLAY button (up to 30 times) every 5 seconds until your device turns off. Or if your device isn't compatible the PLAY button will stop blinking and the light will turn off. Each time the PLAY button is pressed, the TV or AUX button being programmed blinks several times as it searches through the code table.
  - If your device turns off after pressing the PLAY button, press and release the REVERSE button on the remote control, then wait 2 seconds to see if your device turns on again. If your device does not respond, continue to press the REVERSE button (up to 10 times) every 2 seconds until your device turns on again. Each time the REVERSE button is pressed, the TV or AUX button being programmed blinks once.
- When your device turns back on, you have located the code for your device.
- To save the new code and exit, press and release the STOP button on your remote control. The TV or AUX button light turns off.

If you accidentally press the REVERSE button after your device turns back on, press and release the FORWARD button, then wait 2 seconds to see if your device turns off again. If your device does not respond, continue to press the FORWARD button every 2 seconds until your device turns off. Each time you press the FORWARD button, the TV or AUX button being programmed blinks once.

To exit without saving any changes, press and release the EXIT button on your remote control. The TV or AUX button light turns off.

The programming mode times out after 2 minutes with no activity. In this case, the TV or AUX button being programmed blinks 4 times, then turns off. The last code programmed for that device button is kept.

**NOTE:** For Plasma, LCD or Rear Projection TVs, TELUS recommends using **Programming by direct entry** (page 16) as these TVs use a cool-down timer that doesn't allow you to turn your TV back on immediately.



## programming by direct entry

Use this method if you can find the brand of your TV, VCR or DVD player in the **remote control codes** located at [mytelus.com/tv](http://mytelus.com/tv), under SUPPORT. Select DOWNLOAD USER GUIDES.

If you cannot find the brand of your TV in the **remote control codes** list, please follow the instructions for **Programming by automatic code search** on page 15.

The AUX button can be programmed by direct entry only. If you cannot find the brand of your VCR or DVD player in the **remote control codes** list, your device is not compatible with the TELUS TV remote control.

When you enter codes on your remote control by direct entry:

- Use the TV button for your TV
- Use the AUX button for your VCR or DVD player

### To program by direct entry:

1. Turn on the TV or other device to be programmed.
2. Look up the brand and code numbers for the device in the **remote control codes** located at [mytelus.com/tv](http://mytelus.com/tv), under SUPPORT. Select DOWNLOAD USER GUIDES.
3. Point your remote control at the device. Press and hold the TV or AUX button on your remote control. The TV or AUX button you are holding will light up.

*TIP: Always point the remote control at the device you want to operate.*

4. While holding the TV or AUX button, enter the 4-digit code for your device using the number buttons on your remote control. The TV or AUX button light will turn off after your first digit and turn back on after your fourth digit has been entered.
5. Release the TV or AUX button. The button light will turn off.
6. Point your remote control at your device. Press and release the POWER button on the remote control. If your device turns off, you have located the correct code, and your remote control will now work with this device.
7. If the device does not respond to this particular code, repeat the above steps using the next code listed for your brand.

If none of the direct entry codes work, try the automatic code search method. Please refer to **Programming by automatic code search** (page 15).

## programming by device brand code search

Use this method of programming your TELUS TV remote control if programming by direct entry hasn't worked and the brand of your device is listed in the **remote control codes** located at [mytelus.com/tv](http://mytelus.com/tv), under SUPPORT. Select DOWNLOAD USER GUIDES. If it is not on the list, please refer to **Programming by automatic code search**.

Use the TV button for a TV or the  TV  TELUS TV  AUX button for a VCR or DVD.

### To program by device brand code search:





























1. Turn on the device to be programmed.
2. Press and hold the TV or AUX button you want to program. The button lights up and stays lit. While holding down the TV or AUX button, press and hold down the POWER button on the remote control for 3 seconds. All device buttons light and stay lit.
3. Release both buttons. The button corresponding to the device being programmed remains lit. All other device button lights turn off.
4. Enter the code for your device brand (digits 0 – 9) by pressing and releasing the number buttons. The TV or AUX mode button will blink.
5. Press and release the POWER button on the remote control until your device responds and turns off. Each time you press and release the POWER button, your remote control searches for the correct code.
6. To save the code, press and release the STOP button on your remote control. The TV or AUX button light turns off.

To exit without saving the code, press and release the EXIT button on your remote control.

If the TV or AUX button blinks 4 times, no code was found. Please refer to **Programming by automatic code search** (page 15).



## remote control button functions

<b>POWER</b>		Powers ON and OFF to TELUS TV digital box Powers ON and OFF to other devices
<b>TV</b>		Selects the television mode
<b>TELUS TV</b>		Selects the TELUS TV mode
<b>AUX</b>		Selects the auxiliary mode, to operate an auxiliary device, such as a DVD or VCR
<b>INPUT</b>		Selects a video input
<b>VOD</b>		Displays the TELUS Video On Demand (VOD) menu
<b>GUIDE+FAV</b>		Displays the TELUS TV GUIDE and switches between views to display: all channels, subscribed channels and Favourites Lists
<b>CHANNEL +</b>		Selects the next higher channel
<b>CHANNEL -</b>		Selects the next lower channel
<b>VOLUME +</b>		Increases volume
<b>VOLUME -</b>		Decreases volume
<b>MUTE</b>		Turns ON or OFF all sound
<b>LAST</b>		Tunes to the previously selected channel
<b>PAGE UP</b>		Displays previous set of list items
<b>PAGE DOWN</b>		Displays next set of list items
<b>INFO</b>		Displays text information about the selected program
<b>EXIT</b>		Clears all menu screens and return to broadcast TV
<b>MENU</b>		Displays the main MENU for the Interactive Program Guide (IPG)
<b>SEARCH</b>		Displays the SEARCH menu
<b>MOVE SELECTION</b>		Moves selection up, down, left or right
<b>OK</b>		Selects highlighted item
<b>REVERSE</b>		Reverses a VOD or VCR/DVD program For VOD, you can choose from 3 speeds
<b>PLAY</b>		Plays a VOD or VCR/DVD program
<b>FORWARD</b>		Fast-forwards a VOD or VCR/DVD program For VOD, you can choose from 3 speeds
<b>RECORD</b>		Records on selected device
<b>STOP</b>		Stops VOD or VCR/DVD program
<b>PAUSE</b>		Pauses VOD or VCR/DVD program
<b>myTELUS</b>		Displays myTELUS channel with local news, weather and sports



# Using your TELUS TV service



## To watch TV:

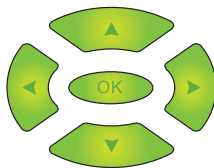
- Press the POWER button on the remote control to turn on your TELUS TV service. The POWER indicator on the TELUS TV digital box shows green when the power is ON.
- When the POWER light is green on the TELUS TV digital box, press the TV button on your remote control to turn it on and watch TV.
- Although your TELUS TV digital box does not receive a video signal when it is turned OFF, it will receive any updates sent over the network by TELUS.
- When you are not using your TELUS TV digital box, it is a good idea to turn it off.

## using your remote control

A diagram showing the remote control button layout and functions can be found on the previous page.

## To use your remote control:

- Point your remote control at the TELUS TV digital box, not at the TV, to start and use the TELUS TV Guide and the Interactive Program Guide.
- Press the GUIDE•FAV button on your remote control to display the TELUS TV Guide.
- Press the MENU button on your remote control to display the Interactive Program Guide.
- Press the green  buttons on your remote control to highlight and move your selection up or down. Press the green  buttons to move left or right.
- Press the green OK button on your remote control to select the item you have highlighted. A highlighted item is usually surrounded by a bright green box on your TV.



## The TELUS TV service includes the following:

1. **Interactive Program Guide** – Also referred to as the IPG. A set of menus and options that display on the TV screen, to help you search for and select functions of TELUS TV.

 Press the MENU button on your remote control to display the Interactive Program Guide MENU.

2. **TELUS TV Guide** – Also referred to as GUIDE. Lists of dates, times, channels, programs and other information that display on the TV screen to help you search for and select channels and programs.

 Press the GUIDE•FAV button on your remote control to display the TELUS TV Guide.

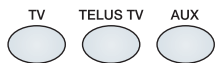


## remote control codes

Please refer to [mytelus.com/tv](http://mytelus.com/tv). Under SUPPORT, select DOWNLOAD USER GUIDES.

### To use your programmed remote control to operate a device:

1. Point the remote control at the device.
2. Select that device by pressing the corresponding TV or AUX button on the remote control. Press the TV button for the TV and the AUX button for your other device.
3. Press the POWER button on the remote control to turn the device ON or OFF.
4. Use the remote buttons that apply to that device.



If the device you want to operate does not respond when you press buttons on your remote control, the remote is probably in the wrong mode. Press the device button that matches the device you want to operate: TELUS TV button for the TELUS TV digital box, TV button for the TV, and AUX button for your other device.

**NOTE:** The remote may not be compatible with all brands or models and may not operate all of the remote functions.

## TELUS TV power tip

When you are not using your TELUS TV digital box, turn it off to save power.

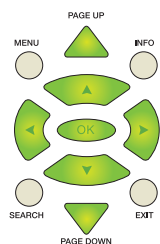
**NOTE:** Although your TELUS TV digital box does not receive a video signal when it is turned OFF, it will receive any updates sent over the network by TELUS.

# Using your TELUS TV service

## the Interactive Program Guide (IPG)

### using the Menu for the Interactive Program Guide

Press the MENU button on your remote control to display the main Interactive Program Guide MENU of the TELUS TV functions.



CityLine photos are courtesy of Citytv.

The video window in the upper right-hand corner of the MENU screen displays the last-selected TV program. The program can continue to be watched while you browse the GUIDE, SEARCH for programs, PURCHASE a TELUS Video On Demand (VOD) title or change settings.

#### MENU options and functions:

- **Watch tv** – View full screen TV program
- **Guide** – Display the TELUS TV Guide
- **Program search** – Search by channel, title or category
- **Reminders/autotune** – Reminds you when your program is about to start or automatically changes the channel to the program you want to watch when it's time
- **Video On Demand** – Search for and purchase TELUS Video On Demand movies
- **Purchases** – View a list of all the Video On Demand titles you have purchased
- **Call Display** – See who is calling on your TV screen
- **Settings** – Create and modify Favourites Lists, Parental Control and passwords

## using the TELUS TV Guide

Press the GUIDE•FAV button on your remote control to display the TELUS TV Guide, or select GUIDE from the displayed MENU options. The TELUS TV Guide displays channel number, name of program and time. It lets you view programs for the next 7 days.



#### TELUS TV Guide layout:

1. **Program information** – The area in the upper left displays information about the highlighted program, including: program title, time airing, channel, program type and a short description.
2. **Video window** – The area in the upper right broadcasts the last channel watched or the channel highlighted in the program listings area.
3. **Guide view** – The tab below the video window lets you know which Guide view is being displayed. Guide views include: all channels, subscribed channels and set Favourites Lists. (Use the GUIDE•FAV button on the remote to change the Guide view. See **Creating settings** on page 24 to find out how to set Favourites.)
4. **Program listings** – The area displayed in the bottom half of the screen shows all programming within the selected Guide view, starting at the current time and date. (Programs currently being broadcast are displayed in a darker black colour.)

#### TELUS TV Guide colour coding:

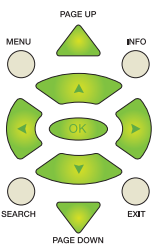
- **Green** – Indicates channel name and number
- **Black** – Indicates programs currently airing
- **Dark grey** – Indicates programs airing at a later time
- **Grey text** – Indicates a channel to which you have not subscribed



## selecting programs

Scrolling will move through the program listings and select the next time slot.

- Use the green buttons and the PAGE UP or DOWN buttons to scroll through the program listings by channel.
- Use the green buttons to scroll through the program listings by time, up to 7 days in advance.
- Highlight a program and press the OK button on your remote control to watch that program. If the program has not started, a program description page displays, with the option to set a Reminder.



## view program information

Press the INFO button on your remote control to briefly display a short description of the program you are watching. To clear this display, press the INFO button again or press the EXIT button.



## myTELUS channel

The myTELUS channel is your source for news, weather, sports, entertainment and TELUS TV information presented in a similar format to what is found on the **mytelus.com** Web site – only it's all on your TV!

## getting to the myTELUS channel

There are 2 ways to get to the myTELUS channel:

1. Enter channel 1 on your remote control, or
2. Scroll through the channels on the Interactive Program Guide and select channel 1.



The channel your TV was previously on will display in the upper right corner when you are on the myTELUS channel.

## navigating the myTELUS channel

1. Use the arrow buttons on your remote control to highlight the information you want to view. For example, highlight home, TV, news, sports, etc., to view information within each section.
2. Press the OK button.

You can increase the size of the viewing screen of the current program if you want to continue watching your program while reading the news or checking out sports stories at the same time.

## increasing the viewing screen

1. Use the arrow buttons on your remote control to highlight the green "screen symbol" at the bottom right (next to the time).
2. Press the OK button.

NOTE: To decrease the size, repeat the above instructions.




# Using your TELUS TV service

## using Reminders and Autotune functions

The REMINDERS function programs a Reminder to display on your TV before the program's start time.

The AUTOTUNE function automatically changes the channel to the program when it begins.

### To set Reminders or Autotunes:

1. With your remote control, press the GUIDE•FAV button to display the TELUS TV Guide screen. 
2. Highlight the program at the time you want to schedule, and press the OK button.
3. In the Program Info screen highlight the REMINDERS box and press the OK button on your remote control.
4. Highlight REMINDER or AUTOTUNE and choose a frequency.
5. Highlight the SAVE CHANGES box, then press the OK button on your remote control.

NOTE: If you have set Reminder or Autotune for more than one program at the same time, a prompt displays to choose one or the other.

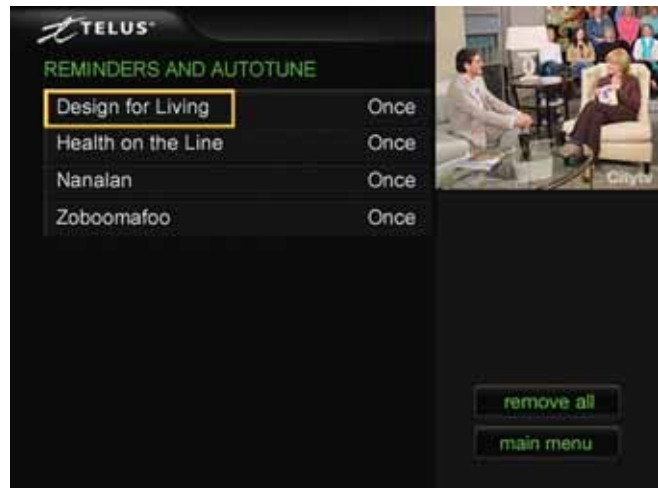


### Reminders and Autotune frequency options:

- **Once** – Reminds or Autotunes to a program one time only
- **Daily** – Reminds or Autotunes to a program every day at the same time
- **Weekly** – Reminds or Autotunes to a program every week at the same time
- **Mon-Fri** – Reminds or Autotunes to a program every weekday at the same time
- **Remove** – Removes the program from the Reminder or Autotune schedule

## listing all Reminders and Autotunes

Press the MENU button on your remote control, then select REMINDERS/AUTOTUNE to display a list of all Reminders and Autotunes. Manage or remove settings by highlighting the program and pressing OK on your remote control to display options for that Reminder.



### Reminders and Autotune in Guide view

In the TELUS TV Guide screen, you will see a green clock icon displayed at the right of a program name to show you have scheduled a Reminder or Autotune.

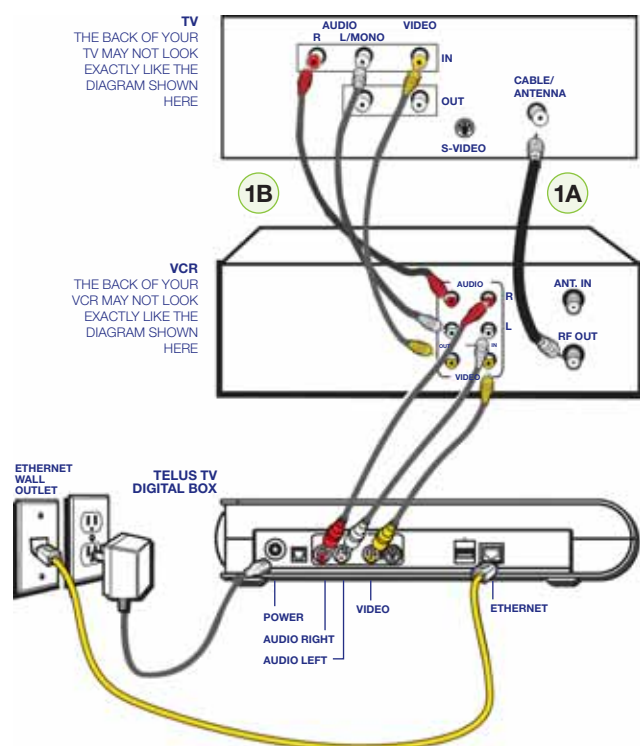




## recording a program to your VCR

### Option 1: Recording TV with a VCR connected with Coax cables

1. Refer to the VCR connection instructions on page 11 for information on how to connect your VCR to your TV.
2. See 1A on the diagram to ensure your TV and VCR are connected properly.
3. Set your VCR to channel 3 or 4. Most VCRs will need to be set to channel 3. Please reference your VCR owner's manual.



4. Turn your TV to channel 3 or 4 (the same channel your VCR is set to). This is the same channel you use to watch TELUS TV.
5. If your TV has multiple Video inputs, ensure the TV is set on ANTENNA. To do this, use the control that came with your TV to access your TV setup menu. Refer to your TV manual for additional information about the ANTENNA input.
6. You should have a picture on your TV screen. If you have a blue screen or do not have a picture, you may need to press the TV/VIDEO button on your TV remote control.
7. Insert a videotape and press PLAY on your VCR remote. You should be able to see the videotape picture. If you do not see a picture, please review steps 1-6.
8. Stop and remove the videotape, but leave the VCR on. You are now ready to record.

9. Put a blank tape into the VCR. If you are using an old tape, rewind it to the beginning and check that the erasure-prevention tab is still present. If it has been broken off, you will have to use a new tape.
10. Using your TELUS TV remote, select the program channel you want to record.
11. Consult your VCR instruction manual on how to record as this varies with manufacturers.

### Option 2: Recording TV with a VCR connected with audio/video (composite) cables

1. Refer to the VCR instruction manual for information on how to connect your VCR to your TV.
2. See 1B on the diagram to ensure your TV and VCR are connected properly.
3. Set your VCR to LINE, AUX or VIDEO (this input name varies by VCR manufacturer, so check your VCR instructions) to receive the video source from the TELUS TV digital box.
4. If your TV has multiple video inputs ensure the TV is set on VIDEO 1 or VIDEO 2 (whichever the VCR Video input is set to). To do this, use the remote control that came with your TV to access your TV setup menu. Refer to your TV manual for additional information about the Video input and how to access the menu for your TV.
5. You should have a picture on your TV screen. If you have a blue screen or do not have a picture, you may need to press the TV/VIDEO button on your TV remote control.
6. Insert a videotape and press PLAY on your VCR remote. You should be able to see the videotape picture. If you do not see a picture, please review steps 1-5.
7. Stop and remove the videotape, but leave the VCR on. You are now ready to record.
8. Put a blank tape into the VCR. If you are using an old tape, rewind it to the beginning and check that the erasure-prevention tab is still present. If it has been broken off, you will have to use a new tape.
9. Using your TELUS TV remote, select the program channel you want to record.
10. Consult your VCR instruction manual on how to record as this varies with manufacturers.

**NOTE:** You cannot watch a different TELUS TV channel if you are recording on another channel; you must have your TELUS TV digital box on the channel you want to record. If the channel is changed on TELUS TV digital box, you will record the new channel.

**TIP:** Many VCRs require the use of a remote control for programming. If you've lost yours and your TELUS TV universal remote won't work, contact the VCR manufacturer or search the Web for sites that specialize in replacing remote controls. Have your VCR make and model number available.

# Using your TELUS TV service

## Recording TELUS TV with VCR Timer function:

If you are using Coax cables, refer to steps 1-11 in **Option 1: Recording TV with a VCR connected with Coax cables** (see page 23).

If you are using audio/video cables to your TV, refer to steps 1-10 in **Option 2: Recording TV with a VCR connected with audio/video (composite) cables** (see page 23).

1. Consult your VCR instruction manual on how to use the Timer function as this varies with manufacturers.
2. Ensure the date and time are correct on your VCR before you program it.
3. Put a blank tape into the VCR. If you are using an old tape, rewind it to the beginning and check that the erase-prevention tab is still present. If it has broken off, you can't record.
4. Timer scheduling – Set the VCR Timer to start recording a few minutes before the start and after the end of the show, just in case the clock on your VCR is a few minutes off. If you are going to record a sports event that goes into overtime, program additional time at the end.
5. Timer channel – Set your VCR to record on the correct Video input channel (if using audio/video cables) or channel 3 or 4 (if using Coax cables), not the channel that the program is broadcasting on.

**NOTE:** This is the channel you watch TELUS TV on, NOT the TELUS TV Interactive Program Guide channel.

6. If you are recording different TELUS TV channels, for example, Program 1 at 11:00 on Channel A, then Program 2 at 11:30 on Channel B, you must use the TELUS TV AUTOTUNE function. The TELUS TV AUTOTUNE function automatically changes the channel to the program when it begins (you must set up the AUTOTUNE function first). Combined with your Timer function, this allows you to tune to different programs while recording with your VCR. For more details on AUTOTUNE, please see page 22.
7. You can now turn your TV off, but do not turn off your TELUS TV digital box.

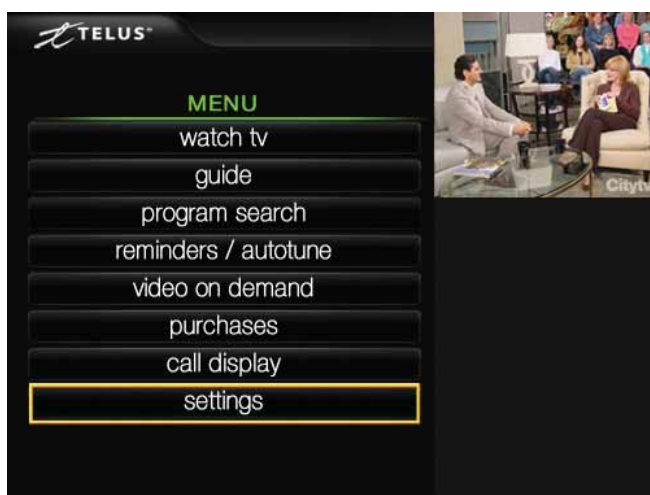
**NOTE:** VCR Plus® and other products that automatically tune your VCR to record are not supported by TELUS TV. All tuning must be done on TELUS TV and your VCR must always be set on the correct video input channel or channel 3 or 4 to record by VCR.

## creating settings

The SETTINGS function of the Interactive Program Guide allows you to set up Favourites and passwords, and look at technical information.

### To create a new setting or change an existing setting:

1. Press the MENU button on your remote control.
2. From the Interactive Program Guide MENU, select SETTINGS to display the SETTINGS menu.
3. From the SETTINGS menu choose an option.



### Setting options:

- **Favourites** – Set up or edit up to 4 lists of your favourite channels. Name and re-name each list. Add and remove channels from each list
- **Parental Control** – Block certain programs from being viewed, by channel number or rating
- **Passwords** – Control access to programs and Video On Demand
- **Call Display** – Change the pop-up and display settings
- **TELUS TV digital box location** – Name your TELUS TV digital box if you have more than one box
- **Language** – Display screens (titles, buttoned, content etc.) in French
- **Technical information** – Information about your TELUS TV system that may be needed by TELUS technical support staff

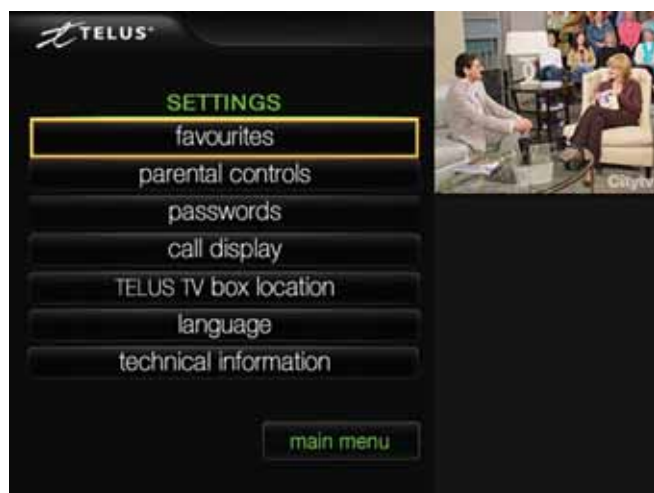


## Favourites Lists

The Favourites function lets you customize the way program listings are displayed in the Guide. You can create and store up to 4 Favourites Lists.

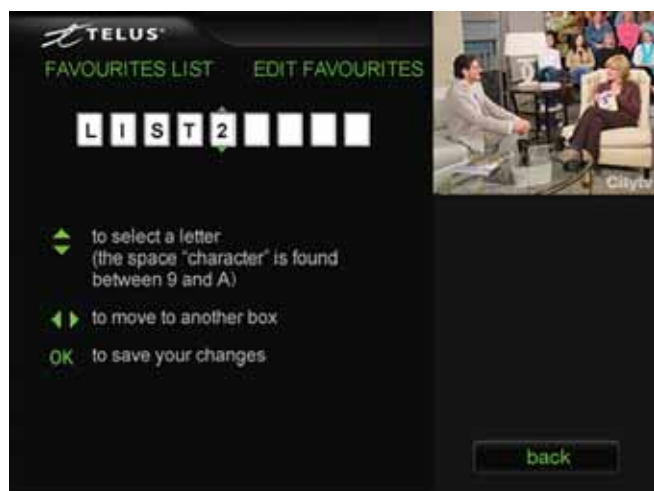
### creating and editing Favourites Lists

Press the MENU button on your remote control, then select SETTINGS, then FAVOURITES.



### To create or edit a name for the Favourites List:

1. Select the NAME option.
2. Use the green buttons on the remote to select a letter, use the green buttons to move to the next or previous text box.
3. Use the OK button on the remote to save the name.



### To add or edit channels in your Favourites List:

1. Select the CHANNELS option.
2. Use the green buttons on the remote to move through the white check boxes on the left of the screen. Use the OK button on the remote to check or uncheck the boxes (channels with check marks in boxes will appear in your list).



### displaying your Favourites Lists

A Favourites List displays only after it has been created.

View your Favourites Lists in the TELUS TV Guide by pressing the GUIDE•FAV button on your remote control several times. The name of the active Favourites List is displayed under the video window.

GUIDE•FAV





# Using your TELUS TV service

## setting passwords identification

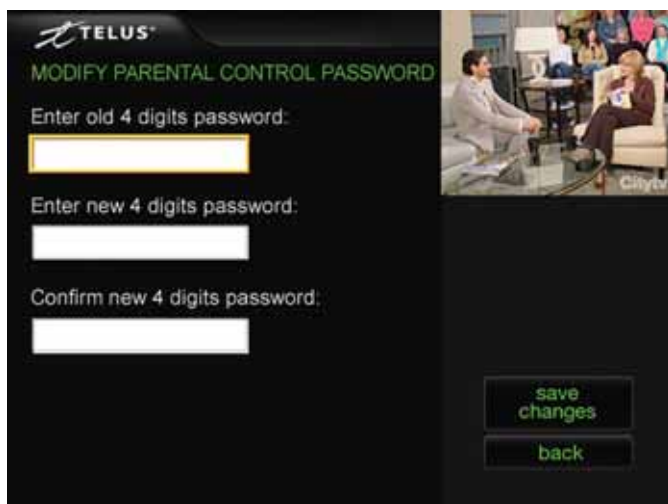
Passwords are required to:

- Display Parental Control
- View blocked programs
- Purchase Video On Demand programs

A TELUS TV password is always a 4-digit number. You can set or reset passwords through the Passwords menu. If your password has not been set you will be prompted to create one.

### creating a password:

1. Press the MENU button on your remote control, select SETTINGS, then select PASSWORDS in the SETTINGS menu.
2. In the Passwords menu, highlight and select PARENTAL CONTROL SET/RESET.
3. Highlight the first text box.
4. Use the number buttons on your remote control to enter your 4-digit password.
5. Highlight the next text box and reenter the same 4-digits to confirm your password.
6. Highlight SAVE CHANGES and press the OK button.



### changing a password:

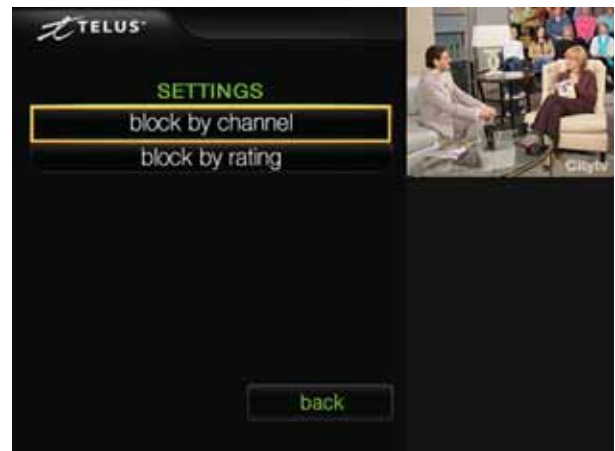
1. Press the MENU button on your remote control, select SETTINGS, then select PASSWORDS in the SETTINGS menu.
2. In the Passwords menu, highlight and select PARENTAL CONTROL SET/RESET.

3. Highlight the first text box and enter your old password.
4. Highlight the next text box and enter your new password.
5. Highlight the final text box. Enter your new password again to confirm.
6. Highlight and select SAVE CHANGES. After the new password has been saved, you will be returned to the Passwords menu.

## working with Parental Control

### Parental Control Settings

You can block programs by channel or by ratings. They remain blocked until a preset password is entered.



Blocked programs display a small lock symbol at the right end of the program bar.



Passwords are required to display Parental Control, to view blocked programs and to purchase Video On Demand programs. You can set or reset passwords through the PASSWORDS menu.



### entering a Parental Control password

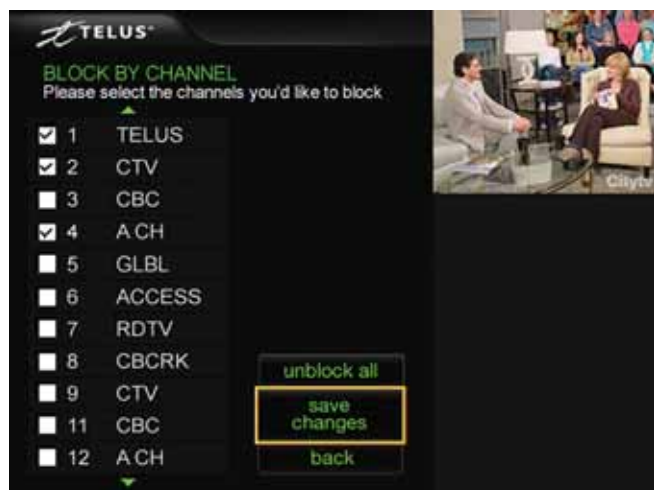
You will be prompted to create a password the first time a Parental Control is set. See **Creating a password** on page 26 for more information.

1. Press the MENU button on your remote control, then select SETTINGS, then PARENTAL CONTROL.
2. Highlight the text box and use the number buttons on your remote control to enter your password.
3. Highlight and select the DONE button.

### block programs by channel:

1. Press the MENU button on your remote control, then select SETTINGS, then PARENTAL CONTROL.
2. Select BLOCK BY CHANNEL.
3. Enter your 4-digit Parental Control password.
4. Scroll through the white check boxes to highlight the channel(s) you wish to block. Select them by pressing the OK button on your remote control to place a check mark in the white box.
5. When you have blocked or unblocked channels, highlight and select the SAVE CHANGES box.

**This is EXTREMELY important, as changes will not be saved unless you do this.** You will see a SAVING CHANGES screen before being returned to the Parental Control menu.



### To unblock ALL channels:

1. Highlight and select the UNBLOCK ALL box on the Block by Channel page.
2. Highlight and select the SAVE CHANGES box.



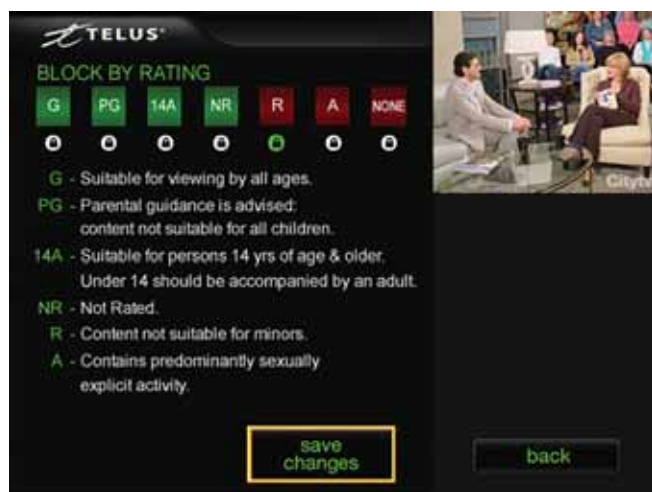
### block programs by rating

Ratings are restricted in groups. They cannot be blocked individually. For instance, if you block a 14A rating, all higher ratings are also blocked. You cannot block 14A and R, leaving 18A and A accessible for viewing.

A blocked rating is indicated by the colour of the box surrounding the rating letter:

- **Green** displays allowable ratings
- **Red** displays blocked ratings

1. Press the MENU button on your remote control, then select SETTINGS, then PARENTAL CONTROL.
2. Select BLOCK BY RATING on the Parental Control menu.
3. Enter your 4-digit Parental Control password.
4. To block a rating, **and all higher ones**, use your remote control navigation arrow buttons to move the highlight box so that it is **below** the one you want to block.
5. Press the OK button on your remote control and see the selected rating, and all of the ratings to the right, change to red.
6. Highlight and select the SAVE CHANGES box to save your changes and return to the Parental Control menu.



# Using your TELUS TV service

## viewing a blocked program

Blocked programs display a small lock symbol at the right end of the program bar.

To view a blocked program select the channel and enter your password on the pop-up screen. You will be prompted to create this password the first time a Parental Control is set.

**NOTE:** Once a blocked program has been viewed, the block you originally set up remains on. You must re-enter your password to view another blocked program.

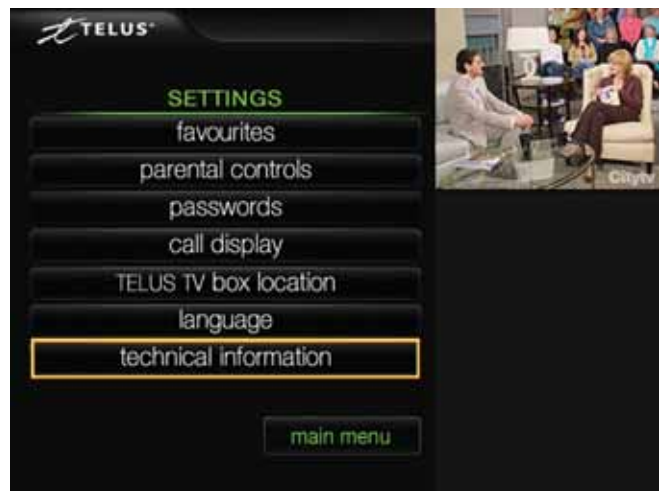
## identifying your TELUS TV digital box location

If you have more than one TELUS TV digital box, you may want to name each box to help you locate each box in your home. This will allow you to easily customize the settings on each digital box because you will be able to select the digital box(es) you want to adjust. This will also be helpful when you are setting your Call Display settings.

1. Press the MENU button on your remote control.
2. Select SETTINGS, then press OK.



3. Select TECHNICAL INFORMATION, then press OK.



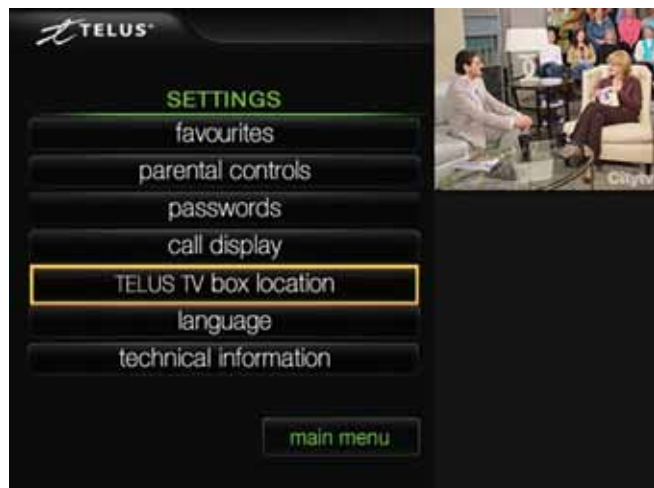
The next screen displays the technical information for your TELUS TV digital box.

4. Write down the “Device ID” number on page 47 and select BACK, then press OK to return to the SETTINGS page.

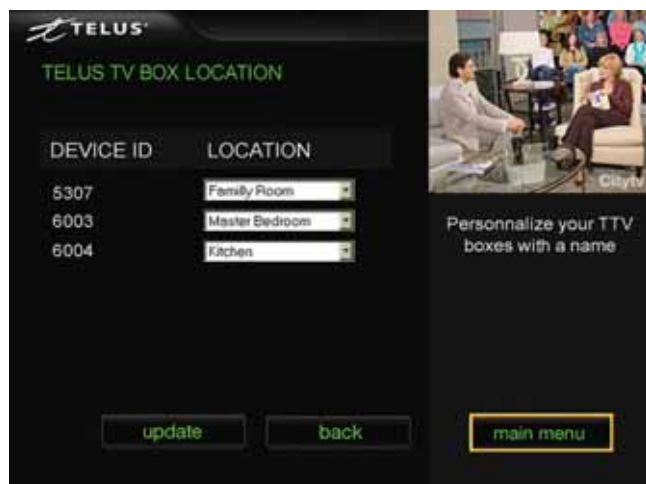




5. Select TELUS TV DIGITAL BOX LOCATION and press OK to name your TELUS TV digital box.



6. Use the drop-down menu next to the applicable device ID to select the location of your TELUS TV digital box. Here are some examples of the names you can choose: family room, living room, main bedroom, bedroom 1, bedroom 2, bedroom 3, kitchen, etc.



7. Select UPDATE to save your changes.

## Call Display service

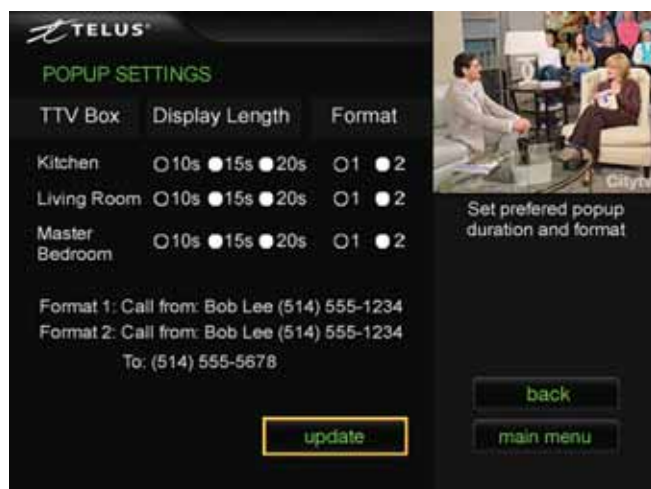
TELUS TV Call Display lets you see the name and phone number of the incoming caller on your TV screen (subscription to TELUS Call Display required).

### customizing your Call Display service

You can choose how long the display information appears on screen (10, 15 or 20 seconds) and its format.



1. Press MENU, then select the CALL DISPLAY option.
2. Select SETTINGS, then POPUP SETTINGS



3. Select your settings (display length and format).
4. Select UPDATE to save your settings.

**NOTE:** While you are watching TV, you have the option to delete pop-ups from appearing on your TV by selecting CANCEL as soon as the incoming call information is displayed. Format 1 is the default setting; it provides the user with a single line showing who called and their number. Format 2 is useful if you have more than one phone line in your home. Additionally, Format 2 displays which line is being called.

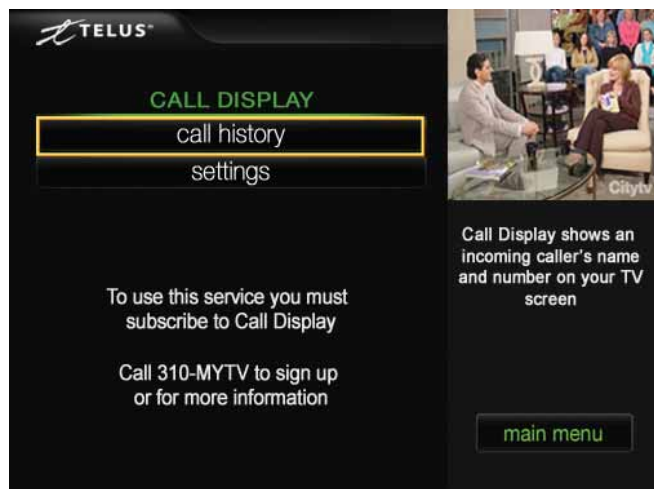
# Using your TELUS TV service


## using Call History

This feature keeps a record of all incoming calls.

To access your Call History:

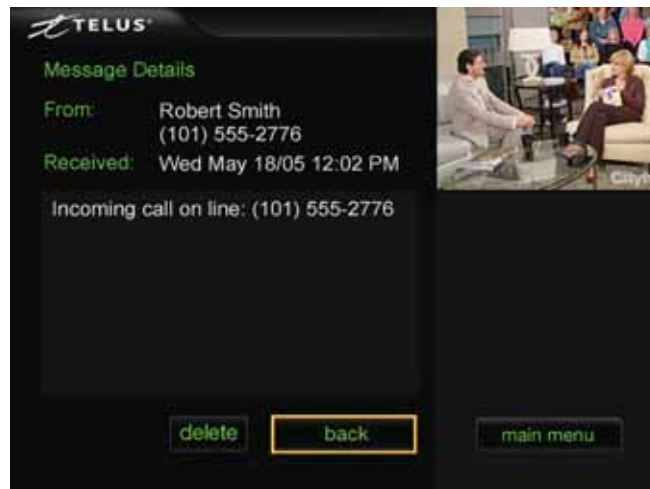
1. Press MENU on your remote control.
2. Select CALL DISPLAY.



3. Select CALL HISTORY.
4. Use the green  buttons and the PAGE UP or DOWN buttons on your remote control to view the Call History list.



5. Select a specific call to view the details.



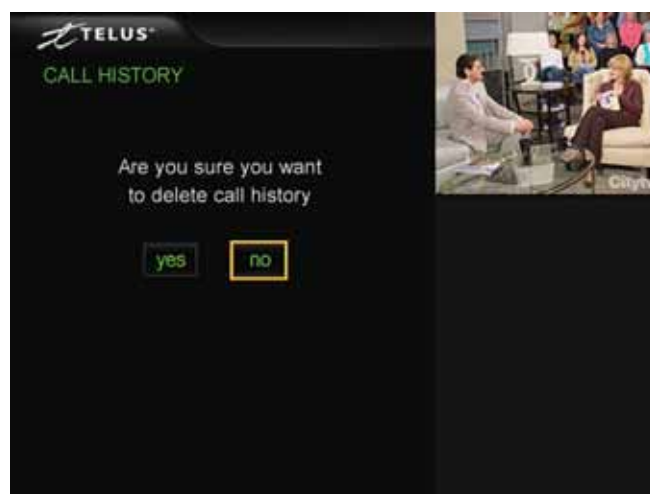
## deleting individual calls

Select DELETE, then press OK, when viewing the specific details of a call.

## deleting entire Call History

If you are on the CALL HISTORY page (the page that displays the record of all incoming calls), you have the option to DELETE ALL calls. This will erase your entire Call History list.

1. If this option is selected, the following screen will ask you if you are sure you want to delete your Call History.



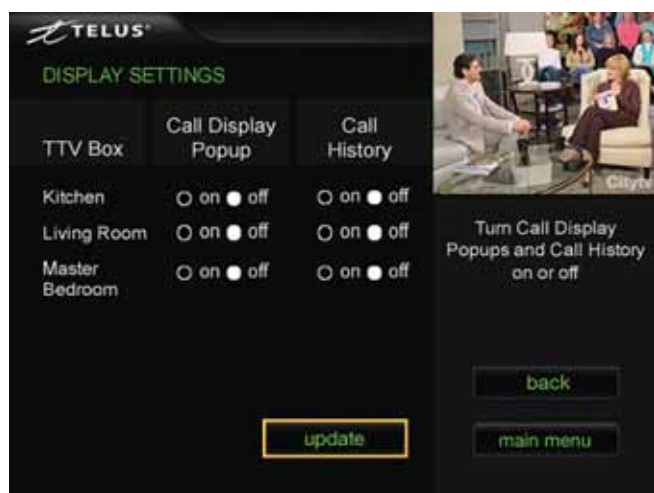
2. Select YES to delete all messages or NO to go back to the Call History.



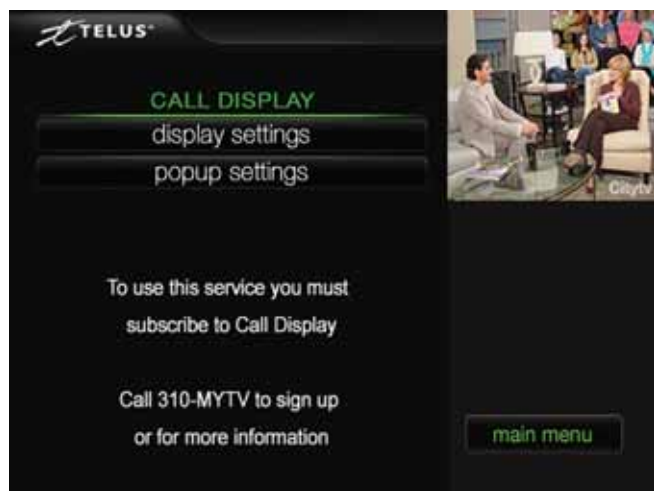
## turning Call Display and Call History off

If you turn these features OFF on your TV they will not affect the Call Display service on your telephone.

1. Press MENU on your remote control.
2. Select CALL DISPLAY.
3. Select SETTINGS, then DISPLAY SETTINGS.
4. Select ON or OFF for each of your TELUS TV digital boxes.
5. Select UPDATE to save your changes.



To turn Call Display ON after it has been turned OFF repeat the steps above. You can turn Call Display ON or OFF as often as you want. For example, you may want to turn the service OFF during a movie and turn it back ON while you are watching the news.



## finding technical information

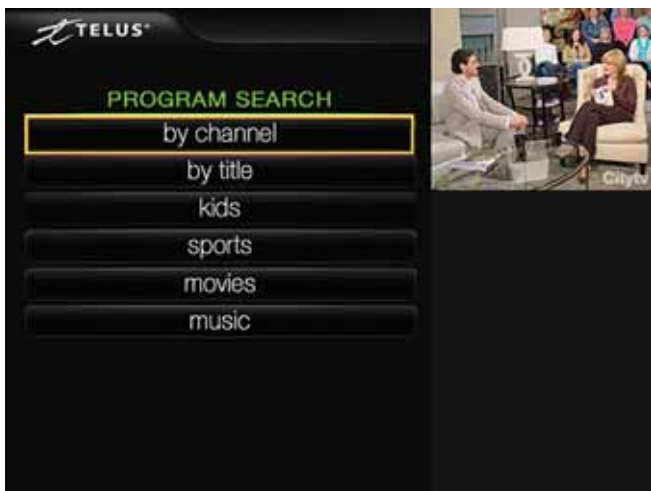
Technical information about your TELUS TV service is provided in the Technical Information screen. If you have to contact TELUS technical support, they may ask you to provide information from this screen.

1. Press the MENU button on your remote control, then select SETTINGS to display the SETTINGS menu.
2. Select TECHNICAL INFORMATION. The screen shows system information specific to your TELUS TV service.

# Using your TELUS TV service

## searching for programs

1. Press the MENU button on your remote control and select PROGRAM SEARCH.
2. Highlight the type of search you want to do and press the OK button on your remote control.




### using search by channel to find a program:


1. To search by channel, use the number buttons on the remote to enter a channel number in the box on the right (this box must be highlighted for the number to be entered), then select ENTER. To enter a different channel, select CLEAR to clear your original channel, then enter a new channel number.
2. To see the next set of search results, press the PAGE DOWN button on the remote control.
3. Press the OK button or highlight the DONE box to complete.



### using search by title to find a program

To search for a program by title, use the letter input boxes on the right to spell a keyword appearing in the title of the program you are looking for.

Use the green  buttons to select letters of the alphabet in each empty text box. Program titles that begin with those letters display at the lower left.

Use the green  buttons to move to the next and previous boxes.



### using search by category to find a program

To search for a program by category, select Kids, Sports, Movies, Music, etc.

All titles identified in these categories will be listed.





## purchasing TELUS Video On Demand

The TELUS Video On Demand (VOD) function lets you rent movies and watch them at any time that is convenient for you within the rental period. With VOD you can Fast-forward, Pause, Stop, Rewind and Play the movie, giving you complete control. You can also view your movie as many times as you want within the movie rental period, which is usually 24 hours. You may rent more than one VOD movie at a time.

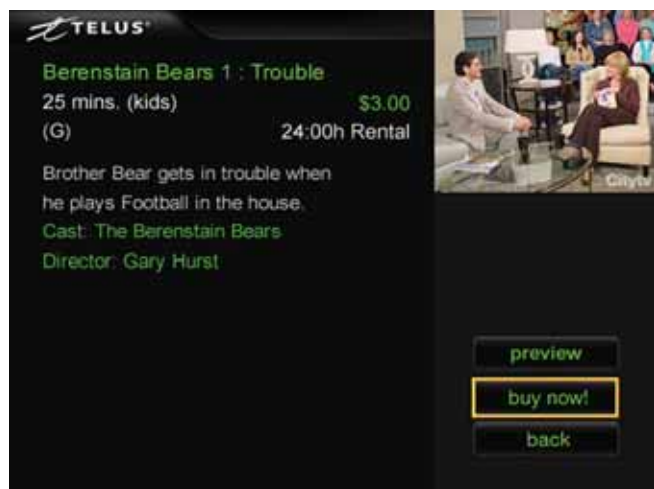


To view previews of playing and upcoming movies go to channel 15.

### ordering VOD movies:

1. Press the VOD button on the remote control to display the Video On Demand menu.
2. Select a category, then a subcategory from the list to see available movies.
3. Scroll through the available movies and select the one you want to rent.

When you select a movie from the movie listing within a category, the VOD movie information appears. It shows you the movie length, rating, description, price and rental time for that movie.



### Screen options:

- **Preview** – See a preview of the VOD movie/program
- **Buy now!** – Rent the movie/program (this button changes to PLAY once the movie/program has been purchased and remains available to view until the rental time expires)
- **Back** – Return to movie/program listings

## VOD password screen

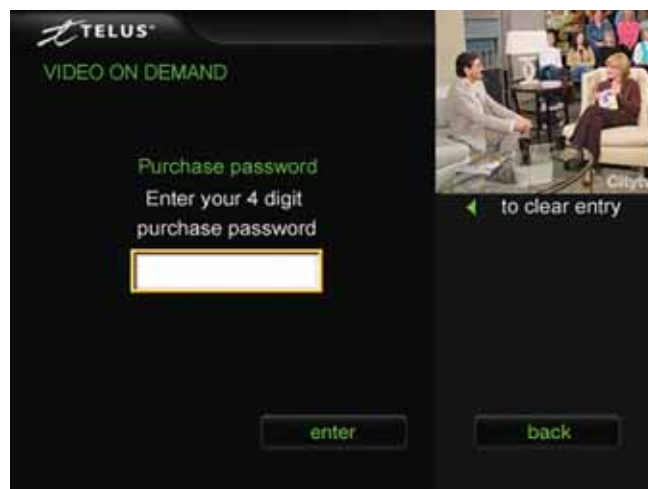
TELUS highly recommends that you create a password for purchases. Otherwise, anyone, including children, can purchase VOD movies without your consent.

### To create a password for VOD purchases:

1. Press the MENU button on your remote control, select SETTINGS, then select PASSWORDS in the SETTINGS menu.
2. Highlight and select PURCHASE SET/RESET. If your password has not been set, you will be prompted to create one.
3. Highlight the first text box and enter a new 4-digit password using the number buttons on the remote.
4. Highlight the next text box and reenter the same 4 numbers to confirm your password.
5. Highlight SAVE CHANGES and press the OK button on your remote control.

If you have created a Parental Control password, you will be prompted to enter it to gain access to the ADULT category from the VOD category menu.

When you select **buy now!** and you have set up a purchase password, the following password screen appears.



### Screen options:

- **White text box** – Enter password for purchase using the number buttons on the remote
- **Enter** – Submit the password entered for verification
- **Back** – Return to the VOD program information screen



# Using your TELUS TV service

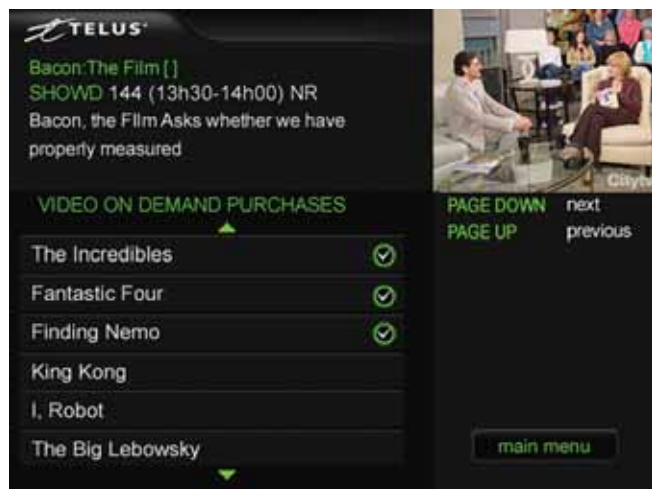
## To change a password for VOD purchases:

1. Highlight and select PURCHASE SET/RESET. If your password has not been set, you will be prompted to create one.
2. Highlight the first text box and enter your old password.
3. Highlight the next text box and enter your new password.
4. Highlight the final text box and re-enter your new password to confirm it.
5. Highlight SAVE CHANGES and press the OK button on your remote control.

## listing VOD purchases

To view a list of all of your rental purchases press the MENU button on your remote control, then select PURCHASES.

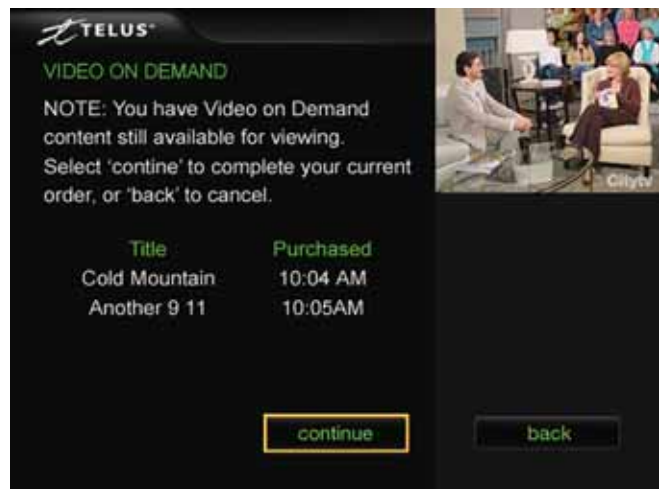
A list of all VOD purchases made within the last 30 days is displayed, starting with the most recent. Titles displayed with a “check mark” icon have been recently purchased and are still available to watch. Highlight titles to display purchase information in the program information area. Select titles to watch or re-purchase.



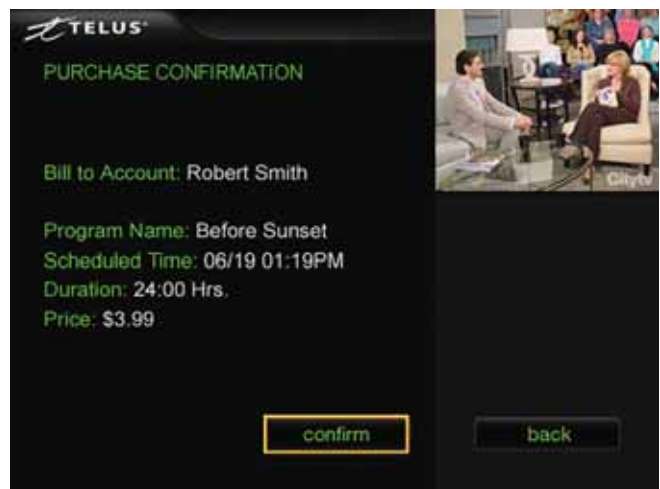
## VOD purchase reminder and confirmation

If earlier purchases have been made and are still available for viewing, a Reminder screen appears before you purchase another movie. It lists the already purchased movie titles and the time they were purchased.

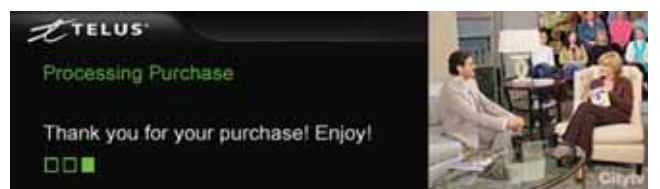
1. To complete the purchase of the new movie, select the CONTINUE box.



2. Verify the information for your purchase and select CONFIRM to complete the purchase or select BACK to exit this screen.



3. When you select CONFIRM on the purchase confirmation screen, a confirmation screen is displayed. Once the purchase is complete, the VOD program begins to play.



4. Use your remote control to STOP, PAUSE, FORWARD or REWIND the program. If you stop the program, you can restart it at any time within the rental period.

NOTE: The program starts at the beginning after STOP is pressed.



to select and play a VOD movie:

1. Press the MENU button on your remote control then select VIDEO ON DEMAND.
2. Select the category, then select the movie title.
3. Select PLAY.

– OR –

1. Press the MENU button on your remote control, then select PURCHASES.
2. Select a title from the Purchases list.
3. Select PLAY.

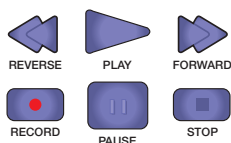
With the exception of the RECORD button, the video playback buttons on your TELUS TV Universal Remote Control allow you to control how you view your movie/ program.

Whenever a control is pressed, it appears momentarily in the bottom right of the TV screen.

FORWARD and REVERSE have 3 speed levels. Repeatedly press the FORWARD or REVERSE button on the remote to cycle through the speed levels from slowest to fastest.

#### Remote control button functions:

- **REVERSE** – Rewind the movie, choose from 3 speeds
- **PLAY** – Play the movie
- **FORWARD** – Fast-forward the movie, choose from 3 speeds
- **RECORD** – Not functional
- **PAUSE** – Pause the movie, press PAUSE again to restart the movie
- **STOP** – Stops the movie and returns to the program information screen



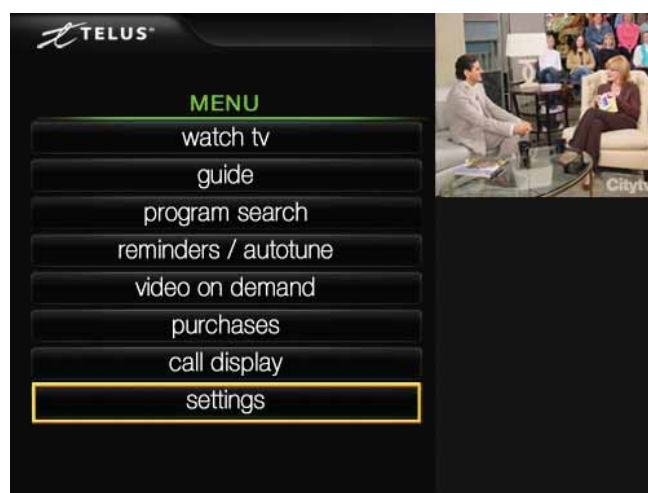
## French language option

Your TELUS TV system contains a French setting, which enables all screens to display in French. All of the functions work the same as they do in English, but titles, buttons, content, etc., are displayed in French.

NOTE: Program and movie descriptions will not be displayed in French.

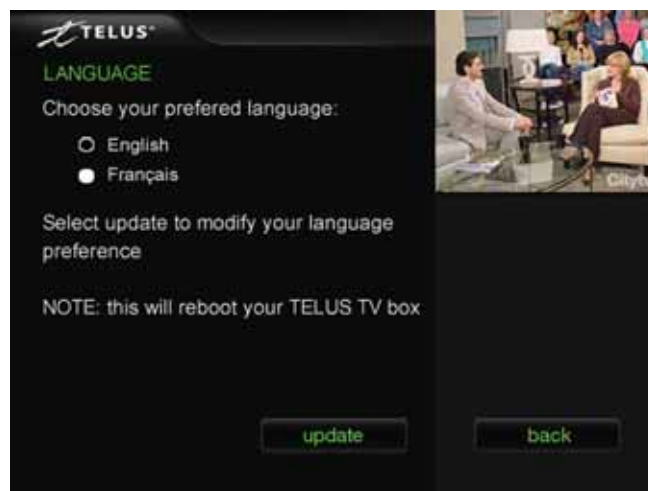
### How to change the language setting on your TELUS TV digital box:

1. Go to the Main MENU and select SETTINGS.
2. On the SETTINGS menu select LANGUAGES.



3. Highlight either English or French.

When you change the language setting, your TELUS TV digital box will reboot so the changes can be made.





## Frequently asked questions (FAQs)

Please visit our Web site at [telus.com/tv](http://telus.com/tv) and look under the FAQ section for a complete list of frequently asked questions.

### **Are all TELUS TV channels digital?**

Yes. TELUS TV is a 100% digital television service.

### **Will TELUS TV affect my voice telephone line service?**

No, your voice telephone line will not be affected by TELUS TV.

### **Will I be able to watch digital TV on my existing TV?**

Yes. A TELUS TV digital box receives the digital TV signal and converts it into a format that works with your existing TV. This allows you to enjoy digital picture and sound on all channels.

### **How many channels can I receive on TELUS TV?**

TELUS TV offers over 200 channels. The actual number of channels you can view depends on the channel packages you have chosen.

### **Why can't I display all of the channels?**

The channels displayed depend on the TELUS TV Package(s) you subscribed to and your Parental Control settings. To display your Favourites Lists in the TELUS TV Guide, press the GUIDE•FAV button on your remote control several times. Refer to page 25 for more details. If you cannot display a channel you have subscribed to or would like to subscribe to more channels, call customer service at 310-MYTV (310-6988).

### **How can I monitor what my children are watching when I am away from the TV room?**

Parental Control allows you to select and block programs from being viewed. This feature is an effective tool in protecting children from viewing content that you feel is inappropriate for them to watch. Once you have set a password, you have complete control over what is blocked – recognizing that each family has individual standards.

### **Does my Parental Control setting stay the same for Video On Demand purchases as with other features of the TELUS TV Interactive Program Guide (IPG)?**

Yes. If you use the Parental Control feature to block content

by rating, then all regular broadcast programs and Video On Demand programming that have been rated will be blocked according to your specifications.

### **What is the difference between VOD and Pay-Per-View (PPV)?**

VOD gives you access to a huge library of films, both new movies and popular favourites, which you can purchase and watch at a time convenient to you. You can also pause, rewind, and fast-forward a VOD program just like a DVD. Pay-Per-View starts at a specific time set by the service provider. You cannot pause, rewind or fast-forward a PPV program and you can only watch it once.

### **How do I return to watching a Video On Demand rental after I've turned to another channel?**

Press the MENU button and select PURCHASES. A list of your current month's VOD purchases will be displayed, along with their rental period. Rentals that are still available for viewing display a green check mark. Select the title you would like to continue viewing and then select PLAY.

### **Will TELUS offer HDTV?**

At this point, High Definition TV (HDTV) will not be offered as part of this service as sufficient content isn't available yet. TELUS will introduce HDTV service when more high definition programming becomes available.

### **Does TELUS TV offer additional language options?**

Yes. Your TELUS TV system contains a French setting. Please see **French language option** on page 35. The language setting can be switched from English to French and vice versa, at your convenience, directly from your television.

### **What should I do if I have problems with my TELUS TV service?**

Please see **Troubleshooting your digital TV system** on page 37 first, as there may be an easy fix. If you are unable to solve the problem using our troubleshooting guide, contact us directly at 310-MYTV (310-6988).

### **How can I order another remote control?**

You can order another TELUS TV Universal Remote Control by calling 310-MYTV (310-6988). A new remote control will be shipped to you within a few days. Charges may apply.

# Troubleshooting your digital TV system



PROBLEM	POSSIBLE SOLUTION
<b>No power</b>	<ul style="list-style-type: none"><li>■ Is the power cord completely inserted into the AC outlet?</li><li>■ Is the AC outlet working?</li><li>■ Is the TV set plugged into a working AC outlet?</li><li>■ If your equipment is plugged into a power bar or surge protector, has the circuit breaker tripped? Try resetting the power bar or surge protector.</li></ul>
<b>Poor picture quality</b>	<ul style="list-style-type: none"><li>■ Is the TV channel set to the appropriate channel to match the settings on your TELUS TV digital box and VCR? (Video 1, 2, etc.)</li><li>■ Check the back of your TELUS TV digital box and any additional devices to ensure all of the cables are firmly connected.</li><li>■ Are all the connections made according to the appropriate configuration for your particular requirements?</li><li>■ If you have poor picture quality on both the TELUS TV digital boxes (if you have two), turn off one TELUS TV digital box to see if the picture quality improves on the other TV set. If the picture improves call Technical Support at 310-MYTV (310-6988).</li></ul>
<b>TELUS TV digital box does not respond to your remote control unit</b>	<ul style="list-style-type: none"><li>■ Has the TELUS TV button on the remote control been pressed to put your remote control into TELUS TV digital box mode?</li><li>■ Check to see if the green POWER light is showing a steady green light on your TELUS TV digital box.</li><li>■ Are there any obstructions between your remote control and the front panel of the TELUS TV digital box?</li><li>■ Do the batteries in your remote control need to be replaced?</li></ul>
<b>Poor audio quality</b>	<ul style="list-style-type: none"><li>■ Are the RCA audio output cables from the TELUS TV digital box to the TV firmly connected?</li><li>■ If there is a humming noise, try adjusting the audio cables.</li><li>■ Check to see if the green POWER light is showing a steady green light on your TELUS TV digital box.</li></ul>
<b>Service indicator light is not lit and there is no picture</b>	<ul style="list-style-type: none"><li>■ Ensure that the TELUS TV digital box is plugged in to the electrical outlet.</li><li>■ If the TELUS TV digital box is plugged into a power bar or surge protector, make sure that the power bar is on.</li><li>■ Ensure that all other cables are firmly connected.</li><li>■ If all connections appear normal, initiate the RESET procedure as described at the bottom of this table.</li><li>■ If the TELUS TV digital box does not reboot properly please re-check the Ethernet (yellow cable) connection on the back of the TELUS TV digital box.</li><li>■ If that is connected properly, check your ADSL modem and ensure the power is on and all cables are firmly connected.</li><li>■ If these steps do not resolve the problem, call 310-MYTV (310-6988) for assistance.</li></ul>
<b>The TELUS TV digital box seems to be stuck or frozen on a screen</b>	<ul style="list-style-type: none"><li>■ Try pressing the MENU button on the remote control. The MENU page should then be displayed.</li><li>■ If the MENU page is not displayed, initiate the RESET procedure as described at the end of the table.</li></ul>
<b>The RESET procedure</b>	<ul style="list-style-type: none"><li>■ Unplug the TELUS TV digital box from the power outlet for at least 10 seconds and plug it back in – the TELUS TV digital box will reinitialize.</li><li>■ After the TELUS TV digital box has completed its initialization sequence, press the MENU button on the remote control; the Main MENU screen should be displayed if the TELUS TV digital box has restarted properly. The POWER light on the TELUS TV digital box will then show a steady green light.</li><li>■ If the RESET procedure does not work, please call 310-MYTV (310-6988) for assistance.</li></ul>

## Service and maintenance

There are **NO USER SERVICEABLE PARTS** in this device.

**DO NOT OPEN** or remove the cover of the TELUS TV digital box, as this may expose you to dangerous voltage and other electrical hazards.

The USB ports on the back of the TELUS TV digital box are for future use only. Connection of any equipment to ports may result in damage to the equipment and the TELUS TV digital box.

### Cleaning

Wipe with a damp cloth when necessary. Do not use liquid or aerosol cleaners.

# TELUS TV agreements

This document contains the following 2 Agreements, which you should review carefully prior to using the TELUS TV Services or associated equipment. You agree that your use of the TELUS TV Service and equipment is subject to the terms of the applicable agreements below.

- (1) TELUS TV Services Agreement;
- (2) Terms of Sale for Equipment\*

\* The Terms of Sale for Equipment will not apply to you if the TELUS TV equipment is rented/loaned to you by TELUS. Terms and conditions relating to rental/loan of TELUS TV equipment are contained in the TELUS TV Services Agreement.

## TELUS TV services agreement

This is a contract between you and TELUS Communications Company ("TELUS"). It spells out the terms and conditions that apply to your use of the video and audio programming and related services provided by TELUS (collectively, the "Services").

By subscribing to the Services or by using the Services you are agreeing to be legally bound by and abide by the terms of this Agreement. IF YOU DO NOT AGREE TO BE BOUND BY THIS AGREEMENT, YOU MAY NOT SUBSCRIBE TO, ACCESS OR USE THE SERVICES AND YOU MUST IMMEDIATELY TERMINATE YOUR SERVICES ACCOUNT, IF YOU HAVE ONE.

### Amendments to this agreement

1. TELUS reserves the right to amend this Agreement at its sole discretion, at any time. TELUS will notify you of any amendments to this Agreement by posting notice of the amendment on <http://www.telus.com/tv>, as may be updated from time to time, (the "Services Web site") or by sending you notice of the amendment via email to your primary TELUS email address. You agree to go to the Services Web site regularly in order to be aware of any amendments posted on such site and your continued use of the Services following any amendment shall be deemed to be your acceptance of the amended Agreement. If you do not agree to any amendment, you must immediately terminate your Services account.

### Your account

2. You acknowledge and agree that access to and use of the Services from any location other than your address for the delivery of the Services, according to TELUS' records, (your "Delivery Address"), is prohibited. The Services are for your private home viewing and use only.
3. You represent and warrant that you have reached the age of majority (at least 18 or 19 years of age) in the province or territory in which you reside and that you possess the legal right and ability to enter into this Agreement and use the Services in accordance with this Agreement.
4. As the Services account holder, you are responsible for your account and the maintenance of all usernames and passwords related to your account. You are solely responsible and liable for any and all activities that occur under your account. You are responsible for maintaining the confidentiality of your account and all usernames and passwords related to your account. You agree to immediately notify TELUS, by means specified on the Services Web site, of any unauthorized use of your account or any usernames or passwords related to your account

or of any other breach of security, and to provide assistance to TELUS, as requested, to stop and/or remedy any breach of security.

### Customer information

5. You acknowledge that you have read the TELUS Privacy Commitment at <http://www.telus.com/privacy/privacy.html> (as it may be updated from time to time) (the "TELUS Privacy Commitment"). You hereby agree that TELUS and/or its agents may collect, use and disclose (solely for the purposes identified in the TELUS Privacy Commitment) personal information about you that you have provided to TELUS and/or its agents in connection with provision of the Services. In addition, you agree that TELUS and/or its agents may disclose such personal information on a confidential basis to its content suppliers (and their agents and contractors) for the purpose of conducting marketing research in relation to use of the Services and addressing customer comments regarding Services content.
6. You agree to provide current, accurate and complete customer information as prompted by TELUS' registration processes or as otherwise requested by TELUS or its agents and you agree to promptly notify TELUS, by means specified on the Services Web site, of any changes to this information as required to keep it current, complete and accurate.

### Billing and payment

7. Following any applicable free trial period (as described on the Services Web site) for the Services, you agree to pay all fees and charges (and applicable taxes) incurred which relate to the provision and/or use of the Services through your account, in accordance with the rates and billing policies established from time to time by TELUS. Such rates and policies will be posted on the Services Web site or otherwise made available to you by TELUS. Free trial periods (if applicable) are only offered in connection with your first Services subscription and are not available for any subsequent Services subscriptions. The first billing period for your Services account begins on the date of your first installation booking.
8. Rebates or service credits applicable to fixed term agreements, if available, are described on the Services Web site.
9. Available billing and payment options may vary depending on your Delivery Address or other factors and TELUS reserves the right to modify the forms of payment it will accept, at any time, in its sole discretion. If charges are included on your TELUS phone bill, such charges are due on the due date shown on such bill. If payment is not received by TELUS by this due date, interest shall accrue on the outstanding amount at the rate shown on the bill or, if no rate is shown on the bill, at the simple interest rate of 1% per month (12.68% compounded annually). If a pre-authorized bank (or other financial institution) account debit (a "Bank Account Debit"), where applicable, is returned unprocessed to TELUS, TELUS reserves the right to apply a returned payment fee of \$20.00, plus applicable taxes, to your account.
10. Your right to use the Services is subject to any limits established by your credit card issuer or financial institution, if applicable. By using a credit card, Bank Account Debit, or other payment method, you expressly authorize TELUS or its agents to charge all fees and charges incurred by you under this Agreement to such card, account or other payment method and such authorization will survive termination of this Agreement until there are no charges owing by you under this Agreement. If you use a credit card, Bank Account Debit or other payment method and TELUS does not receive payment from the card issuer or its agents, the financial institution



or its agents, or through the other payment method, as applicable, you agree to pay all amounts due, upon demand by TELUS.

11. Any failure of TELUS to make a bill or statement available to you pursuant to this Agreement does not affect your responsibility to pay any incurred charges. Unless you notify TELUS of any errors, discrepancies or irregularities in any billing within 90 days after they first appear on your bill or statement, such bill or statement will be deemed accepted by you for all purposes. Without limiting anything else in this Agreement, you agree to release TELUS from any and all liability and claims of loss resulting from any errors, discrepancies or irregularities that are not reported to TELUS within 90 days of the publication date of the applicable bill or statement.
12. You agree to pay all costs incurred by TELUS in the collection of any delinquent charges due under this Agreement or in the enforcement of this Agreement including, without limitation, lawyers' fees.

### Service limitations

13. The Services are subject to the availability of suitable equipment and facilities and consequently all Services are not available at all locations.
14. In order to receive the Services you must have an active TELUS High Speed Internet service or TELUS home networking account, which is, in TELUS' opinion, in good standing. All use of the TELUS High Speed Internet or TELUS Home Networking services is subject to the terms of the TELUS Internet Services Account Agreement posted at <http://www.mytelus.com/internet/policies/TISAA.do> (as may be updated from time to time), which is a separate agreement between you and TELUS.
15. It is your responsibility to ensure that your equipment and software meet the current minimum system requirements specified by TELUS as being necessary for access to the Services. TELUS shall post such minimum system requirements on the Services Web site or otherwise notify you of such requirements. You acknowledge that such requirements may change from time to time, with or without notice, at TELUS' sole discretion.
16. In order to receive the Services you are required to subscribe for and maintain minimum levels of programming (i.e. the "Essentials" programming package). TELUS shall post such minimum levels of programming on the Services Web site. You acknowledge that such minimum levels of programming may change from time to time, with or without notice, at TELUS' sole discretion.
17. Final confirmation of Services availability cannot occur until the TELUS digital set top box(es) and associated components (ethernet switch, remote control, cabling, and wiring) (collectively, the "TELUS TV digital box") have been installed at your premises.
18. TELUS does not guarantee that the Services will operate with all equipment or software including, without limitation, all television sets, Internet access or home networking equipment, remote control, home theatre components or other audio/visual equipment.
19. You acknowledge that some of the Services programming may be blacked out from time to time in your local reception area due to restrictions imposed by programming suppliers or other reasons. In some instances, alternative Services programming may be provided in place of blacked out programming.

### General practices and limits

20. You acknowledge that TELUS may establish general practices and limits concerning use of the Services. Such general practices and limits shall be posted on the Services Web site or otherwise made available to you. You agree to comply with all such general practices and limits. You acknowledge that such general practices and limits may differ for different users based upon factors that may be set at different levels for different users based upon factors that may be determined in TELUS' sole discretion. TELUS reserves the right to change these general practices and limits at any time, in its sole discretion, with or without notice. You further agree that violating such practices or exceeding such limits may result in suspension, restriction or termination of your account or the imposition of additional charges.

### Installation

21. You authorize TELUS, its employees, agents, contractors and representatives, to enter your premises and access your equipment, wiring and facilities for the purpose of installing, maintaining, inspecting, repairing or removing the Services and the TELUS TV digital box. Access to your premises will be at a time that is mutually convenient for you and TELUS.
22. You must provide a suitable location for the installation of the TELUS digital set top box(es) within 2 metres of your television set(s) and other audio/visual components (as specified by TELUS). The location must provide reasonable ventilation and protection from damage to, theft or loss of, the TELUS TV digital box(es).
23. Additional charges shall apply when it is necessary for TELUS to install special equipment or wiring, to incur an unusual expense to establish the Services at your premises, or to move, change, rearrange or reinstall the Services or the TELUS TV digital box at your premises.
24. You agree that TELUS is not responsible for any damage to or loss of your property arising from the installation, operation, maintenance or removal of Services or the TELUS TV digital box, or from other services provided at your premises.
25. In no event will TELUS be responsible or liable for any claims, damages, losses or expenses including, without limitation, lost wages or missed work, in the event that an installation or maintenance appointment for the Services is missed, either by TELUS or by any third party installer.
26. TELUS shall not be responsible for any changes made by you to the Services wiring, TELUS TV digital box or other aspects of the Services. If any such changes result in a service or repair call, additional charges for such call shall apply.
27. You acknowledge and agree that, except as otherwise explicitly stated in this Agreement, TELUS is not responsible for the installation, operation, maintenance or support of any equipment or software owned or used by you, including without limitation any equipment or software used in connection with the Services.

### TELUS TV digital box

28. If you rent the TELUS TV digital box from TELUS, the TELUS TV digital box is at all times owned by TELUS and you hereby agree not to sell, transfer, lease, assign any interest in, or encumber all or any part of the TELUS TV digital box. You further agree not to tamper with or modify the TELUS TV digital box in any way.

# TELUS TV agreements

## Support

29. The TELUS Services help desk will provide telephone assistance on a reasonable efforts basis, via the telephone number and during the hours specified on the Services Web site. Assistance is limited to your problems using the Services and may exclude problems related to certain equipment and software, as specified by TELUS, in its discretion. You acknowledge that charges may apply to certain support services, as specified by TELUS. TELUS cannot guarantee the resolution of any particular problem or Services interruption.
30. You acknowledge and agree that from time to time TELUS may send you updates and notices regarding the Services to you via email and/or TELUS mobility text message.
31. During the term of this Agreement, TELUS will provide, at its option, remote diagnostic support or on-site support (including, at TELUS' option, repair or replacement of equipment that is defective in material or workmanship) for TELUS-owned TELUS TV digital boxes.
32. During the term of this Agreement, TELUS will provide, at its option, remote diagnostic support or on-site support for TELUS TV digital boxes owned by you. However, additional charges may apply to on-site support of such TELUS TV digital boxes.

## Content warning

33. You acknowledge that some of the programming content, information and material that is available through the Services may be offensive or objectionable to you and you agree that TELUS is not responsible or liable for any harm or damage suffered by you or any third party as a result of offensive or objectionable content. TELUS recommends that minors using the Services be supervised by an adult.

## Acceptable use of the services

34. You agree that you will not at any time attempt to:
  - a. circumvent any Services programming blackouts or portions thereof or access any Services programming or portions thereof without registering for the Services and paying the applicable fees and charges to TELUS;
  - b. tamper with or modify the TELUS TV digital box or any other Services equipment to avoid payment of fees or charges or for any other purpose;
  - c. use the Services from a location other than your Delivery Address;
  - d. resell, distribute, redistribute, publicly display or perform, publish, broadcast, or re-broadcast any portion of, use of or access to, the Services;
  - e. share your usernames or passwords for the Services or any portion of, use of or access to, the Services with anyone except members of your private residence who you have authorized to use the Services;
  - f. exploit or use any portion of the Services for any commercial purpose or in any commercial setting;
  - g. use the Services to create or compile a collection, database or directory of content;
  - h. circumvent, reverse engineer, decrypt, alter, modify or interfere with any aspect of the Services;

- i. scan or probe another computer system;
  - j. obstruct or bypass computer or network identification procedures;
  - k. engage in unauthorized computer or network trespass;
  - l. export equipment, software or data outside of Canada or the United States in contravention of applicable export control legislation;
  - m. post, upload, reproduce, distribute or otherwise transmit information or materials where such activity gives rise to civil liability, or otherwise violate the rights or assist others to violate the rights of TELUS or any third party; such violations include but are not limited to engaging in copyright infringement, trade-mark infringement, patent infringement, misappropriation of trade secrets and defamation;
  - n. post, upload, reproduce, distribute, or otherwise transmit information or materials where such activity constitutes a criminal offence, or otherwise engage in or assist others to engage in any criminal offence; such offences include, but are not limited to, unauthorized use of a computer, defamatory libel, obscenity, child pornography, harassment, stalking, uttering threats, mischief in relation to data and fraud;
  - o. engage in or assist others to engage in any activity that otherwise violates established or accepted network etiquette, violates applicable charters, FAQs, policies, rules or guidelines of TELUS or other parties, disrupts or threatens the integrity, operation or security of the Services or any TV or Internet system, elicits complaints from other Services, TV or Internet users or third parties, is contrary to any law or regulation or, in the sole judgement of TELUS, is otherwise objectionable;
  - p. otherwise violate TELUS' Acceptable Use Policy at <http://mytelus.com/internet/nv/aup.do>, as it may be updated from time to time;
  - q. use or register TELUS' trade-marks, trade names, trade dress, or logos, including without limitation any such trade-marks, trade names, trade dress, or logos displayed on any Services channels or Web site(s) operated by TELUS, without TELUS' express prior written permission; or
  - r. allow, assist or encourage any other person or entity to engage in any of the foregoing activities.
35. If at any time you become aware of any violation, by any person or entity, of the acceptable use rules set out in Section 34 above, which involves your account, you agree to immediately notify TELUS, by means specified on the Services Web site, and provide TELUS with assistance, as requested, to stop and/or remedy such violation.
  36. Without limiting any of TELUS' rights to suspend, restrict or terminate your Services account as described elsewhere in this Agreement, TELUS may suspend, restrict or terminate your Services account without notice if, in TELUS' sole and absolute discretion, you have violated any of the acceptable use rules set out in Section 34 above. You acknowledge and agree that TELUS shall not be responsible or liable to you or any third party for any suspension, restriction or termination of your account.

## Proprietary rights

37. TELUS grants you a limited, non-exclusive, non-transferable, revocable right to receive the Services content, subject to your compliance with



the terms and conditions of this Agreement including, without limitation, the acceptable use rules set out in Section 34.

38. You acknowledge that content including, but not limited to, images, music, sound, photographs, graphics, text, software, or other material accessed through the Services is protected by applicable copyrights, trade-marks, patents, trade secrets and/or other proprietary rights and laws. You further acknowledge that, except where expressly stated otherwise in this Agreement, all Services content, programs, services, processes, designs, technologies, materials and all other things comprising the Services are owned by TELUS, its licensors or its suppliers and are protected by applicable copyrights, trade-marks, patents, trade secrets and/or other proprietary rights and laws.

### Compliance measures

39. You acknowledge that TELUS may monitor your use of the Services and may collect, retain and use such usage data for service and market research purposes.
40. In the event that TELUS receives a complaint relating to your use of the Services, TELUS may, in its sole and absolute discretion and without notice or liability, investigate the complaint and restrict, suspend or terminate your account(s).
41. You agree that TELUS may, without notice or liability, disclose to third parties any customer information or any content, information or materials associated with a Services account, if TELUS believes in good faith that such activity is reasonably necessary to provide the Services to customers, ensure adherence to or enforce the terms of this Agreement, comply with any laws or regulations, respond to any allegation of illegal conduct or claimed violation of third party rights, or protect itself or others.

### Services changes

42. You agree that, to maintain or improve the Services or for other business reasons, TELUS may change the Services fees and charges, features, minimum equipment and software requirements, programming content and any other aspect of the Services at any time, without notice or liability, at TELUS' sole and absolute discretion. If you do not agree to such changes, your sole remedy will be to terminate your Services account.
43. Notwithstanding the foregoing, TELUS will use reasonable efforts to notify you via email to your primary TELUS email address, of any material increases in the recurring, regular Services rates for your account.

### Disclaimers

44. YOU ACKNOWLEDGE AND AGREE THAT:
- ALL USE OF THE SERVICES IS AT YOUR OWN RISK;
  - THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS;
  - TELUS DOES NOT GUARANTEE ERROR-FREE OR UNINTERRUPTED OPERATION OF THE SERVICES;
  - NEITHER TELUS NOR ITS SUPPLIERS ARE RESPONSIBLE OR LIABLE FOR LOSS, DELETION OR ALTERATION OF ANY TRANSMISSIONS OR PROGRAMMING CONTENT;
  - TELUS IS NOT RESPONSIBLE OR LIABLE FOR ANY ACT OR OMISSION OF ANY THIRD PARTY INCLUDING, BUT NOT LIMITED TO, ANY THREATENING, DEFAMATORY, OBSCENE,

OFFENSIVE OR ILLEGAL CONDUCT OR ANY INFRINGEMENT OF ANOTHER'S RIGHTS INCLUDING, WITHOUT LIMITATION, INTELLECTUAL PROPERTY RIGHTS; AND

- TELUS IS NOT RESPONSIBLE OR LIABLE FOR LOSS OR DAMAGE TO YOUR EQUIPMENT OR SOFTWARE ARISING DIRECTLY OR INDIRECTLY OUT OF USE OR MISUSE OF THE SERVICES OR THE TELUS TV DIGITAL BOX, OR INSTALLATION, MAINTENANCE, OR OPERATION OF THE SERVICES OR THE TELUS TV digital box.
45. TELUS MAKES NO CONDITIONS, WARRANTIES OR REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY, SEQUENCE, USABILITY, SECURITY, QUALITY, CAPACITY, PERFORMANCE, AVAILABILITY, TIMELINESS OR ACCURACY OF THE SERVICES, ANY OTHER PRODUCTS OR SERVICES SUPPLIED UNDER THIS AGREEMENT OR THE NETWORKS OF TELUS OR THIRD PARTIES. TELUS EXPRESSLY DISCLAIMS ALL CONDITIONS, WARRANTIES AND REPRESENTATIONS, EXPRESS, IMPLIED OR STATUTORY INCLUDING, BUT NOT LIMITED TO, IMPLIED CONDITIONS OR WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, DURABILITY, TITLE AND NON-INFRINGEMENT, WHETHER ARISING BY USAGE OF TRADE, COURSE OF DEALING, COURSE OF PERFORMANCE OR OTHERWISE.
46. THE SERVICES Web site MAY CONTAIN LINKS TO OTHER Web siteS. THESE LINKS ARE PROVIDED SOLELY AS A CONVENIENCE TO YOU AND THE INCLUSION OF ANY SUCH LINK DOES NOT IMPLY ENDORSEMENT, INVESTIGATION OR VERIFICATION BY TELUS OF SUCH Web siteS OR THE INFORMATION CONTAINED THEREIN. TELUS IS NOT RESPONSIBLE FOR THE CONTENTS OF ANY SUCH Web siteS AND MAKES NO REPRESENTATIONS, CONDITIONS OR WARRANTIES REGARDING ANY OTHER Web siteS. IF YOU DECIDE TO ACCESS OTHER Web siteS, YOU DO SO AT YOUR OWN RISK.

### Limitation of liability

47. IN THE EVENT OF ANY MATERIAL BREACH OF THIS AGREEMENT BY TELUS, YOUR EXCLUSIVE REMEDY SHALL BE TO RECEIVE PAYMENT FROM TELUS FOR YOUR ACTUAL AND DIRECT DAMAGES RESULTING FROM SUCH BREACH, TO A MAXIMUM AMOUNT EQUAL TO THE LESSER OF ONE HUNDRED DOLLARS (\$100) OR THE TOTAL FEES PAID HEREUNDER BY YOU TO TELUS DURING THE THREE (3) MONTHS IMMEDIATELY PRECEDING THE RELEVANT BREACH.
48. EXCEPT AS SET OUT IN SECTION 47 ABOVE, IN NO EVENT SHALL TELUS, ITS PARENTS, SUBSIDIARIES, AFFILIATES AND THEIR RESPECTIVE OFFICERS, DIRECTORS, AGENTS, EMPLOYEES, SUPPLIERS, RESELLERS AND DISTRIBUTORS (COLLECTIVELY, THE "TELUS ENTITIES" AND EACH, A "TELUS ENTITY") BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR ANY OTHER DAMAGES OR LOSSES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, GOODWILL, OPPORTUNITY, EARNINGS, USE OR DATA, ARISING DIRECTLY OR INDIRECTLY FROM OR RELATED TO THIS AGREEMENT OR THE SERVICES, REGARDLESS OF THE CAUSE OF ACTION AND EVEN IF ONE OR MORE OF THE TELUS ENTITIES HAVE BEEN ADVISED OF THE POSSIBILITY OF



# TELUS TV agreements

SUCH DAMAGES OR LOSSES INCLUDING, BUT NOT LIMITED TO, DAMAGES OR LOSSES ARISING FROM OR IN ANY WAY RELATED TO THE FOLLOWING:

- a. THE CONTENT OF THE SERVICES OR ANY MATERIAL, INFORMATION OR DATA VIEWED, ACCESSED OR TRANSMITTED OVER OR THROUGH THE SERVICES;
  - b. DELAYS, ERRORS, INTERRUPTIONS, MISTAKES, OMISSIONS, NON-DELIVERY, INCORRECT DELIVERY, VIRUSES OR DEFECTS IN THE TRANSMISSION OF ANY CONTENT, INFORMATION OR MATERIAL OVER OR THROUGH TELUS' SYSTEMS OR NETWORKS OR THE SYSTEMS OR NETWORKS OF THIRD PARTIES; OR
  - c. INSTALLATION, MAINTENANCE, OR REMOVAL OF THE SERVICES OR THE TELUS TV DIGITAL BOX BY TELUS OR THIRD PARTIES.
49. SOME JURISDICTIONS DO NOT ALLOW THE DISCLAIMER OF CERTAIN WARRANTIES OR CONDITIONS OR THE LIMITATION OF CERTAIN TYPES OF LIABILITY SO SOME OF THE DISCLAIMERS AND LIMITATIONS IN THIS AGREEMENT MAY NOT APPLY TO YOU.

## Indemnity

50. You agree to indemnify and hold harmless each of the TELUS Entities from all demands, claims, awards, actions, proceedings, damages, losses, costs, charges and expenses, including legal fees, incurred by or made against the applicable TELUS Entity, which result from or relate to any of your acts or omissions including, without limitation, breach or non-performance of this Agreement.

## Term and termination

51. The Services are available on a month-to-month basis or under a 1 year, 2 year or 3 year fixed term Agreement. Upon the expiry of a fixed term Agreement, this Agreement will automatically be renewed on a month to month basis (at then-current rates), unless you notify TELUS at least 30 days prior to the expiry of the fixed term, by the means specified on the Services Web site, of your intention to terminate your Agreement or enter into a new fixed term Agreement (at then-current rates).
52. When you subscribe for a fixed term Services Agreement, you may elect to extend the term of your existing contract for TELUS High Speed Internet service or TELUS Home Networking service, so the term of such contract aligns with the fixed term of your Services Agreement.
53. TELUS may, in its sole discretion, suspend, restrict or terminate your Services account, effective at any time, without notice to you, for any reason including, without limitation, because:
- a. any amount is past due from you to TELUS;
  - b. TELUS has received a third party complaint which relates to the use or misuse of the Services from your account; or
  - c. you have been or are in breach of any term or condition of this Agreement.
54. You may terminate your Services account at any time by notifying TELUS via the means set out on the Services Web site. HOWEVER, IF YOU ARE UNDER A FIXED TERM AGREEMENT AND YOU TERMINATE YOUR SERVICES ACCOUNT PRIOR TO THE END OF THE TERM, OR IF TELUS TERMINATES YOUR ACCOUNT FOR ANY OF THE REASONS LISTED IN SUBSECTIONS 53 (a)-(c) ABOVE, YOU WILL

BE REQUIRED TO IMMEDIATELY PAY TELUS A TERMINATION CHARGE, IN THE AMOUNT SPECIFIED ON THE SERVICES Web site. YOU ACKNOWLEDGE THAT THIS TERMINATION CHARGE IS A PRE-ESTIMATE OF DAMAGES SUFFERED BY TELUS AS A RESULT OF SUCH EARLY TERMINATION AND IS NOT A PENALTY. TELUS will process your termination request effective the date your request is received.

55. Unless TELUS has terminated your Services account for any of the reasons listed in Subsections 53 (a)-(c) above, TELUS will refund you a pro-rata portion of your pre-paid monthly Services fee for the month of termination, based on the effective date of such termination. Unused Services programming credits (where applicable) are non-refundable.
56. Termination of your Services account by you or TELUS automatically terminates this Agreement.
57. In the event that your Services account is suspended, restricted or terminated additional reconnection charges may apply.
58. Any termination of your account shall not relieve you from any amounts owing or other liability accruing under this Agreement prior to the time that such termination becomes effective.
59. You agree to return all TELUS-owned TELUS TV digital box(es) and remote controls to a TELUS-approved depot within 14 days of termination of your Services account, unless otherwise directed by TELUS. If you do not return such equipment in accordance with the foregoing, if such equipment is returned damaged, or if you have assigned, encumbered, sold, transferred or leased such equipment, you agree to pay TELUS a \$350.00 equipment replacement charge, plus applicable taxes. The location of TELUS-approved depots can be obtained by contacting TELUS by phone at the phone number specified on the Services Web site. TELUS shall not be responsible for removing from your premises any wiring or wall plates related to the Services, upon termination of your Services account.

## General

60. This Agreement, including any and all documents, Web sites, rules, terms and policies referenced herein, constitutes the entire agreement between TELUS and you with respect to the matters referred to in this Agreement and supersedes all prior and contemporaneous agreements and understandings, whether electronic, oral or written, between TELUS and you with respect to such matters.
61. The failure of TELUS to insist upon or enforce strict performance of any provision of this Agreement shall not be construed as a waiver of any provision or right. Neither the course of conduct between you and TELUS nor trade practice shall act to modify any provision of this Agreement.
62. In the event that any portion of this Agreement is held to be invalid or unenforceable, the invalid or unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intention of you and TELUS, and the remainder of this Agreement shall remain in full force and effect.
63. This Agreement shall be governed by and construed in accordance with the federal laws of Canada and the laws of the province of your Delivery Address. You hereby irrevocably consent to the exclusive jurisdiction of the courts of such province in connection with any matter arising under this Agreement and you agree that the venue for resolution of all such



matters shall be in such province. Use of the Services in any jurisdiction that does not give effect to all provisions of this Agreement including, without limitation, this Section, is prohibited.

64. All references to TELUS Web site addresses in this Agreement shall also include any successor or replacement Web sites containing substantially similar information as the referenced Web site(s).
65. TELUS may at any time assign its rights and obligations under this Agreement, in whole or in part, without notice to you. You may not assign this Agreement.
66. This Agreement will enure to the benefit of and bind you and TELUS and our respective personal and legal representatives, successors and permitted assigns.
67. All monetary amounts expressed in this Agreement are in Canadian dollars, unless otherwise expressly stated.
68. The rights, powers and remedies of TELUS in this Agreement including, without limitation, the right to suspend, restrict or terminate any Services account, are cumulative and in addition to and not in substitution for any right, power or remedy that may be available to TELUS at law or in equity.
69. The following provisions shall survive termination of this Agreement: Sections 5, 7, 9-12, 21, 24, 25, 27, 28, 33, 38-41, 44-50, 54-71, and any other provisions that by their meaning are intended to survive termination of this Agreement.
70. You agree that no joint venture, partnership, employment or agency relationship exists between TELUS and you as a result of this Agreement or use of the Services.
71. The section headings in this Agreement are for convenience only and have no legal or contractual effect.

**Version 3.0**

**Effective Date: August 16, 2006**

## Terms of Sale for Equipment

(NOTE: IF THE EQUIPMENT IS LOANED, LEASED, LICENSED OR RENTED TO THE CUSTOMER, THIS "TERMS OF SALE" DOES NOT APPLY AND IS OF NO FORCE OR EFFECT)

NOTICE TO THE CUSTOMER - BY ACCEPTING THE EQUIPMENT THE CUSTOMER IS DEEMED TO ACCEPT THESE TERMS OF SALE, UNLESS THE EQUIPMENT IS RETURNED, AS SPECIFIED BELOW, WITHIN 20 DAYS OF BEING DELIVERED TO THE CUSTOMER. AFTER THE 20 DAY PERIOD THE CUSTOMER IS RESPONSIBLE FOR ALL PAYMENTS DUE UNDER THIS AGREEMENT.

### 1. Charges and payment

TELUS Communications Company ("TELUS") will bill the Customer for charges payable, as specified by TELUS, for purchase of the Equipment (the "Equipment") ordered by the Customer, including any taxes that may be levied upon the sale of the Equipment, (collectively, the "Charges Payable") and the Customer will pay TELUS the Charges Payable. Payment in full of the amounts in each bill is due on the date shown on the bill or, if no date is shown on the bill, within 30 days of the date of the bill. If the Equipment is part of a package or promotion, the Customer agrees to honour the terms of the package or promotion and to make payment in full according to such terms, failing which TELUS reserves the right to adjust the Charges Payable accordingly and assign any applicable additional charges. The Customer shall pay interest on all overdue amounts at the interest rate shown on the bill or, if no rate is shown on the bill, at the rate that is the lesser of 1.00% per month (12.68% compounded annually) and the maximum permitted by law. Credit card payments for Equipment are processed on the date the Equipment is ordered from TELUS.

### 2. Equipment return

The Customer may return the Equipment directly to TELUS within 20 days from the date of delivery. The Customer's name, address and telephone number must be submitted with the returned Equipment. The Equipment must be returned in new condition in the original packaging complete with all accompanying hardware, software, manuals, power cords, telephone lines and other accessories, with this Terms of Sale document, prepaid via Canada Post to:

TELUS  
Edmonton, Alberta  
Canada T5G 3E1

A 15% restocking fee will be billed for minor parts or accessories missing and no refund will be applied for major parts or accessories missing or damaged items. The Customer is responsible for any damage or loss during shipment back to TELUS. TELUS recommends parcel insurance for the full purchase price. Shipping, handling and insurance charges are not refundable.

### 3. FlexPay information

For Flexpay financing (if available), the monthly installment payment includes applicable taxes and 16% interest per annum. Interest accrues starting the date of Equipment delivery. Flexpay term options are 12, 24 or 36 months.

### 4. Title to equipment

Title to and property in the Equipment will pass to the Customer on full payment to TELUS of the Charges Payable for the Equipment. The Customer assumes the risk of loss, theft, damage or destruction of the Equipment from and after delivery of the Equipment and the Customer agrees that

# TELUS TV agreements

loss, theft, damage or destruction of the Equipment shall not affect the Customer's obligations for payment to TELUS. Until title to and property of the Equipment has passed to the Customer, the Customer will not allow any installation or servicing of, or repairs, moves, additions or changes to, the Equipment by any person not authorized by TELUS.

## 5. No TELUS warranty

EXCEPT AS SET OUT HEREIN, TELUS MAKES NO WARRANTIES, REPRESENTATIONS OR CONDITIONS OF ANY NATURE WHATSOEVER, WHETHER EXPRESS OR IMPLIED, IN RELATION TO THE EQUIPMENT AND THIS AGREEMENT, AND ALL WARRANTIES, REPRESENTATIONS AND CONDITIONS (INCLUDING EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, DURABILITY, AND FITNESS FOR A PARTICULAR PURPOSE) ARE EXCLUDED, TO THE EXTENT PERMITTED BY APPLICABLE LAW.

## 6. Termination

TELUS may terminate this Agreement if the Customer fails to pay any amounts due under this Agreement, or otherwise breaches this Agreement, or if TELUS determines, in its sole discretion, that the Customer is an unacceptable credit risk, provided that TELUS gives 5 days advance notice to the Customer. Upon termination by TELUS the whole outstanding balance of the Charges Payable shall immediately without demand become due and payable to TELUS and, if not paid, TELUS may immediately repossess and remove the Equipment without any further legal process. TELUS is not liable for any damages or other amounts related to any action it is required to take to carry out such removal. Such remedies shall be without prejudice to any other rights that TELUS may have in law or equity.

## 7. Limitation of liability

In no event shall TELUS, its affiliates or their respective officers, directors, agents, employees, suppliers, resellers and distributors (collectively the "TELUS Entities") be liable for any indirect, special, incidental, consequential or punitive damages, or any other damages or losses whatsoever, related in any way to the Equipment or this Agreement, regardless of the cause of action and even if one or more of the TELUS Entities have been advised of the possibility of such damages or losses. The TELUS Entities are not responsible for or liable for any damages or other amounts related to: (a) the Customer's non-compliance with instructions of the Equipment manufacturer or TELUS, or with the Customer's obligations under this Agreement; (b) any data, loss of data, equipment, services, or software, necessary for use or used in conjunction with the Equipment; (c) the unavailability of replacement parts or lack of manufacturer's or other third party's support for the Equipment; or (d) any refusal of TELUS to carry out any services under conditions that TELUS determines are hazardous. The aggregate liability of the TELUS Entities to the Customer relating to or arising out of this Agreement, whether in contract, tort or otherwise, shall not exceed the total Charges Payable hereunder.

## 8. Privacy

The Customer has read the TELUS Privacy Commitment (a copy of which is located at [www.telus.com/privacy](http://www.telus.com/privacy)) and hereby consents to the collection, use and disclosure by TELUS and its agents of the Customer's personal information collected in connection with the sale of the Equipment hereunder (whether previously collected or to be collected), solely for the purposes identified in the TELUS Privacy Commitment.

## 9. Assignment

This Agreement may not be assigned or transferred by the Customer.

## 10. No waiver

The failure of TELUS to insist upon or enforce strict performance of any provision of this Agreement shall not be construed as a waiver of any provision or right.

## 11. Severability

In the event that any portion of this Agreement is held to be invalid or unenforceable, the invalid or unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intention of the parties, and the remainder of this Agreement shall remain in full force and effect.

## 12. Entire agreement

This Agreement is the entire agreement between the Customer and TELUS concerning the subject matter of this Agreement. This Agreement is binding on the Customer and TELUS and each of their respective successors, permitted assigns, heirs, executors and administrators.

## 13. Amendment

No amendment or waiver of any provision of this Agreement shall be effective unless it is in writing, signed by all parties and stating specifically that it is intended to modify this Agreement.

## 14. Governing law

This Agreement shall be subject to and governed by the laws of the Province where the Equipment is initially installed and the parties are subject to the jurisdiction of the courts of such Province.

## 15. CRTC compliance

- a. **No Bundling.** TELUS and the Customer acknowledge and agree that: (a) the charges for, and availability of, the Equipment are in no way contingent or conditional on the Customer subscribing for the provision of any tariffed or tariffable service from TELUS or a TELUS Affiliate; and (b) non-forborne telecommunications services, and bundled services that include non-forborne telecommunications services, are required to be provided, and shall only be provided, in accordance with tariffs approved by the Canadian Radio-television and Telecommunications Commission. **Tariffs Applicable** include the following: None. The sale, licensing and provisioning of the Equipment and any related services are either non-regulated or forborne.
- b. **Customer Information.** In relation to all telecommunications services provided by TELUS, unless the Customer provides express consent or disclosure is pursuant to a legal power, all information kept by TELUS regarding the Customer, other than the Customer's name, address and listed telephone number, is confidential and may not be disclosed by TELUS to anyone other than: the Customer; a person who, in the reasonable judgement of TELUS is seeking the information as an agent of the Customer; another telephone company, provided the information is required for the efficient and cost-effective provision of telephone service and disclosure is made on a confidential basis with the



information to be used only for that purpose; a company involved in supplying the Customer with telephone or telephone directory related services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose; an agent retained by TELUS to evaluate the Customer's creditworthiness or collect the Customer's account, provided the information is required for and is to be used only for that purpose; or to a public authority or agent of a public authority, if in the reasonable judgement of TELUS it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information. Express consent may be taken to be given by the Customer where the Customer provides written consent; oral confirmation verified by an independent third party; electronic confirmation through the use of a toll-free number; electronic confirmation via the Internet; oral consent where an audio recording of the consent is retained by TELUS; or consent through other methods, as long as an objective documented record of Customer consent is created by the Customer or by an independent third party. For the purposes of the foregoing sentence, the Customer hereby expressly consents to the collection, use and disclosure by TELUS and its agents of the Customer's personal information to the extent such collection, use and disclosure is authorized under Section 8 of this Agreement.

#### 16. Product support and warranty information

Equipment support (for non-advanced Equipment features) and warranty service are provided by TELUS during the first 30 days following delivery (call 310-2255). After 30 days, support services and warranty coverage are provided by the Equipment manufacturer. Manufacturer warranty details are included in the Equipment package. Manufacturer phone numbers are set out below:

AASTRA	1-800-288-1683
AVS	1-800-303-0287
MCGIBBEN	1-800-490-6200
PANASONIC	1-800-300-4644
SANYO	1-800-263-2244
VAC (ESP)	1-800-697-5007
VTECH	1-800-267-7377
D-LINK	1-866-354-6547
LINKSYS	1-866-242-8558
SMC	1-800-762-4968
OMEGA	1-800-668-7881
2WIRE	1-877-347-8680

For support and warranty services for TTV Equipment only, the Customer may call 310-MYTV (6988) at any time.

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# Key customer records and contact information

## registration numbers and remote control codes

### TELUS TV DIGITAL BOX – 1

Registration #: \_\_\_\_\_

Device ID #: \_\_\_\_\_

TV Model #: \_\_\_\_\_

Code: \_\_\_\_\_

Aux Device Model #: \_\_\_\_\_

Code: \_\_\_\_\_

Aux Device:  VCR       DVD Player

### TELUS TV DIGITAL BOX – 2

Registration #: \_\_\_\_\_

Device ID #: \_\_\_\_\_

TV Model #: \_\_\_\_\_

Code: \_\_\_\_\_

Aux Device Model #: \_\_\_\_\_

Code: \_\_\_\_\_

Aux Device:  VCR       DVD Player

## how to contact TELUS

If you need technical support please email or call:

- **TELUS TV technical support:** 310-MYTV (310-6988)
- **Customer service:** [telustv@telus.com](mailto:telustv@telus.com)
- **General questions, comments and input:** [tvfeedback@telus.com](mailto:tvfeedback@telus.com)

For the most up-to-date information on TELUS TV, visit the TELUS TV Web site at [telus.com/tv](http://telus.com/tv)

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