TELUS Custom Home Owner's Guide

TELUS®

Welcome to TELUS Custom Home

Thank you for choosing TELUS to provide your home services. We're delighted to have you on board.

In this guide, you'll find important information on setting up your TELUS apps and accounts, billing processes and contacting support, as well as hints on how to get the most out of your security and automation system.

Please take time to read through this guide in full, as there are several steps that you'll need to take in order to set up your accounts correctly and ensure everything is working as it should.

We've also included a 48-hour checklist to ensure you're ready to make the most out of your home services.

Contents

Quick start to your TELUS Custom Security and Automation system

Our trained technicians will have walked you through your account set up and downloaded the app after they installed your new system. For your convenience, we have outlined these steps for you. Make sure you have your Welcome Letter email, as you will need this on-hand to get set up.

TELUS Custom Security Account set-up on Alarm.com and Alarm.com app:

1. In the Welcome Letter sent to your email address by the technician during install, you will find your account login name, as well as a link that leads to the account password setup.

2. Click the link and create a password for the account, then click **Save**.

3. Select a security question for the account, enter an answer, then click **Save**.

4. In Two-Factor Authentication, click **Set up now** to set up Two Factor Authentication.

5. Verify the email address:

    a. In the Primary Email Address field, enter the email address associated with the account.

    b. Click **Send Email**.

    c. Access the email and locate the verification email.

    d. Click **Verify**.

6. View the subscription agreement, then click **I agree**.

7. Enter the billing information, then click **Save**.

8. You'll then be prompted to download the alarm.com app and enter in your account information to access your TELUS Custom Security app. Once downloaded, you can log in using your new account information.

Here are a few things you can set up right away:

1. **Arming reminder by a set time.**
    By default, you will receive a daily email by a set time if you have not armed your system.

    - To adjust this: Menu > Notifications > Arming Reminder > Enter New Time > Save
    - Another way to receive your reminder is through Push Notifications.
      To enable this: Menu > Notifications > Toggle On.
      Push Notifications > Arming Reminder > Recipients > Remove Your Email > + Add Recipients > Select Push Device > Close > Save

2. **Arming reminder by your phone's location.**
    To receive an arming reminder when you are more than 3 kms away from your home.

    - To enable: Menu > Places > Toggle to ON.
      Settings > Places > Arming Reminders > Choose: When selected people cross a Geo-Fence > Select your device and options > Save

3. **Create Push notifications.**
    To allow real–time alerts to your mobile devices via Push notifications, open the TELUS Custom Security app on a mobile device: Menu > Notifications > Toggle on Push Notifications > Toggle on Push

4. **Create SMS notifications**
    To allow real–time alerts to your mobile devices via SMS.

    - Add your mobile number on the Web Portal: Users > + ADD Mobile Number > Save

5. **Set up rules for automation devices.**
    You can enable smart schedules, event-triggered rules or scheduled automation so that you are getting the most out of your TELUS Custom Security system.

    - Configure rules on Web Portal > Automation > + Add New Rule

    - Examples of automation devices: cameras, smart thermostats, smart door locks, smart garage openers, smart light bulbs and smart plugs

TELUS Apps & account set-ups

To make using your devices, accessing your account and managing your billing as convenient as possible, we have dedicated apps that you can simply download and start using from your phone, right away.

Depending on the specific services you have, you may need to download different apps to access the relevant information. We've supplied details and instructions on how to download and activate each app, ensuring a seamless experience for your Home Service products.

My TELUS App

With the My TELUS app, you can view and pay your Home Service bills easily and securely, enable data limit notifications and manage all your Home Services anytime, anywhere – including Internet, Wi-Fi Plus, Optik TV, Home Phone, TELUS Mobility and Stream+.

Setting up your My TELUS account:

1. Visit **telus.com/My TELUS** and click **Sign up for My TELUS account** in the log in page.

2. Enter the following Account Information:

    - Email (this will be the your login and must not be the same as any email already used on telus.com)

    - Select "**What information do you have on hand?**"

        - Phone Number (only for Mobility Customers, using Phone Number of account)

    - Account Number (applicable for all account types)

    - Postal code of billing address

    - Click **Continue**

3. Two-factor authorization:
    Select either Email or Phone Number as your preferred method of receiving a 6-digit verification code. If Phone Number is selected, there is an option to receive the verification code via text or phone call.

4. Enter the 6-digit verification code received.

5. Complete profile:
   Enter the following information:

   - First name

   - Last name

   - Password

   - Security question (select one of 10 security questions listed)

   - Answer to security question (please note: the answer is case sensitive)

6. A confirmation message will appear confirming the process is complete.

Once you've provided all the necessary information needed to create a My TELUS profile, you will see a success message letting you know your profile has been created. You are now ready to start using all the great features the app has to offer.

Stream+   Stream+

Start using TELUS Stream+ by incorporating extra services and adjusting your package right from your My TELUS account. To get started, make sure your My TELUS account is already set up by following the steps outlined earlier in this guide.

Learn more

Simply scan the QR code to explore our Stream+ support pages. There, you'll find all the help you need to seamlessly add services and activate Stream+ on various platforms.

TELUS tv+   TELUS TV+ app for your Optik TV

With the TELUS TV+ app, you can watch live TV and access a large On Demand library of TV shows and movies on the go with your mobile device, through your Optik TV subscription.

To log in to the TELUS TV+ app, you will need to use your My TELUS account credentials. If you have not yet set up your My TELUS account, please do so by following the information provided earlier in this guide. Once completed, you will be ready to access the TELUS TV+ app.

TELUS TV+ account set-up

1. Download the TELUS TV+ app from the Google Play Store or Apple App Store.

2. Open the app on your device.

3. Log in.

4. If you have a TELUS account, enter your username and password. If you do not have an account, you will need to create one:

   a. Follow the prompts to set up your account. This may include entering your TELUS account number, setting up a password, and entering your personal information.

   b. Once your account is set up, you can use the TELUS TV+ app to watch live TV, on-demand content, and more.

To take advantage of the great services offered through TELUS TV+, a subscription to TELUS Internet, Optik TV and live channels is required. Licensing and rights limitations mean that not all programs and channels are available when not connected to your TELUS home internet. Note that the TELUS TV+ mobile app can only be used in Canada.

To learn more about how to use the TELUS TV+ app, please scan the QR code to visit our support pages for further information.

TELUS Connect app for your internet services

The TELUS Connect app will help you set up and configure your new TELUS equipment and services, to ensure you get the most of your internet subscription. With it, you'll also be able to get detailed information and troubleshooting tips.

To log in to the TELUS Connect App, you will need to use your My TELUS account credentials. If you have not yet set up your My TELUS account, please do by following the information provided earlier in this guide. Once completed, you will be ready to access the TELUS Connect App.

Connect app set-up:

5. Download the TELUS Connect app from the Google Play Store or Apple App Store.

6. Open the app on your device.

7. Use your TELUS account username and password.

8. Follow the prompts to set up your account. This may include entering your TELUS account number, setting up a password and entering your personal information.

9. Once your account is set up, you can use the TELUS Connect app to manage your TELUS services, view your bills and more.

> **Note:** If you also have a Mobility account with TELUS, please ensure that you log in to My TELUS with the email address that's linked to your Home Internet account to enjoy the features of the TELUS Connect app.

To learn more about the TELUS Connect App or need further support, please scan the QR code to visit our support pages.

Billing processes

TELUS services are billed one month in advance. Depending on the installation date of your system, your next bill may look a little different than usual and include partial charges from the date of install until the start of your next billing cycle.

TELUS Custom Security and Automation Billing

To manage your security and automation system billing, log in to your TELUS account via the myadt.ca website. Ensure you've followed the steps provided in the "Getting started with Smarter Security and Automation" section of this guide to gain access to your billing details through your account.

How to access your billing via your ADT account:

1. Visit the MyADT website at **myadt.ca**

2. You have two options to access your account:

    a. Enter your **Account ID** (provided by the technician responsible for your installation), OR,

    b. Select the Two-step authentication process and provide your **Mobile Phone number/Email address** and **Password/PIC**

3. Check the box to agree to the terms and conditions and click **Sign in**.

4. Once logged in, navigate to the Billing section of your account where you'll be able to view your current and past bills, select how you would like to pay your bill and set up pre-authorized payments if desired.

> **Note:** You will also receive a paper bill in the mail.

TELUS Home Services billing

You can access your billing, make a payment conveniently and view your billing history for TELUS Home Service products (including Internet, Wi-Fi Plus, Optik TV, Home Phone, TELUS Mobility and Stream+) via the My TELUS app or by logging in to your account on the TELUS website.

Accessing your bills via telus.com:

1. Visit the TELUS website at **telus.com**

2. Click the login icon in the top right corner of the screen.

3. Log in to the platform using your account login.

4. Your bill will be on the main page.

Accessing your bills via the My TELUS app

1. Open the My TELUS app and log in into your account.

2. Click the Billing icon at the bottom of your screen.

3. View your billing history and make a payment if necessary.

Learn more

The easiest way to pay your TELUS bill is with pre-authorized payments. There are many other simple ways to pay as well. To learn more about how to set up your payments for TELUS Home Services, please scan the QR code to visit our support page.

Customer support and contact information

You can find comprehensive information on all TELUS products on the Customer Service support pages at **telus.com**. Simply scan the QR code to access more support information.

For further assistance

You can also contact our dedicated product and services support teams:

Custom Security

- **Technical Support**
  - 1-855-958-8181
  - Hours: 24/7
- **Account and billing**
  - 1-855-958-8181
  - Hours: Mon-Fri 6:30 am-11 pm ET
    Sat & Sun: Closed

Internet, Wi-Fi Plus, Optik TV and Home Phone

- **Technical Support**
  - 1-888-811-2323
  - Hours: 24/7
- **Account, billing, sales:**
  - 1-888-811-2323
  - Hours: Mon-Sun 9 am-6:30 pm

Wi-Fi Plus subscribers have the convenience of accessing premium support services through the TELUS Connect app. You can schedule a call back from one of our Wi-Fi experts straight from the app. Simply scan the QR code for a step-by-step guide on locating this feature within the application.

For mobility assistance

TELUS Mobility

- **Technical Support**
  - 1-866-558-2273 or *611 on TELUS mobile phone
  - Hours: 24/7
- **Account, billing, sales**
  - 1-866-558-2273 or *611 on TELUS mobile phone
  - Hours: Mon-Sun 9 am-7 pm

Koodo Mobility

- **Technical Support**
  - 1-844-530-4334
  - Hours: 24/7

For further support on your Koodo mobility services, please visit **www.koodomobile.com/help**

48-hour Security and Automation checklist

Follow this handy checklist over the next 48 hours, and you'll be ready to making the most of your security system in no time.

1. Provide your information

Obtain your alarm permit (where applicable) and provide us with the permit number.

Some municipalities require an alarm permit to dispatch emergency services. Once you receive your permit, you must provide the permit number to TELUS by contacting us at 1-855-958-8181 or visiting **telus.com/permits** to learn more.

2. Download and register your apps

Make sure you have gone through this guide and followed the steps to successfully set up your apps.

3. Log in to the TELUS Custom Security web portal and download the app

While the TELUS Custom Security app provides the most frequently used features on the go, many advanced set-up functions are only available through the web portal. Visit **alarm.com**

4. Provide your emergency contacts:

As part of your account setup, you are required to provide three emergency contacts who can be reached in order to verify an alarm. Your emergency contacts should ideally live at or know the location of your premises, have access to the building, and be able to act on your behalf in case emergency service providers need to further investigate. Make sure you keep these details up to date to ensure the right people are contacted in the event of an emergency.

If you haven't already provided the following information to TELUS during the installation process, or if you would like to update your information, please call us on 1-855-255-8828 and an agent can update the information for you.

As a personal reminder, you can make a note of your emergency contacts information below:

Contact 1	Contact 2	Contact 3
Name:	Name:	Name:
Phone number:	Phone number:	Phone number:
Verbal password:	Verbal password:	Verbal password:

TIP: Ensure your emergency contacts remember their password as these will be required to verify in-progress burglar and panic alarms.

Insurance certificate

Many insurance providers in Canada offer a discount to policyholders who have a home alarm system. You may be required to provide your insurance company a copy of your TELUS Custom Security insurance certificate. Contact your insurance provider for more information.

How do I request a TELUS Custom Security insurance certificate?

1. Log in to **MyADT.ca**

2. Select **Contact Us** from the left-side menu.

3. Select **destination email address** from Your Email Address list (if applicable).

4. Select **Homeowner's Insurance Certificate**.

5. Select **Submit Message**.

> **Note:** An email containing the Insurance Certificate will be sent to the email address selected. The certificate is password protected and you will be required to enter your postal code in order to open the document.

Set up your video cameras

- If you have one or more video cameras, select the Video tab in the TELUS Custom Security app to access this device

- Adjust recording rules and settings to your preferred specifications. Double-check the positioning of your cameras

- Set up your recording schedule and clip duration

Uploading video contributes to your monthly data usage, which will have been agreed to in your contract.

Alarm process

Arming and disarming the system from the TELUS Custom Security app or web portal

Your primary system control button is found on the home screen of your mobile app and on the main page of the online portal. Simply click the Security System icon to arm or disarm your TELUS Custom Security system. Note that arming the system does not automatically engage your locks.

Arming and disarming the system from your panel

Arming and disarming using your panel is easy. Simply tap the Security System icon, then select your desired mode. To disarm the system using the panel, you'll need to enter your access code.

For a Qolsys panel, when arming the system from any device, you have the choice of two modes:

1. Stay Mode arms only the system perimeter and is typically used during the night when occupants are sleeping.

2. Away Mode arms all the sensors attached to your alarm system and is typically used when occupants are out of the home.

For a DSC Neo panel, there are two ways to arm the system from any device:

1. Push and hold the **stay/away** button, or

2. Type in the 4-digit code and the system will arm.

Using your new security system

1. Users and access codes

Access control allows approved users to come and go with ease, while maintaining your home's security and your peace of mind.

Your TELUS Custom Security system enables you to grant unique user codes to family members and trusted guests. These codes securely allow your visitors the freedom to come and go without sacrificing security or control. Each code is unique and works only during the times you assign.

You can also create user codes that expire, perfect for temporary house guests. User codes are far more reliable, convenient and secure than sharing a spare key, which can easily get lost.

To set up Access:

1. Log in to TELUS Custom Security app or web portal
2. From the menu, click **Users**
3. Click **+** to add a new user or edit an existing user
4. Update user Access Control as desired
5. Click **Save** to send the code to the panel. Allow a few minutes for the system to update, and then test the new user code

2. Video clips (Does not apply to CCTV cameras)

Video lets you check in on things while you're away and provides critical evidence during an alarm event. If you own any cameras, take the time to set them up properly for maximum efficiency.

2.1 Configuring your cameras

Check and adjust your camera sensitivity and positioning

Doorbell camera

1. Log in to your TELUS Custom Security app
2. Select **Menu** at the top left corner of your screen
3. Scroll down and select **Doorbell camera**
4. Select **Settings** in the top right corner to pull up options. Here, you can:
   - Rename your doorbell
   - Set up doorbell call notifications
   - Set up doorbell motion detection
   - Set up recording schedules
   - Set up motion sensitivity
   - Change LED colours
   - Change chime settings and volume

Other cameras

1. Log in to the TELUS Custom Security app

2. Select **Menu** at the top left corner of your screen

3. Select **Video**

4. Select the **Gear icon** at the top right corner

5. Select **Recording Rules**

6. Select **Add Rule** at the top right-hand corner

7. Select **Video Analytics** and follow the on-screen steps to complete the setup of your Smart Video Alerts

Set up your video recording settings and clip duration

1. Log in to the web portal

2. Select **Video**, then **Settings**

3. Select **Saved Video**

   - You can record videos of up to 30 seconds with a delay of 15 minutes between videos when triggered by an alarm
   - You can record for 35+ seconds when triggered by motion (configurable)
   - You can record 50 to 60 seconds when triggered by the system
   - Pre-trigger recording is enabled by default, which will record 2 to 4 seconds prior to the motion event

Now that your cameras are set up, you're able to stream live video and view saved clips any time, simply by accessing the Video section of the TELUS Custom Security app or web portal.

How weather can impact your cameras

Depending on your camera sensitivity settings, certain weather events – such as heavy rain or snow – can sometimes activate your Smart Video Alerts. This can result in many false recordings being uploaded to your account, and unnecessary use of your data. It's important to adjust your camera sensitivity to a level that prevents your camera from picking up this kind of movement, but allows it to respond to other motion.

> Check your saved videos regularly to confirm that natural events are not activating your cameras.

2.2 Recordings and storage

The maximum limit of clips per month will vary based on your contract, although the majority of accounts have a limit of 3,000. **If you exceed your monthly limit, you will receive a notification if your settings are disabled. If this occurs, you will need to reactivate your recording rules the following month from the TELUS Custom Security App or web portal.** For this reason, it is important to adjust your camera preferences and sensitivity so you don't record unnecessary clips and exceed your monthly upload limit. For more information, visit **telus.com/camerasupport**

When an account's video clip storage is full, video clips continue to upload unless the recording rule is paused. If a video clip is uploaded to an account with full online storage, the system overwrites the oldest unprotected video clip to make room for the newest clip. It is not necessary to free up online storage by deleting clips.

Personalized notifications

Notifications let you know when a device activates or a user accesses your home.

Your TELUS Custom Security system makes it easy to set up alerts. These notifications can be useful for knowing when the kids are home safely from school, or to ensure your dog walker has arrived on time. You can also create no-show alerts, ideal for regular service providers like landscapers or cleaners, to be notified if an expected service provider or visitor fails to arrive.

You can create several other types of personal alerts, including Places alerts that let you know if you've left home without arming your security system. When you receive one, you can simply secure your home remotely through your TELUS Custom Security app.

Set up personalized notifications

4. Log in to the TELUS Custom Security app or web portal and go to the **Notifications** tab

5. Select the **New Notification** button

6. Select your notification type and choose from a wide range of pre-customized reminders

7. Set your notification time preferences

8. If you have Places set up, you have the option of triggering an alert when you leave your home's Geo-Fence

9. Set your notification days and add recipients

10. Save your notification and you're done

Setting up scenes

Using Scenes allows you to set up common configurations and control a number of smart devices all at once, with just one touch of a button.

Example Scene – Bedtime
Let's set up a one-tap Scene that turns off all your smart devices and secures your home.

1. Open the Menu on the TELUS Custom Security app or web portal

2. Select **Automation**, then Scenes from the top menu

3. Click **New Scene**

4. Select the devices you'd like to control and choose which modes you want:

    • For this example, select **Lights** and turn all to **Off**

    • Select **Panel** and set to **Arm** (Stay)

5. Name the Scene (optional: choose an icon to represent the Scene)

6. Click **Save**

Now you can simply tap the Bedtime icon from the Scenes list on your app to activate all your configured devices at once. Sweet dreams!

Rules

With Rules, your TELUS Custom Security system can activate certain functions based on other events.

Example Rule – Automatic entry lights

Let's set up a Rule that turns on your entry lights when the front door opens.

1. Access the web portal

2. Click **Automation**

3. Click **Add New Rule** and select **Event-triggered Rule**

4. Under **Automate My**, select **Lights**

5. Under **When this event occurs**, select **Sensor Activity**

6. Use the drop-down menus to select **Front Door** and **Opens** (you can change most device names in the Devices menu under Settings)

7. Under **Perform this action**, select how long you would like the lights to turn on for

8. Under **Select Devices**, click to select which lights you'd like to turn on. We recommend your entryway lights, hall lights or front door lights

9. Under **During This Time Frame**, select to specify when the Rule will be active. For this example, let's choose **Only after Sunset**

10. Verify the Rule is configured with the correct settings, name the Rule, and click **Save**

Other Rules can be set to activate based on your location – for instance, your thermostat turns itself up when you leave work. To activate location-based Rules, we need to first enable Places and create a Geo-Fence.

Enable Places (formerly Geo-Services)

1. Log in to the TELUS Custom Security app

2. Tap **Menu** (three lines) at the top left corner of the screen

3. Tap **Places**

4. Follow the on-screen instructions to get started

5. If asked, tap **Enable** to turn on Location Services

6. Places is now enabled for the device and appears as a Geo-Device on the web portal

> **Important:** If you are unable to toggle Location Services on, you may need to enable Location settings for the Custom Security app in your phone settings.

Adding Geo-Fence rules and notifications

Once you enable a Geo-Device, you can configure desired Geo-Service rules or notifications.

1. Log in to the web portal

2. Select **Settings**

3. Select **Places**

4. In **Set up Rules & Reminders**, you will find a list of notification reminders and rules available for you to create. Click to select the rule or reminder to create it

Scheduling

Scheduling allows you to set up recurring events that take the effort (and need to remember) out of regular tasks. To enable scheduling:

1. Log in to the web portal

2. Click **Automation**

3. Select **Schedules** from the top menu

4. Click **Add New Schedule**

5. Name your Schedule

6. Select your desired devices and choose scheduling options (day, time, action)

7. Click **Save**

Your devices will now activate/deactivate on a regular schedule as selected.

Explore the wide range of products and services available to you.

Connectivity

Experience the reliability and speed of **TELUS PureFibre Internet** and the whole-home coverage of **TELUS Wi-Fi Plus**.

Learn more

No more searching for that elusive Wi-Fi "sweet spot". Get seamless Wi-Fi coverage in every corner of your home with **Wi-Fi Plus**.

Learn more

Healthcare solutions for you and your family

TELUS Health MyCare™ lets you see a doctor, counsellor or dietitian from your phone, where and when it's convenient for you.

MyCare   Learn more

TELUS Health MyPet takes the stress out of going to the vet, with virtual healthcare for your furry family members from the comfort of your home.

MyPet   Learn more

Manage your prescriptions, chat with a pharmacist and get medications delivered straight to your door with **TELUS Health Virtual Pharmacy**.

TELUS   Learn more

TELUS Health Medical Alert gives older adults 24/7 access to emergency help and loved ones peace of mind with the Caregiver Mobile app.

Learn more

Personal safety

TELUS SmartWear Security gives you 24/7 access to emergency responders with a simple double click.

Learn more

Online security

TELUS Online Security helps protect your identity and online privacy, with safer browsing, banking and credit alerts, dark web monitoring and more.

Learn more

Thank you for taking the time to explore this guide and for joining our TELUS family. We trust that this information has helped provide a seamless onboarding experience so that you can enjoy your TELUS services and solutions to their fullest.

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