

TELUS Collect Call and Billing to Alternate Number Rates

Collect Calls are comprised of 2 components: 1) Transaction Fees and 2) Long Distance Charges

1) Transaction Fees (**per call**):

- Automated Collect Calls: \$1.50 (see below)
- Operator Assisted Collect Calls: \$1.00 - \$2.50 (see below)
- Other Collect Calls: \$1.00 - \$4.25 (see below)
- Other Charge: \$1.00 (see below)

Note: TELUS long distance calls that are operator-assisted or not covered by a TELUS Long Distance plan are billed at basic non-discounted long distance rates. Transaction charges may apply for Operator assisted calls. See below.

2) Long Distance Rate:

AB/BC: \$0.40 **per minute** any time during the day - anywhere within North America (Canada and the United States)

Automated: Customer places collect call through automated system (IVR):			
Call Type	Explanation	AB Rates	BC Rates
Collect call billed to the called number	Customer places a call through automated system by dialing "0 plus 10 digit telephone number". Customer chooses option to place collect call. Automated system records the name of customer, confirms billing, places that call, and bills the call to the number they are calling.	\$1.50	\$1.50
Call billed to 3rd party (alternate) telephone number	Customer places a call through automated system by dialing "0 plus telephone number". Customer requests to bill to a 3rd party telephone number. Automated system records the name of customer, confirms billing, places that call, and bills the call to the alternate number.	\$1.50	\$1.50
Operator Assisted: Customer places collect call and is assisted by an operator to complete the call			
Call Type	Explanation	AB Rates	BC Rates
Collect call billed to the called number	Customer places a call through the operator by dialing "0". Customer awaits for a live operator for assistance. Operator takes customer name and telephone number, confirms billing, places the call, and bills the call to the called number.	\$2.00	\$2.50

Call billed to 3rd party (alternate) telephone number	Customer places a call through the operator by dialing "0". Customer waits for a live operator for assistance. Operator takes customer name and telephone number, confirms billing, places the call, and bills the call to the 3rd party telephone number.	\$2.50	\$2.50
Other Type			
Call Type	Explanation	AB Rates	BC Rates
Operator Assisted	Operator assisted calls are those requiring the assistance of an Operator to complete the call.	\$2.00	\$2.00
Person to Person call	Customer places a call through the operator by dialing "0". Customer waits for a live operator for assistance. There are two types of person to person call: 1) Person Paid - Calling party is billed and requests to speak to a specific person at the called number. 2) Person Collect - Calling party requests to speak to a specific person at the called number and that called party is billed.	\$4.25	\$4.25
Other Charge			
Surcharge	Explanation	AB Rates	BC Rates
Time and Charges	Customer requests for operator to call back after collect call is completed to provide specifies the length of the call (in minutes) and the charge for the call. Time and Charges request can also be billed to the calling number (sent paid) as well as collect and billed to a third number. This is an operator surcharge applied in addition to call type.	\$1.00	\$1.00

Transaction Fees			
Automated: Customer places collect call through automated system (IVR):			
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Call billed to 3rd party (alternate) telephone number	Customer places a call through automated system by dialing "0 plus telephone number". Customer requests to bill to a 3rd party telephone number. Automated system records the name of customer, confirms billing, places that call, and bills the call to the alternate number.	\$1.50	\$1.50
Operator Assisted: Customer places collect call and is assisted by an operator to complete the call			
Call Type	Explanation	AB Rates	BC Rates
Collect call billed to the called number	Customer places a call through the operator by dialing "0". Customer awaits for a live operator for assistance. Operator takes customer name and telephone number, confirms billing, places the call, and bills the call to the called number.	\$2.00	\$2.50
Call billed to 3rd party (alternate) telephone number	Customer places a call through the operator by dialing "0". Customer waits for a live operator for assistance. Operator takes customer name and telephone number, confirms billing, places the call, and bills the call to the 3rd party telephone number.	\$2.50	\$2.50
Other Type			
Call Type	Explanation	AB Rates	BC Rates
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Other Charge			
Surcharge	Explanation	AB Rates	BC Rates
Time and Charges	Customer requests for operator to call back after collect call is completed to provide specifies the length of the call (in minutes) and the charge for the call. Time and Charges request can also be billed to the calling number (sent paid) as well as collect and billed to a third number. This is an operator surcharge applied in addition to call type.	\$1.00	\$1.00

Payphone service is provided by WiMacTel, specific rate information can be requested by selecting the appropriate prompt when placing a call or, by contacting the WiMacTel Operator directly at 1-844-846-0207