



Bill Payment Options

We know your time is valuable, so save time and money with these simple ways to pay your TELUS bill. You will need your **Account Number** which can easily be found on your bill or Client Service Agreement.

My TELUS mobile app

Make payments on the free **My TELUS** mobile app.

Step 1 - Download the **My TELUS** app from the **Apple App Store** or **Android Google Play Store**

Step 2 - Create an account or log in if you already have one

Step 3 - Select **Billing**, and **Pay bill**

On the website

Visit **TELUS.com** from any personal computer, tablet or mobile device.

Step 1 - Log in to **My TELUS**

Step 2 - Select either the **Overview** or **Billings** tab in the top navigation bar

Step 3 - Select **Make a payment** in the top left or **Pay Bill** in the right-hand column

Step 4 - Complete and submit the online form

Note for both the **My TELUS** mobile app and On the website: If you're making a payment by credit card, you can select **Save credit card** to make future payments faster.

Online banking

Log in to your bank or financial institution's website or call its telebanking number.

Step 1 - Locate the **Pay Bill** option (Note: Similar to how you pay your other online bills)

Step 2 - Complete the required fields (Note: The payee name for Mobility is **TELUS Mobility.Mobilite**)

By phone

To pay over the phone using **IVR** (Interactive Voice Response), call **310-2255** and listen to the list of available options. Select the option to make a payment with your credit card.

With our self-serve **IVR**, you can also:

- Check your account balance
- Add or change pre-authorized payment details
- Notify us of a payment

Pre-authorized payments

Set-up automatic pre-authorized payments through your bank or financial institution account or with your debit card or credit card (subject to the Credit Card Processing Fee).

