

RELEASE ADVISORY FROM TELUS COMMUNICATIONS

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TELUS RELEASE ADVISORY #: 2019995

COMMUNITY: TAHSIS, ZEBELLOS, WOSS MOUNTAIN & WOSS LAKE in BC

START TIME (YYYY-MM-DD / 24 Hour Clock): 2022-02-24 / 05:01

END TIME (YYYY-MM-DD / 24 Hour Clock): 2022-02-24 / 06:58

ESTIMATED OUTAGE: 1800 second(s)

REASON FOR RELEASE: Please be advised, that TELUS Communications will be upgrading telecom equipment in the **TAHSIS, ZEBELLOS, WOSS MOUNTAIN & WOSS LAKE in BC** area. It will be necessary to temporarily interrupt service to all residential and business telephones beginning with an area code of (250) and local exchange # 934, 761, 332 which will allow us to complete the required work. Every effort will be taken to minimize this service interruption and we apologize for any inconvenience this may cause.

IMPACT DETAILS:

- Local calling within the area of the isolation **will not be available**.
- Inbound and outbound local calling to and from the area of the isolation **will not be available**.
- Inbound and outbound long distance calling to and from the area of the isolation **will not be available**.
- Dialing "911" (Emergency service) from a landline within the area of the isolation **will not be available**.
- Dialing the local exchange 10 digit # for Emergency services from a landline **will not be available**.
- Dialing from a landline to a cellular and dialing from a cellular to landline **will not be available**.
- TELUS Mobility cellular-to-cellular calling within the area of the isolation **will not be available**
- TELUS Mobility cellular-to-cellular calling to and from the area of the isolation **will not be available**
- Dialing "911" from a TELUS Mobility cellular within the area of the isolation **will not be available**
- Dialing the local exchange 10 digit # for emergency services from a TELUS Mobility cellular **will not be available**
- Can the window be narrowed down? If not, please state the reason why? **No- The release is for a software upgrade to the system and will take as long as stated in the release**
- TELUS Media relations may send out a Public Service Announcement to the community and would like to include the benefit to the community as a result of this work activity. Can you please provide some details? If there is no benefit, please state "None". **None**
- There may be some local exchange numbers, including emergency numbers that are call forwarded to another exchange and those numbers may not be available.

Customers requiring further details on this advisory are asked to please email TELUS National Change Management at Releases@TELUS.com. Every effort will be made to respond to your request in a timely manner. TELUS National Change Management - 1-800-516-3777 / 07:00-16:00 MT / Monday - Friday.

Les clients qui désirent recevoir cet avis en français doivent en faire la demande en répondant à ce courriel à Regar@TELUS.COM ou en communiquant au 1-866-507-3427. Nous sommes disponibles du lundi au vendredi, de 08:15 à 16:45 heure de l'est pour répondre à toutes questions concernant cet avis. Votre demande sera répondue dans les plus brefs délais.

If a problem with your service(s) is found upon completion of this work activity, please report it to the TELUS Trouble Reporting Centre at 1-800-706-1745 and quote the TELUS RELEASE ADVISORY #.

*The above information defines the specifics of both TELUS wireline and TELUS wireless service disruptions. It is imperative that local governments responsible for the safety of their residents **ensure that this communication reaches all appropriate emergency service providers** and that these emergency service providers have established contingency plans and communicated them to the serving 9-1-1 Centre(s).*

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If you have received this transmission in error please notify Releases@TELUS.com or telephone 1-800-516-3777. Thank you for your cooperation.

Regards,

Allan Christopher Torres

Change Coordinator, National Change Management

Reliability Centre of Excellence

TELUS

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