



# ASCHA Cellphone Program

## Frequently Asked Questions



**Thank you for considering the ASCHA Cell Program through TELUS!  
You likely have several questions. We have provided a list below of the  
most common ones we hear.**

**Q: Who is eligible for the Program?**

1. All ASCHA organizations are eligible to take part, in addition:
2. Any staff members working at an ASCHA Member organization can sign up independently from their organization. Staff sign-up, monthly billing, and invoice payments are handled directly through each employee.

**Q: Who runs the Program and which carrier provides the service?**

ASCHA has teamed up with 8760 Cellular to manage and administer the Program. 8760 Expense Management has dedicated staff who support all aspects of the Program.

The cellular service provider is TELUS.

**Q: Why should I switch my cellular service to the Program?**

In addition to the dedicated service reps that administer the Cellular Program, ASCHA has access to very attractive pricing under a corporate agreement for members and their staff. We will gladly conduct a pricing analysis for you to confirm what the savings will be based on your current situation.

The Program also has significant device discounts on the latest hardware, great roaming rates, and large port-in credits to help cover transfer costs.

**Q: I am currently under contract with my phone. Is there a cost to switch? Are there any incentives to help with any potential switching costs?**

ASCHA understands that many users will already be under contract with a phone plan. Our Program reps will help you calculate what it will cost you to exit your current plan.

In addition, there are port-in credits available to any users that join the Program from a carrier other than TELUS. Those users will receive a \$350 credit towards their monthly bill.

**Q:** Do I need an existing phone number to join?

No. New activations can be made by contacting the 8760 Support Team.

**Q:** If I am with another carrier and want to keep my current device and number, do I need to buy a new device when I change my carrier to TELUS?

No. You may keep your existing device and phone number. TELUS will provide a new SIM for your phone. The ASCHA Program includes discounted Bring-Your-Own-Device (BYOD) pricing for any user that already has a phone they want to use.

**Q:** What happens if I need or want a new phone?

Should you require a new phone, you can contact the 8760 Support Team to arrange a new phone. To keep up with the growing demand for new phones, the Program offers significant subsidized pricing on phones every 24 months. Early upgrades are possible as well but may be subject to additional fees.

**Q:** I use a lot of data. What data options are available?

We understand that users require more and more data in this digital age. That is why all rate plans come with 25GB of data.

Need more? We offer double the data – 50GB – for just \$5 more a month!

**Q:** How will I be billed?

**Staff will be billed for their personal phones directly.** On the first business day of each month, users are billed via pre-authorized payment from your bank account.

**Q:** What happens if I have a question about my account?

You can reach out to the 8760 Support Team during business hours. An account administrator will be happy to help with your request. If your request is regarding technical problems with your phone, you may need to reach out to the TELUS Technical Support team.

**8760 Support Team:**

Michelle Kerr

Email: [mkerr@8760.ca](mailto:mkerr@8760.ca)

Phone: 587.785.5545

**TELUS Tech Support:**

Using Cell: \*611

Using Landline: 866.641.5291