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I have been trying to send an SMS using the format number@msg.telus.com but it doesn't work anymore. Is there a new version of this or a phone setting that needs to be turned on? My current plan is USA, Canada, and Mexico. I can text fine, but phone calls keep ending immediately. I've tried restarting my phone and resetting network settings, but the issue persists. I'm also having trouble with transferring my account from an iPhone 8 to an iPhone 13 Pro Max. And I redeemed rewards for additional data, but it seems to have expired. Recently, I activated Public Mobile and transferred my old number, but now I'm unable to access my account due to not being able to 2-step verify without my old phone number. I've also had issues with international travel, where our phone plans didn't work while we were overseas. Now that we're back home, the issue persists. Additionally, I received an email stating that the 3G network in Manitoba will be shut down effective December 31, 2025. Will this affect my current plan or subscription? I'm trying to make a phone call to Mexico with my Canadian-US and Mexican plan, but it's not working. I need help accessing my account and registering my new SIM card. My previous phone was stolen, and I lost access to my account due to not being able to 2-step verify without my old phone number. I sent a text about requesting a gig of data, but it didn't send, and then I sent another text that did send. However, I'm now being charged for two gigs of data when I had never requested the second gig. We just returned from international travel, and our phone plans didn't work while we were overseas. Now that we're back home, the issue persists. I received an email stating that Manitoba customers will lose access to 3G on December 31, 2025. Will this affect my current plan or subscription? I'm trying to make a phone call to Mexico with my Canadian-US and Mexican plan, but it's not working. I need help obtaining a copy of my incoming/outgoing records for the month of March 2025. I took the reward points towards the \$15 bill credit and 500 China, Hong Kong, Taiwan, and Macau Long Distance Minutes last month. Right after the transaction was done, I got an email notification saying that the transaction had been processed successfully. I purchased a US top-up by mistake instead of the Canadian one, and I'm wondering if it's possible to get a refund. I recently changed my plan to US roaming for 10 days, but I'm unsure if I can change partially in a billing cycle. My internet connection is lost since switching from Rogers. I tried everything but nothing seems to work. I'm trying to find the least expensive plan and/or add-on that would allow me to call back to Canada with no long distance or roaming charges when traveling to the US from Canada. Please provide your public mobile account number so we can verify your details and assist you with your activation issues. Our team is here to help you troubleshoot and resolve any problems you're experiencing with your service. If you have already authorized the transfer of your existing number, please ensure that your phone is set to use the Public Mobile SIM card only. You can do this by going to Settings > Cellular and selecting only Public Mobile as the network provider. If you're still having issues with receiving or sending messages, calls, or data, our troubleshooting suggestions include clearing your cache and trying an incognito web browser, or resetting your network settings. For further assistance, please submit a ticket with our customer support team using the provided link . Be sure to explain your issue in detail so that we can provide you with a prompt and accurate resolution. When transferring a landline number to Public Mobile, the process can take up to 3 business days. You will receive a confirmation text message once your transfer is complete. If you prefer not to wait, you can select a new number when activating and transfer your old number later. However, if you're switching from a Koodo prepaid plan or a PC Mobile postpaid plan, you'll need to choose a new number at activation, create a Community account, and send a private message to our Moderator Team to complete the transfer. If you've waited more than 2 hours and are still experiencing issues, contact our Moderator Team. Since you're new to Public Mobile, this will be a 2-step process: first, create a Community account by selecting 'Sign In', then 'New User? Register here'. Then, send a private message to the Moderators by clicking here, providing the number you're trying to transfer and port transfer request information. Once your activation is complete, you'll be able to choose a plan and add-ons that suit your needs. Public Mobile offers ready-made plans or allows you to build one that suits your requirements. Review your order carefully to ensure everything is correct before proceeding to the payment stage. Payment options include credit cards (Visa, MasterCard, and American Express), Visa Debit cards, and payment vouchers available at retail partners. If paying with a payment voucher, purchase it separately from your activation transaction and use the 12-digit numeric PIN located on the receipt. To avoid mixing payment methods during checkout, add more vouchers to the transaction as needed. When renewing or changing plans, you can top up your account using multiple forms of payment within your Self-Serve account. We recommend printing out or saving a screenshot of this page for future reference. This information will also be available in your Welcome email and Self-Serve account. After activating with Public Mobile, ensure you have the correct APN settings by visiting . Select your phone brand and model to obtain the exact APNs required for your device on our network. For iPhone models that don't allow manual APN updates, visit co.nz to automatically download the required APNs in your phone settings. If you're experiencing data issues after activation, try a factory reset or enable data on your phone by turning it off and back on. Create a Self-Serve account if prompted during activation and learn how here. Additionally, create a Community account to access help, post on our Community boards, and contact the Moderator Team for account-specific issues. If you're experiencing activation issues, try these troubleshooting suggestions: check your address and apartment information, use a different browser or computer, enable cookies and JavaScript, and clear cache and cookies in your browser. If none of these solutions work, contact our Moderator Team using your Community account for assistance. Bonjour Monsieur/Madame Collin, Nous vous remercions pour votre message et nous sommes là pour vous aider. Concernant les modifications apportées à vos services, nous pouvons expliquer que le service de Public-Mobile est en constante évolution pour offrir les meilleures options aux clients. Votre forfait actuel de 19\$ par mois avec 1GB de données peut sembler peu compétitif, mais il est essentiel de noter que nous proposons des options personnalisées et adaptées à vos besoins spécifiques. Pour répondre à votre question, il est possible de changer de forfait, mais vous devez vous assurer que vous avez bien compris les conditions et les limitations associés à chaque option. Il est également important de noter que nous proposons des plans plus élevés avec davantage de données et de services pour répondre à vos besoins. Pour ce qui concerne le problème du transfert de votre numéro vers un autre fournisseur, nous vous recommandons de contacter notre service d'assistance pour obtenir une aide personnalisée. Nous pouvons vous aider à résoudre ce problème de manière efficace et efficiente. Enfin, concernant les remboursements sur votre carte de crédit, il est possible que ces derniers soient effectués dans le délai prévu, mais nous vous recommandons de contacter notre service d'assistance pour obtenir des informations plus précises. Nous sommes là pour vous aider et vous remercions à nouveau pour votre message. Nous vous contacterons bientôt pour discuter de vos besoins spécifiques et vous fournir une solution adaptée. Cordialement, L'équipe d'assistance de Public-Mobile ###ARTICLEle forfait de mon petit-fils que je viens de prendre n'a déjà plus de texte, ce qui est dommage car ils devaient être illimités selon ce que j'ai lu. Je serais ravi d'être contacté dans les plus brefs délais pour discuter de la situation. J'ai besoin de connaître mon numéro de compte Public Mobile pour me connecter et utiliser mes services. Cependant, mon e-mail relié à mon compte a été piraté et je ne peux pas fournir le code de validation lorsque j'essaie de me connecter. Les communautaires semblent avoir trouvé une solution pour rendre l'installation du sim-eSIM plus fluide et efficace. Désormais, nos emails d'activation incluent un code QR qui facilite le processus. Cela ne devrait pas poser de problème à ceux qui utilisent ces services. Certains utilisateurs ont rencontré des problèmes avec l'accès à leurs comptes en ligne ou la création de nouveaux IDs, mais les agents sont actuellement en train de résoudre ces problèmes. Il est important d'attendre l'update avant de poursuivre. Un autre utilisateur a signalé qu'il n'est plus capable de envoyer des SMS à son téléphone depuis le format @msg.telus.com qui fonctionnait auparavant. S'il y a une nouvelle version ou un paramètre de mise en œuvre spécifique, il serait bon de s'en renseigner. Un autre utilisateur est confronté à des problèmes d'appel téléphonique en Alaskan, où les appels sont coupés après quelques secondes. Il ne sait pas si c'est lié à un paramètre ou une configuration qui manque. Une personne a signalé qu'elle a réveillée son téléphone et n'a toujours pas de connexion Internet, bien que la navigation sur internet continue à fonctionner lorsque le téléphone est connecté via Wi-Fi. Un utilisateur cherche des plans Zero Down et souhaite savoir si cela peut être configuré pour fonctionner dès le premier jour. I'm having issues with my data since switching from Rogers, but I've been using 5G everywhere and the coverage map says it's available here. My phone is showing SOS with no service. My wife has Rogers and there's 5G in our area, so we checked the coverage and everything looked good before we switched. I'm trying to find a new carrier since Fido is retiring their 3G network. Does anyone know if the Xiaomi 14T Pro is compatible with PM's network? We need help with our Public Mobile account. We didn't get an activation email with a QR code after subscribing and activating eSIM. Our phone is still showing SOS with no service. Several withdrawals were made from my account, but I don't have a Public Mobile account. Can someone please contact me to resolve this issue?

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