

Telus Release Notes 3-16-2026

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What's New

There are 4 fixes on MS Teams for CoreLine for the March 13, 2026 TELUS launch. They are as follows:

- **Issue: TELUS MultiLine SIM MS Teams outgoing call is allowed then TELUS puts the native line in Blocked state**
 - **Fix:** Now suspended number **cannot** complete an outbound call through MS Teams interface.
- **Issue: RTT calls have inconsistent behavior (MS Teams)**
 - **Fix Summary:** Improvements were validated across iOS and Android for RTT (Real-Time Text) calling. Normal calls and RTT upgrades now succeed consistently.
- **Issue: Incomplete CTV Verification in MS Teams Call Flow**
 - **Fix:** Implemented full CTV feature-code validation for all Teams call directions. Incoming, outgoing, and cross-tenant calls now verify CTV before routing, preventing unauthorized Teams routing and ensuring proper fallback or rejection behavior based on user entitlement.

Who It's For

This is specifically for **TELUS**, Movius' carrier partner in Canada, who has identified these 4 fixes as necessary for consistent customer experience.

Why It Matters (Customer & Business Value)

TELUS is launching with the Teams option on CoreLine and has customers waiting using this solution. It is critical that all functions work correctly to ensure that their customers have a good customer experience in order to drive uptake and new revenue for TELUS and Movius.
