



Introducing your new Bell phone bill.

Bell is pleased to announce that we've improved our bill. Whether you're a new customer receiving your first bill, or an existing customer looking for more information, our new layout, with clearer headings and easy-to-read sections, is designed so you can quickly find the information you need.

To help you navigate through your new bill, we've created this handy Bill Explainer outlining each of its pages. We hope you'll find this detailed breakdown useful when you're reviewing your bill. For users receiving their first bill, make sure to read though page 2 for some helpful getting started information.

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New to Bell? Here's some info about your first Bell phone bill.

New Bell customers receiving their first phone bill should be aware that it may be higher than subsequent bills, as it contains one-time charges that will only appear on your first bill. These can include start-up charges, such as activation or installation fees.

In addition, your first Bell bill may include prorated or partial charges. These are charges that apply for the period from the date your phone was activated to your bill date, and therefore do not reflect the standard monthly rate. Only fixed monthly charges will be prorated, while usage will be billed once it has been incurred.

Example:

If your activation date is April 14th but your monthly bill date is on April 19th, there are five days (14th to 18th) that will be charged on your first bill.

Prorated charge on Business Line:

$$\begin{array}{r} \$36^{30} \text{ Business Line (monthly plan rate)} \\ \div 30 \text{ days in the average month} \\ \times 5 \text{ days} \\ \hline \$6^{05} \text{ prorated charge from April 14}^{\text{th}} - 18^{\text{th}} \end{array}$$

Your prorated charges appear on the "Other Charges and Credits" page of your bill. See page 4 for more details.



Your Bell bill, page by page.

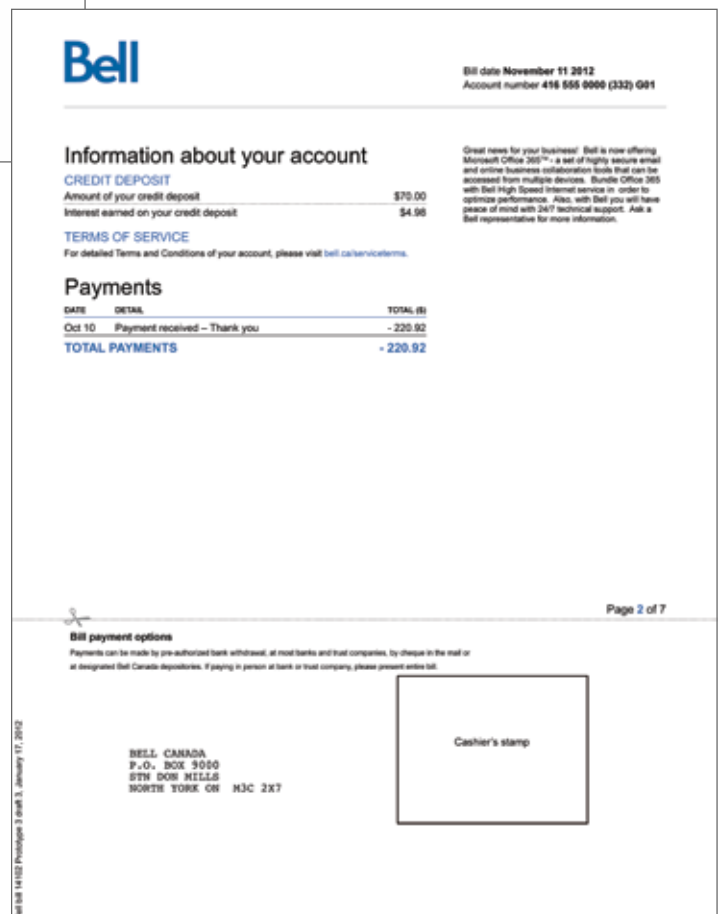


1 Summary page

- Your total amount due
- Your payment due date
- A top-line summary of the usage charges detailed on the following pages
- A 'Questions?' section which shows you where to get answers, info and help from Bell
- A new section featuring special offers and promotions tailored to you and your business, as they arise

2 Payments and adjustments

- The amount of your credit deposit (if applicable) and interest earned on this deposit
- Recent payments and adjustments, including late payments
- Important information about your account, including changes to services, fees, etc.





Bill date November 11 2012
Account number 416 555 0000 (332) 001

Fixed monthly charges - (continued)

DESCRIPTION
CHARGES FOR (416) 555-0000
MONTHLY SERVICE
Internet HS for bu
Internet High Spe
Modem ADSL2+
Total Protection B
Microsoft Online
Sub-total for (416)
TOTAL FIXED



Bill date November 11 2012
Account number 416 555 0000 (332) 001

Fixed monthly charges

Your fixed monthly charges are billed in advance for the period from Nov 12 to Dec 11, 2012

DESCRIPTION	QUANTITY	UNIT COST (\$)	AMOUNT (\$)
CHARGES FOR (416) 555-0000			
MONTHLY SERVICES			
Local Link agree 36 mo Bell tel	1	45.38	45.38
911 emergency service access	1	0.17	0.17
Local link access	1		
Local Link tracking 36 mo MCP	1		
Local Link Feature Package B	1		
Local Link Pack-Unrestricted network class of service	1		
Long Distance Preferred Pak	1	5.00	5.00
Long distance network charge	1	9.95	9.95
LD Pak - International Table 1	1		
Sub-total for (416) 555-0000			68.58

Add an additional phone line and get 6 months free.

Grow your business and save money. Get six months of free phone services when you add a business line on a three-year term. Call 519-462-6 to learn more.

DESCRIPTION	QUANTITY	UNIT COST (\$)	AMOUNT (\$)
CHARGES FOR (416) 555-0001			
MONTHLY SERVICES			
Local Link agree 36 mo Bell tel	1	45.38	45.38
911 emergency service access	1	0.17	0.17
Local link access	1		
Local Link tracking 36 mo MCP	1		
Local Link Feature Package B	1		
Local Link Pack-LD restricted	1		
High Speed Access - Local Link	1		

(continued on page 4)

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Run your business from anywhere.

Microsoft® Office 365 from Bell is the perfect way for your business to stay connected - anytime and anywhere. This new, cloud-based version of Microsoft Office allows your team to stay in sync with important documents, contacts, calendars, emails and more.

See back of coupon for details.



3 Fixed monthly charges

- A detailed breakdown of your fixed monthly charges by phone line, along with fees for associated features and equipment rentals
- New sections highlighting special offers and promotions designed for businesses like yours

4 Usage charges, plus other charges and credits (including miscellaneous)

- A summary of your long distance charges, Pay-Per-Use services, long distance discounts and total usage charges
- A detailed breakdown of these charges by phone line, including call durations and other details
- Details on changes to your services (if applicable), including partial billing amounts and prorated charges
- Any relevant pricing changes



Bill date November 11 2012
Account number 416 555 0000 (332) 001

Usage charges

Your usage charges reflect account activity from Oct 12 to Nov 11, 2012.

Summary of your usage charges

Long distance calls before savings and discounts	\$5.79
Usage charges before savings and discounts	\$5.79
Long distance Pak 1000 savings	\$5.79
Total savings and discounts	\$5.79
TOTAL USAGE CHARGES	\$0.00

Same or next-day repair because business can't wait.

A problem with your phone or internet service can't wait days to be fixed. We will dispatch a technician on the same or next day if a service issue cannot be resolved from our office.

Usage charges - Long distance charges included in your savings plan

Long Distance Pak 1000 savings plan - 1000 minutes of outbound direct dialed long distance calls in North America.

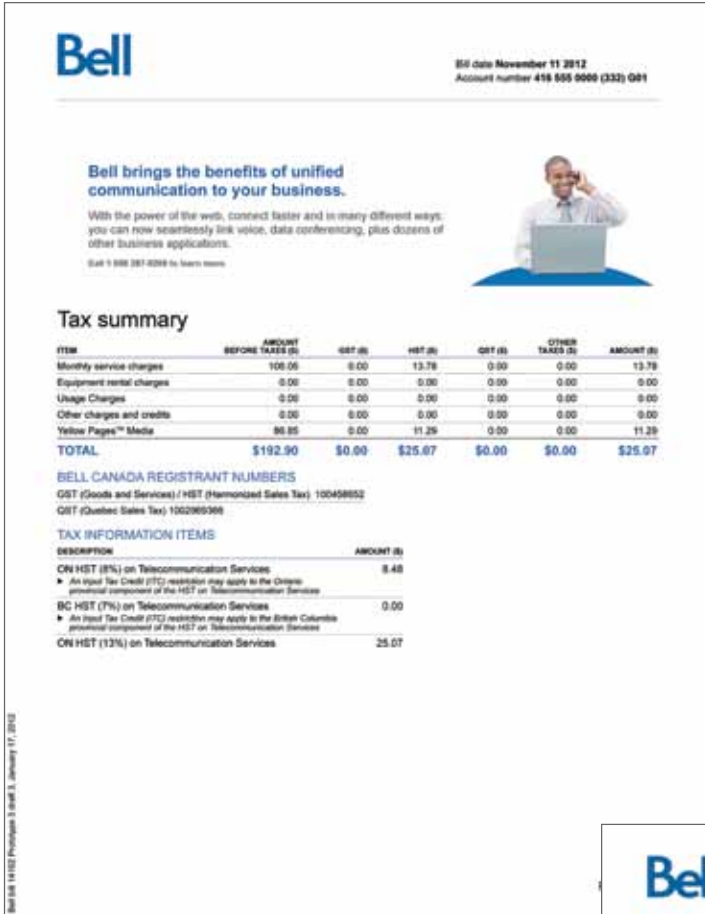
DATE	TIME	LOCATION CALLED	NUMBER	LENGTH OF CALL (MIN)	DESCRIPTION	CHARGE (\$)
CHARGES FOR (416) 555-0000						
Oct 10	10:45	Berthelme	819 555 0000	2:0	Customer dialed, HST	0.96
Oct 17	10:17	Chatham	819 555 0001	2:0	Customer dialed, HST	0.96
Sub-total for (416) 555-0000						1.96
CHARGES FOR (416) 555-0001						
Oct 7	11:23	Burlington	905 895 2222	1:0	Customer dialed, HST	0.99
Oct 8	12:25	Berthelme	819 555 0000	1:0	Customer dialed, HST	0.40
Oct 8	13:53	Wilton	819 555 0001	3:0	Customer dialed, HST	1.77
Oct 16	13:00	Chatham	819 555 0002	2:0	Customer dialed, HST	0.96
Sub-total for (416) 555-0001						3.83
TOTAL USAGE CHARGES - LONG DISTANCE CHARGES INCLUDED IN YOUR SAVINGS PLAN						\$5.79

Other charges and credits

CHANGES TO SERVICES AND EQUIPMENT

PERIOD	ORDER NUMBER	DESCRIPTION	QUANTITY	AMOUNT (\$)
MONTHLY SERVICES				
Oct 09 to Oct 10	CC088595	Internet HS for business	1	0.00
Oct 09 to Oct 10	CC088596	Internet High Speed - Contract 3 yrs	1	0.00
Oct 09 to Oct 10	CC088595	High Speed Access - Local	1	0.00
Oct 09 to Oct 10	CC088595	Modem ADSL2+	1	0.00
Oct 09 to Oct 10	CC088595	Microsoft Online Services from Bell	1	0.00
Oct 09 to Oct 10	CC088595	Total Protection Bundle 1	1	0.00
Total changes to services and equipment				\$0.00
TOTAL OTHER CHARGES AND CREDITS				\$0.00

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5 Tax summary

- A detailed breakdown of all applicable taxes, as well as important tax information
- A new section featuring special offers and promotions tailored to you and your business, as they arise

6 Yellow Pages summary

- An overview of your Yellow Pages listings/ads by book, along with the issue date of each Yellow Pages book
- Monthly amounts and totals, as well as other charges, credits and adjustments
- The Yellow Pages customer inquiry number



Frequently Asked Questions

Q. With the new bill format, does my billing date change?

A. No, there isn't any change to the billing date for customers. You can see the billing date printed at the top of each page of your bill.

Q. Have my bill payment options changed?

A. No, your bill payment options remain exactly the same. You can pay your bill:

- Via online banking
- By cheque
- With a one-time credit card payment (call us to make the arrangements)
- With a recurring credit card payment
- Via debit using Bell Online Bill Manager

Q. What is Bell Online Bill Manager?

A. Bell Online Bill Manager is a free online business tool that allows you to securely view most of your Bell bills (Mobility and TV excluded). Please visit <https://www.interaction.bell.ca/> to learn more.

Q. What is in the 'Changes to services and equipment' section?

A. If you have recently added services, the partial billing for those services is itemized in this section. These are the actual charges for the services from the activation date to the billing date.

Q. I sent my payment, so why don't I see it on my invoice?

A. It does not mean we did not receive it, it may have simply arrived too late to be processed for the billing cycle. For a more detailed answer to this question, please call us at 310-BELL (2355).

Q. Can I send one cheque to pay for multiple invoices?

A. Each invoice must be paid with a separate cheque. However, you can register for Online Bill Manager and group invoices for a single payment. Please contact 310-BELL (2355) for more details.

Q. How do I avoid late payment charges?

A. On page 1 of your bill, you will find the date your payment must be received in order to avoid a late payment charge. When making your payments, please ensure you allow sufficient time for your bank to process the transaction before the due date.

Q. Does this bill include all my services, including both Internet and toll-free?

A. No, if you have Internet and/or toll-free services, they will be billed on a separate invoice.

For more information about your Bell phone bill, visit bell.ca/newinvoice