

# Your first One Bill, explained.

## Understanding your One Bill.

To help you better understand your One Bill, we've developed this handy insert with simple explanations of the information on your bill.

You'll see:

- Where to find key information on your bill
- The charges that may appear on your bill and what they mean



## Where to find key information on your One Bill.

### 1 Account number

This 9-digit number is needed when calling Bell, or when paying your bill using cheques or at your local bank.

### 2 Customer ID number

This 14-digit number is needed when paying your bill over the Internet or with telephone banking.


### 3 Your services total

This section summarizes your total charges, credits and the amount owing on your account.

### 4 Your service summaries

These boxes show the monthly charges, adjustments and other charges and credits.

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Visit us online at [bell.ca](http://bell.ca)

**Account owner**  
John Doe

**Account number**  
123456789

**Billing date**  
May 24, 2015

**Customer ID number**  
12345678XXX123

14 digit number for online/telebanking

**CHANGES TO YOUR REGULAR MONTHLY CHARGES**

Your Bell services	Monthly credits and charges	Limited-time offers	Partial charges and credits	Usage charges	Other charges and credits	Subtotal
TV <small>8455 10 066 0725814</small>	\$28.00	CR \$89.95	\$75.47	--	--	\$13.52
Internet <small>b1qjov22</small>	\$49.95	--	\$4.53	--	--	\$54.48
Home phone <small>514-555-1234</small>	\$21.24	--	\$3.54	--	\$3.85	\$28.63
<b>Residential services total</b>	<b>\$99.19</b>	<b>CR \$89.95</b>	<b>\$83.54</b>	<b>--</b>	<b>\$3.85</b>	<b>\$96.63</b>
	<b>NET PRICE \$9.24</b>					
Mobility <small>514-699-4321</small>	\$72.40	--	--	\$1.75	--	\$74.15
Household	--	--	--	--	--	--
<b>Your Bell services subtotal</b> <small>Before taxes</small>	<b>\$171.59</b>	<b>CR \$89.95</b>	<b>\$83.54</b>	<b>\$1.75</b>	<b>\$3.85</b>	<b>\$170.78</b>
					<b>Taxes</b>	<b>\$25.57</b>
					<b>Your Bell services total</b> <small>After taxes</small>	<b>\$196.35</b>

**Promo expired**  
- If a promotion has expired, a note will appear here with the amount and the expired date

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**How to contact us**

**All services:** Visit us online at [www.bell.ca](http://www.bell.ca)  
310-BELL (2355)

**Telephone:** [bell.ca/internetchat](http://bell.ca/internetchat) or 310-SURF (7873)

**Internet:** 1-888-759-3474

**Television:** 1-800-667-0123 or \*611 from cell

**Wireless:** 1-800-667-0123 or \*611 from cell

\* Ontario and Quebec customers only

**Terms and conditions:**  
Refer to [www.bell.ca/serviceterms](http://www.bell.ca/serviceterms)

# Understanding the charges that apply to your first bill.

Your first bill may be higher than subsequent bills as it includes one-time charges such as:

- Start-up charges (i.e. activation or installation fees)
- Prorated charges

## What are prorated charges?

These are charges covering the period from your service start date to your first bill date. This is not a charge for a full month.

These charges appear under “Partial charges and credits.”

## Example:

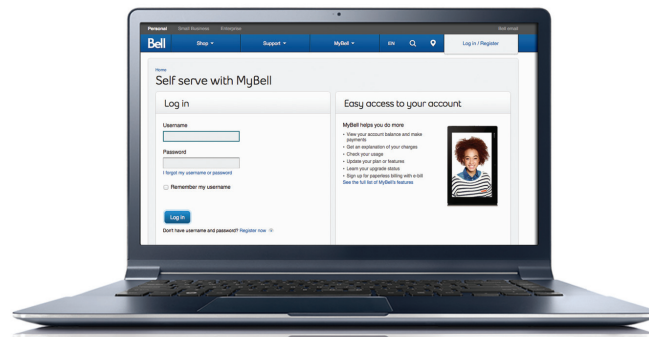
If your activation date is May 19<sup>th</sup> but your monthly bill date is on May 24<sup>th</sup>, there are five days (19<sup>th</sup> – 24<sup>th</sup>) that will be charged on your first bill.

## Prorated charge on Home phone:

$$\begin{array}{r} \$21.24 \text{ Home phone (monthly plan rate)} \\ \div 30 \text{ days in the average month} \\ \times 5 \text{ days} \end{array}$$

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\$3.54 prorated charge from May 19<sup>th</sup> – 24<sup>th</sup>



# How to manage your bill online.

## Sign up for e-bill.

- Check your account balance and make payments anytime, anywhere
- View your bills for the past 12 months quickly and easily
- Sign up for automatic payment options and avoid late charges
- Free up file space and reduce paperwork at home

Plus, it's free and better for the environment.

## Access your account online with MyBell.

- Access your e-bill
- View and pay your bills in one place
- Make changes to your services and check information online – at your convenience
- Update your programming

To register for MyBell, go to [bell.ca/mybell](http://bell.ca/mybell).