



Let's go through your first bill together.

A closer look at your first Bell Mobility bill.

Thank you for choosing Bell Mobility – we appreciate your business and would like the opportunity to explain your bill to you.

Your first bill will be different from future bills because it includes some one-time only charges like:

- A connection fee, if applicable.
- Prorated charges (from your first day of activation to your bill date).
- Your next full monthly charges in advance.

This guide will provide you with a closer look at a typical first bill to help you understand why it adds up the way it does. You can also find this information at bell.ca/wirelessbill.

Plus, feel free to visit bell.ca/gettingstarted to learn more about the ways to manage your account. While online, see how you can take your smartphone or phone's potential to the max so you can get more done in more places.

To keep you informed of any important changes you've made to your account, please provide us with your email address. If you haven't already provided your email, you can still do so when you contact Client Care, by dialing *611 free from your mobile phone.

Bell Mobility

1 Page 1/2
Bill Date June 19, 2010
Mobile Number 555-555-5555
Account Number 123456789
Client ID Number 12345678ABC123
(14-Digit Number for online/telebanking)

2 **ACCOUNT SUMMARY** for Jane Sample

Current charges summary

Monthly charges	37.70	Includes charges for services changed on June 17th.
Other charges and credits	37.52	
Usage and long distance	37.62	
Total taxes	14.67	
Total current charges Including taxes Due by July 8, 2010	\$127.51	
Total amount due	\$127.51	

Total GST included in this bill \$5.64
Total Ontario Tax included in this bill \$9.03

Thank you for choosing Bell Mobility
Manage your account at bell.ca/mybell or dial *611 free from your mobile phone.
For more self serve options refer to the back of your invoice.
Please detach this portion and return with your payment

Client ID Number 12345678ABC123

Account Number	Please pay by	Total Amount Due	Amount paid
123456789	July 8, 2010	\$127.51	

Amount due upon receipt

071842 JANE SAMPLE
123 MOBILITY ST
TORONTO, ON A1B 2C3

75465678234657967000120706356765648686481484804800000000004

Sample

1. Account Information

At the top of your bill you'll find some general information such as:

- Your **Bill Date** and other important numbers you'll need to manage your account.
- Your **Mobile Number**, which will help you use the Automated Phone system to check your account balance or make payments by simply dialing *611.
- Your **Account Number**, which can be used to verify your account when speaking with a Client Care Agent.
- Your **Client ID Number** to help you make payments online or through telephone banking.

2. Account summary

This portion of your bill provides you with an overview of your account by highlighting the **Monthly charges**, **Other charges and credits** and **Usage** (for airtime, long-distance, roaming, text and data). Plus, you'll see the **Total amount due** with a complete tax breakdown and Due date. Each bill contains any charges made since your last bill or late fees that haven't been paid. Please refer to section 4 of your bill for details.

Bell Mobility		Page 2/2
Bill Date June 19, 2010		555-555-5555
Mobile Number 123456789		Client ID Number 12345678ABC123
(14-Digit Number for online/totobanking)		

3 CURRENT CHARGES for 555-555-5555	6	FOR YOUR INFORMATION...
Monthly charges billed to June 19, 2010	25.00	Usage Summary
Uber 25 - Extended hours - 36M		Total time used 20.00
Includes: 100 minutes Usage		
Weeknights & weekends (6pm - 7am)		Event Summary
3 Way Calling		Total Events 5
Call Waiting		Total this month \$3.50
Sys Access Fee \$8.95, 911 Fee \$.75	9.70	Packet Plan (data) Usage Summary
Text Messaging bundle - 30 messages	3.00	Total megabytes 4,121
50 Bonus Minutes	0.00	Total this month 37.82
4 Other charges and credits section - Prorated date lines - June 17 to June 18		
Connection charge	35.00	
Sys Access Fee \$8.95, 911 Fee \$0.75	June 17 to June 18 0.65	
Text messaging bundle - 30 messages	June 17 to June 18 0.20	
Uber 25 - Extended Hours - 36M	June 17 to June 18 1.67	
5 Usage		
Airtime		
Uber 25 - Extended hours - 36M Usage		
@\$.00/minute	20.00min:sec	0.00
Long distance	00.00min:sec	0.00
Roaming		
International roaming minutes	8:00 min:sec	27.92
Data		
1X Browser pay per use 1X Mobile Browser usage		
@\$1.20/MB		6.20
Events		
In Plan Messages sent	4 events	0.00
Ring Tone	1 events	3.50
Taxes		
GST		5.64
Ontario Tax		9.03
Total current charges		\$127.51

This first bill is unique as it includes partial charges for your usage, rate plan and features from the date you activated plus your regular monthly charges billed one month in advance. You may also see a one-time connection fee. Visit bell.ca/wirelessbill for details.

Sample

3. Current charges

In this section of your bill, you'll see your monthly rate plan, features and services along with their associated charges. All rate plans and features are billed one month in advance. For example, if your bill date is on the 19th, you will find the monthly charge for your plan from the 19th of this month to the 18th of next month.

In addition, you may notice a monthly **System Access Fee** and a monthly **9-1-1 Fee**. For more information about these and other charges, please visit bell.ca.

Finally, any other monthly charges you have selected at the point of activation or at a later date (e.g. Text messaging bundle) will be listed here, in addition to any promotions you were eligible for when you activated your account.

4. Other charges and credits

This section details prorated monthly charges and credits that have been applied to your account, but only for the time between the date you activated your service and your bill date.

For example, if you activated your service on the 17th and your bill date is the 19th, your first bill will include charges for 2 days (the 17th and 18th). Your usage minutes are allotted in the same way.

Prorated charges and/or credits appear on this bill only and apply to your regular monthly rate plan and features, as well as any other additional monthly services (e.g. the System Access Fee, 9-1-1 Fee, Long distance fee or other promotional features). You may also notice the one-time **Connection charge** appearing on your first bill.

5. Usage

Additional usage charges are incurred on any services that you use outside what is included in your regular monthly rate plan, and they are billed for the previous month. Examples include additional airtime minutes, long distance calls, in-plan messages sent and received, Mobile Browser™ megabytes, music downloads and roaming fees. To conveniently track your usage details, please refer to our self serve options.

6. For your information

This section provides a summary of your total usage for the month, highlighting:

- Your **Usage Summary**, which shows total amount of minutes used (excluding roaming) for the month.
- An **Event Summary** of the total number of text messages sent and received (pay per use, premium and short messages).
- Your **Packet Plan (data) Usage Summary**, which shows the total volume of data (measured in megabytes) used for the month.

Take a few moments to read the reverse side of your bill. It provides useful information on:

How to pay your bill

There are a variety of quick and convenient payment options available, including monthly pre-authorized chequing, credit card payments, online banking, bank payments and more.

Register your bill online

Cut clutter, not trees. Choose our environmentally-friendly paperless bill and sign up for e-bill today. View the exact copy of your paper bill online, with up to 12 months of bill history and free detailed billing. Take advantage of our wide selection of online options and register today at bell.ca/mybell.

Late payment charge

A late payment charge of 3% per month (42.58% per annum) will apply from this month's bill date if we have not received your payment before your next bill date.

Bill inquiries

Any charge on your bill that does not agree with your records must be reported within 90 days of your statement date.

Access your billing and service information 24/7.

Set up your account online at bell.ca/mybell to view and pay bills, and check your account balance and usage. Register for pre-authorized payments to pay your bill automatically from your chequing account or credit card, and more. Plus, get answers to questions you may have regarding your account anytime. All you'll need is your Mobile Number, Account Number and Bill Date. It's that easy.

Take advantage of self serve options.

The following self serve options are easy to use and available at your convenience 24 hours a day, 7 days a week:

1. Online – Log in at bell.ca/mybell
2. Mobile Browser™ – Launch the Web on your mobile phone and select Self-serve (additional charges may apply)¹.
3. Text messaging – Send a free text message to 82273 (TCARE).
4. By phone – Access and manage your account information by dialing *611 from your mobile phone.

Thank you again for choosing Bell Mobility.