

Understanding your Bell Internet monthly bill



<Date>

1

<FIRST NAME> <LAST NAME>
<ADDRESS 1>
<ADDRESS 2>
<CITY>, <PROVINCE> <POSTAL CODE>

Account number: <XXXXXXXXXX>



2

Your monthly Internet bill.

Monthly Fees	Amount
Cable Internet 100	\$65
Credit: \$15 off for 24 months	CR \$15
Modem Rental	\$10
Credit: Modem Rental	CR \$10
Wi-Fi Pod Rental	\$5
Credit: Wi-Fi Pod Rental	CR \$5

3

Subtotal:	\$50
GST 100458652RT0001QST:	\$XX
1002969366TQ0002:	\$XXX

4

Amount due:	<\$XXXX>
Pre-authorized payment on:	<DATE>

5

If you have any questions, call us at 1 866 709-6079.
Thank you for choosing Bell.

<To get more information, view your bill in French or to change your language preference, log in to myaccount.bell.ca>

<The Canadian Internet Code is in force, and reflects Bell's ongoing commitment to clearly communicate to clients the inclusions and terms associated with their services. To learn more about the Code, please visit: crtc.gc.ca/eng/Internet/code.htm>

<We're always here to listen and help. If you have concerns about your services, visit bell.ca/contactus or call us at 1 866 709-6079. Do you have a complaint regarding a telecom or residential TV service that we haven't been able to resolve? The Independent Commission for Complaints for Telecom-television Services (CCTS) may be able to assist you free of charge: ccts-cprst.ca or 1 888 221-1687>

Your monthly bill contains important information regarding your account, your services and payment details

1

Account Information

- **Date Sent** indicates the date your bill was created and sent.
- Your **Account Number** to quickly identify your account when speaking with a Customer Care Rep.
- The primary **account holder's name**, and the billing and mailing address we have on file for your account.

2

Description of Charges

- **Service / Fee Description**
 - The charges for this billing period separated into different elements, such as monthly service charges, hardware rental fees, service or bundle discounts and one-time fees.
- **Billing Period**
 - Services are billed monthly. Your specific service dates are displayed in brackets following each description. Services are billed one month in advance.
- **Partial Month Billing**
 - When adding or changing services, you may be charged for a partial billing period – from the date the service is added or changed to the end of your current billing period. Because services are billed one month in advance, you will also be charged for the next month. Subsequent bills will be for one month only.

3

Payment Summary Information

- Subtotal of all charges for this billing period.
- Taxes applied as required by federal and provincial governments
- Total due for this billing period.

4

Notice of total amount and date your credit card will be charged or funds will be withdrawn from your bank account (depending on payment preferences you have selected).

5

Cable Internet Customer Care contact information



To update your account or payment info, go to **MyAccount**, your online portal, for help setting up MyAccount visit supportinternet.bell.ca