

# With Koodo, your bill doesn't have to be complicated.

Listen, we know mobile phone bills can be pretty hard to understand. So if ever you find yourself confused as to what's what on your bill, this document will help.

And just a heads up: don't be surprised by the amount of your first monthly bill – your full plan, including all minutes and text messages, will be pro-rated to include both the period of your activation to your regular billing date, plus the next full month of service. But don't worry – after that, it will only reflect your monthly plan rate, chargeable features and any additional usage incurred in the month.

**A. Monthly Plan:** This refers to the price of your plan or combo.

**B. Pro-rated Monthly Plan:** This will only be seen when you activate your mobile phone or change your plan. The amount includes the cost of your monthly plan from the time you activate or change your plan to your billing date.

**C. Total Monthly Plans:** This is the total of your monthly plan plus the pro-rated amount.

**D. Additional Local Airtime:** If you use more airtime than is included in your plan, the amount will be listed here.

**E. Long Distance Charges:** Lists any Canadian, U.S. or international long distance charges for any calls made.

**F. Roaming Charges:** Lists any U.S. or international roaming charges incurred.

**G. Data and Other Services:** This includes charges for things like pay-per-use text messages.

**H. Features and Add-ons:** The total for add-ons you've added to your plan or combo, plus any pro-rated charges if applicable.


**I. Other Charges and Credits:** Charges in this section are usually reflective of a premium service given by a Rep over the phone, such as changing your monthly plan. If you haven't signed up to receive your bill electronically, it will also include a \$2 paper bill charge. To avoid these charges, use Self Serve online ([koodomobile.com/selfserve](http://koodomobile.com/selfserve)) and go paperless with E-Bill.

**J. Total Taxes:** This includes all applicable federal and provincial taxes.

**K. Your Last Bill:** This section indicates any payments and/or adjustments made since your last bill.

**L. Total Amount Due:** Indicates the amount owing for this bill. Payments are due upon receipt.

MR. JOHN SMITH  
 CUSTOMER NUMBER: 1234567  
 INVOICE DATE: 27-Feb-10  
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### Bill Summary

**CURRENT CHARGES**

<b>A</b>	<b>B</b>	Talk & Text Combo (Feb 28 to Mar 27)	\$25.00	
		Talk & Text Combo (Feb 25 to Feb 27)	\$2.50	
<b>C</b>		Monthly Services Plan		\$27.50
<b>D</b>		Additional Local Airtime		\$1.05
<b>E</b>		Long Distance Charges		\$0.35
<b>F</b>		Roaming Charges		\$1.00
<b>G</b>		Data and Other Services		\$0.30
<b>G</b>		Voice Services		\$1.50
<b>H</b>		Features and Add-ons		\$3.00
<b>I</b>		Other Charges and Credits		-\$3.00
		Taxes		
		PST	\$2.54	
		GST	\$1.59	
<b>J</b>		Total Taxes		\$4.13
		<b>Total Current Charges</b>		<b>\$35.83</b>

Welcome to  
Koodo Mobile

**K YOUR LAST BILL**

		Amount of last bill 28-Jan-2010	\$33.90
		Adjustments	-\$33.90
		Late Payment Charge Adj	\$0.00
		Total Adjustments	\$0.00
		<b>Total Previous Charges Brought Forward</b>	<b>\$0.00</b>

Payments received after 25-Feb-10 may not be reflected on this invoice

**L TOTAL AMOUNT DUE: \$35.83**

**PAYABLE BY: 24-Mar-10**

**M ACCOUNT DETAIL**

		Koodo Tab		
		Tab Contributions		\$3.17
		Tab Balance		-\$46.70

For current Koodo Tab details visit [koodomobile.com](http://koodomobile.com)

**M. Koodo Tab:** This section of your bill will show you the contributions made to your Tab which is 10% of your monthly bill except for taxes, credits and late payment charges – plus the current balance of your Tab which can either be positive or negative.

**Note:** Service details are found in the Account Detail section (page 3) of your bill. Call details are available free when you sign up for E-Bill online ([koodomobile.com/selfserve](http://koodomobile.com/selfserve)), or for a fee if you have the Detailed Billing add-on.