

[illegible]

## FIDO INFO: CUSTOMER SUPPORT

If you have a concern that was not resolved, please review the steps for reporting an issue at [www.fido.ca/concern](http://www.fido.ca/concern). If you are not satisfied with the resolution provided by one of our management team members, you also have the option to speak to our Office of the President.

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: [www.ccts-cprst.ca](http://www.ccts-cprst.ca) or 1-888-221-1687.

## IMPORTANT INFORMATION: THE INTERNET CODE

The Internet Code was created to help residential Internet customers know about their rights and responsibilities in their contracts with Internet service providers. For more information about the Internet Code, visit: <https://crtc.gc.ca/eng/internet/code.htm>.

## Contact us

If you've gone through your bill and still have questions...



Visit **fido.ca/contactus**



Call **1-888-236-3436**  
(or **\*FINT** free from your Fido phone)



Write to:  
Fido Customer Service  
100 Westmorland St  
Moncton, NB E1C 0G1

## How To Pay Your Fido Bill

There are many ways to pay your bill.

The fastest and easiest way is by setting up automatic payments from your chequing account or credit card.

To get started, sign in to your account at **fido.ca** or in the Fido My Account app.

You can also make one-time payments every month:

- Online, by signing in to your account on **fido.ca** or the Fido My Account app.
- By calling Fido's interactive phone system: dial 611, free of charge from your Fido phone or 1-888-481-3436.
- At most major Canadian financial institutions. It could take 2 to 5 business days for your payment to reach us.
- By mailing a cheque payable to Fido to the following address: Fido, PO Box 9100, Don Mills, ON, M3C 3P9.

Please indicate your account number on the front of the cheque and allow enough time for delivery and processing.

If payment is not received by us by the Required Payment Date, it will be considered a delinquent amount and will be subject to a late payment charge of 3% per month, calculated and compounded monthly on the delinquent amount (42.58% per year) from the date of the first invoice on which the delinquent amount appears until the date we receive such amount in full.

To see our complete terms and conditions, visit **fido.ca/terms** or contact us.

Payable at major Chartered banks in Canada

Teller's Stamp

## About your first bill

You'll find all the details of the charges and credits for services you've changed on the following pages.



For services you've added



For services you've cancelled



### Internet

SHIVDEEP SINGH, 39 THORNTREE CRES

<b>Monthly charges</b>	Apr 09 - May 08	\$
Fido Internet 100 - Unlimited		82.00
<b>Savings:</b> Internet Offer - 12 mths - ends Apr 01/24		-45.00
Wi-Fi Modem Rental		8.00
<b>Total monthly charges</b>		<b>45.00</b>
<b>One-time charges and credits</b>	Apr 01 - Apr 08	\$
+ Fido Internet 100 - Unlimited		21.17
<b>Savings:</b> Internet Offer - 12 mths - ends Apr 01/24		-11.62
+ Wi-Fi Modem Rental		2.06
<b>Total one-time charges and credits</b>		<b>11.61</b>
<b>Usage summary</b>	Ending Apr 08, 2023	
Usage type		\$
Usage Charge (0.00GB@\$0.00/GB)		✓
<b>Total usage</b>		<b>0.00</b>
<b>Total before taxes</b>		<b>56.61</b>
HST: 81578 1448		7.36
<b>Total for Internet</b>		<b>\$63.97</b>

Legend: ✓ No charge



You saved \$56.62. Not bad.



**You added new Internet services on Apr 01.** Just a heads up, you'll see charges from Apr 01 - Apr 08 (8 additional day(s)) along with your monthly fees from Apr 09 - May 08.



#### Your plan includes:

- Download speeds up to 100Mbps
- Upload speeds up to 30Mbps
- Monthly usage included: Unlimited
- Overage charges do not apply



#### Your internet usage

To view your current and past Internet usage sign into [fido.ca](https://fido.ca/myusage) at [fido.ca/myusage](https://fido.ca/myusage).

Need more data? Choose a plan that best suits your needs. See [fido.ca](https://fido.ca) for details.

