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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

Account charges & credits

Additional account charges & credits (after applicable taxes)			\$
Late Payment Charge*	Dec 15	1.75	
Total additional account charges & credits			1.75
(*Credits include GST/HST/QST where applicable)			
Total account charges & credits			\$1.75

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

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>.




Internet

AHMED JAMA, UNIT 612 2063 ISLINGTON AVE

Monthly charges	Dec 15 - Jan 14	\$
Fido Internet 75 - Unlimited		67.00
Savings: Internet Offer - 12 mos.		-25.00
Wi-Fi Modem Rental		8.00
Total monthly charges		50.00
Usage summary	Ending Dec 14, 2022	
Usage type		\$
Usage Charge (0.00GB@\$0.00/GB)		✓
Total usage		0.00
Total before taxes		50.00
HST: 81578 1448		6.50
Total for Internet		\$56.50

Legend: ✓ No charge

 **You saved \$25.00. Not bad.**



Your plan includes:

- Download speeds up to 75Mbps
- 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 at **fido.ca/myusage**.

Need more data? Choose a plan that best suits your needs. See **fido.ca** for details.

UPCOMING CHANGE TO YOUR INTERNET SERVICE RATE

On the date of your first bill after February 12, 2023, the monthly service fee for your Internet package as shown on this bill will increase by \$3 plus taxes.

Any active discount will remain in effect until its end date. This change is made in accordance with the CRTC Internet Code and the rest of your Internet service will remain the same.

If you'd like an updated Residential Service Agreement after this change takes effect or if you have any other questions or no longer wish to subscribe to your Internet service, please reach out to us in any of the ways listed in the Contact Us section of this bill.