

# IMPORTANT MEMBER INFO.



**With Virgin Mobile you're not just a customer. You're a Member.  
And Membership certainly has its benefits.**

**Order Number:** 104000330  
**Date:** November 23, 2018  
**Type:** Device upgrade

**Store:** 605TB - Cabine Telephonique (Centre Eaton Mtl)  
**Store Phone Number:** (514) 282-2063

## YOUR INFO

Member Name: M Amandeep Sharma  
Account Number: 529456258  
Mobile Number: (514) 777-6181  
Default Voicemail Password: 8239  
Email: amandeep.sharma559@gmail.com  
Address: 1255 DU FORT ST  
MONTREAL, QC  
H3H2B8

Monthly payment method: Monthly Bill

My Account app makes it easy to keep track of your usage, pay your bill and grab a travel bundle before you go.  
**virginmobile.ca/app**

You'll need to register for My Account to view your bill online.  
**virginmobile.ca/register**

## YOUR DEVICE INFO

Model: Samsung GS9 64GB Grey  
Serial Number: 354819093469489  
SIM Number: 89302610102202278321

Retail Price: \$1,019.99  
Agreement Discount: \$870.00

**Member Price:** \$149.99

**Commitment Period: 24 Months**

Start Date: November 23, 2018  
End Date: November 22, 2020

*Your service will continue month-to-month after your Commitment Period.*

**Early Exit Charge:**

If you choose to leave us before your Commitment Period ends, you will have to pay your remaining device balance.

Remaining device balance: \$833.75  
Monthly decrease of device balance: \$36.25  
\$0 device balance reached on: October 23, 2020

*If you purchase a device from Virgin Mobile which does not meet your needs, you may return the device if it is: (a) returned within 15 calendar days of the commitment start date; (b) in "like new" condition with the original packaging, manuals and accessories; and (c) returned with original receipt to the store of purchase or to the address specified for returns if you purchased online or by phone. You are responsible for all service charges incurred prior to your return of the device. Virgin Mobile will not accept devices with excessive usage in violation of our Responsible Use of Virgin Mobile Services Policy. SIM Cards are not returnable once the packaging has been opened or the SIM Card is activated. If you are a person with a disability, the same conditions apply, however, you may return your device within 30 calendar days of the commitment start date.*

## YOUR PLAN INFO

**Plan:** Gold 50 - 2GB

**Minimum Monthly Charge: \$50.00**

- Unlimited anytime minutes
- Canada-Wide Calling Included
- Unlimited Worldwide Texts from Can
- Data - 2GB
- Voicemail 3
- myPeeps
- Unlimited Text to Canada & U.S.
- Unlimited Incoming Text
- Call Display
- Call Waiting & 3-Way Calling

*If you exceed the usage allowed in your plan or change plans, additional charges may apply. Additional usage charges may change over time. Your use of any "unlimited" services is subject to our Responsible Use of Virgin Mobile Services Policy. For all current price plan details and charges, visit **virginmobile.ca/plans**. Visit **virginmobile.ca/myaccount** at any time to review your existing plan details.*

**WE'RE HERE  
TO HELP.**

Contact us online at **virginmobile.ca/contactus** or dial 611 on your mobile device.

## PROMOTIONS

- 10% off additional line (vm.ca/addline) \$0.00
  - Expires: November 22, 2020
- Loyalty Bonus Data - 1GB \$0.00

*Promotional discount(s) will appear on your bill(s). If you exceed the usage allowed in your promotions, additional usage charges may apply. Additional usage charges may change over time. See [virginmobile.ca](http://virginmobile.ca) for current charges.*

## OTHER CHARGES

- Quebec municipal 911 tax \$0.46

## TOTAL MONTHLY CHARGE

Total Monthly Charge: **\$50.46**

*Taxes and additional usage charges are extra.*

## ONE-TIME CHARGES

Early Hardware Upgrade Fee - One Time Payment: \$156.25  
Upgrade Processing Fee: \$35.00  
Partial Monthly Plan Charge: \$21.67

*This charge is a proration of your new Minimum Monthly Charge for 13 days between the date you changed your plan and your next bill date December 06, 2018.*

By initialing, you agree to the one-time charges indicated above. \_\_\_\_\_

## THE WIRELESS CODE OF CONDUCT

We love our Members and want you to be informed of your rights under the Wireless Code. Visit [crtc.gc.ca](http://crtc.gc.ca) to review the Wireless Code in greater detail.

If you ever have a concern under the Wireless Code, please contact us by calling 611 from your mobile device, 1-888-999-2321 or visiting [virginmobile.ca/contactus](http://virginmobile.ca/contactus).

If we haven't been able to resolve your issue, you can contact the Commissioner for Complaints for Telecommunications Services (CCTS) at 1-888-221-1687.