



mohamed ishaq
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SCARBOROUGH ,ON CA M1B2C4

Account	100139040
Invoice #	15416786
Invoice Date	2024-01-01
Amount Due	\$ 57.62
Due Date	2024-01-03

Account Summary

Home Phone Service Plan	201109_HP_Basic_\$9.99/M_Monthly
Phone Number	1-647-8481634
Internet Service Plan	Ontario_2015_Tier 4_Dry_FiberLiteExpressPlus_50M/10M_\$109.99/Month

Previous Charge

Amount of last bill	57.62
Payment received Dec 02, 2023 - Thank You	-57.62
Balance Forward	0.00

Current Charge

Home Phone Service Charge*	1.00
Long Distance Charge	0.00
Internet Service Charge	49.99
HST 87974 7400	6.63
Total Current Charges	57.62

** Effective from Nov 01, 2010, we will start charge late payment fee as 1.5% monthly or 18% annually of past due invoice amount

Total Amount Due	\$ 57.62
Please don't pay upon receipt. You authorized us to charge the above amount from your credit card. It will be charged on Jan 02, 2024.	

Current Charges Detail

Home Phone Service Charge*		
Monthly Home Phone Service Charge (1-647-8481634) (from Jan 01, 2024 to Jan 31, 2024)	1	9.99
Phone Service Discount (from Jan 01, 2024 to Jan 31, 2024)	1	-9.99
IPBox Rental Fee (from Jan 01, 2024 to Jan 31, 2024)	1	0.00
911 Service Charge (from Jan 01, 2024 to Jan 31, 2024)	1	1.00
Total		1.00

Internet Service Charge		
Monthly Internet Service Charge (from Jan 01, 2024 to Jan 31, 2024)	1	109.99
DSL Service Discount (from Jan 01, 2024 to Jan 31, 2024)	1	-60.00
Internet Service Extra Usage Charge: used 1014.1 GB.	1	0.00
Total		49.99

Home Phone Long Distance Call Detail Records

* There is no any record matched criteria.

DSL Usage Detail

From Dec 01, 2023 to Dec 31, 2023	
ON-Peak Hour Download Usage(GB)	294.89
ON-Peak Hour Upload Usage(GB)	16.79
OFF-Peak Hour Download Usage(GB)	645.47
OFF-Peak Hour Upload Usage(GB)	56.95

Total	1014.10
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Billing Contact information

Billing Enquiry Phone Number	416-848-1517
Billing Enquiry Email Address	care.cs@ciktel.com

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How to Pay Your CIK TELECOM BILL

Pay by Pre-Authorized Debit (PAD)

Your invoice payment will automatically be withdrawn from your bank account on the second date of the invoice issue date (if issue day falls on a weekend or holiday, the withdrawal will occur on the next business day.) Please make sure you have sufficient funds in your bank account to avoid non-sufficient fund (NSF) charges from your bank and CIK TELECOM. To register for PAD payment you need to fill up a PAD form or provide a copy of a void cheque and send it back to care.cs@ciktel.com.

Credit Card Payments

- Pay automatically by pre-authorized credit card payment. Your payment will be automatically withdrawn on the second date of the invoice issue date.
- Make payment online by credit card via [My CIK Account portal](#) or the CIK app.
- Make payment by credit card over the phone by calling our customer service and select "Billing and Payment" option.

Pay by Online Banking

Make a payment from your online banking account and select CIK Telecom as payee. We accept the following banks and institutions: TD, Scotiabank, RBC, CIBC, BMO, HSBC, National Bank, Laurentian Bank of Canada and Desjardins Group. Put your CIK account number in the details. Please allow at least 3 business days for us to receive proof of payment through online banking.

Pay by Cash or Debit

Cash is accepted in every CIK customer support centre or corporate store. To check the available locations and business hours in your area, please click [here](#).

Late payment charges

A late payment charge of 1.5% monthly or 18% annually of past due invoice amount will apply if we have not received your payment before next billing date. To see our complete terms of service, click [here](#).

Taxes

GST/HST Registration Number

QST Registration Number

*Applicable taxes are calculated on individual charges and may vary

INFORMATION ABOUT CUSTOMER SUPPORT

If you have a concern that has not resolved by our customer support team, we encourage you to send an email detailing your concern to jack.don@ciktel.com and we'll respond within one business day.

CCTS PUBLIC AWARENESS

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 or 1-888-221-1687

Long Distance Policy

International long-distance rates, discounts, and the availability of calling exchanges are contingent on the services offered by foreign telecommunications companies. Please be aware that International Long Distance rates are subject to change without prior notification. When it comes to international calls, the minimum chargeable duration is 60 seconds, and the minimum increment for billing is also 60 seconds. Prior to placing a long-distance call, we recommend reviewing our most up-to-date rates on our website.

INFORMATION ABOUT PRIVACY POLICY

We at CIK TELECOM are committed to protecting your privacy. To protect our customers' personal information, we are taking all reasonable steps to make sure that information is stored safe, secure and fully compliant with all Canadian privacy laws and regulations. For more information about how CIK collects, uses, and discloses any personal and account information, please click [here](#).