

Critical Information Summary



Your Purchase Details

Service Start Date
September 11, 2017

Sales order number
3876464

Case ID
32784079

Store ID
WCNW0102

Specialist ID
2001763

Accessing Your Account

You need your PIN to access My Account online, with our My Account app or if you call us. You'll receive a temporary PIN via email and text message to the first phone line you activate. You can create a new PIN anytime using the My Account App, or online at freedommobile.ca/myaccount.

My Account Mobile App

The app is the quickest and easiest way to manage your account wherever you are at any time you like. The My Account app enables you to self-serve your account on the go in an experience designed for mobile.

- Check your account balance
- Make a payment
- View billing and payment history
- Add/remove features and add-ons
- View usage and usage history
- And more!

Download the My Account mobile app for free on The App Store™, Google™ Play, BlackBerry World and/or Windows Phone Store

Your Account Details

Account number	DBC001-4844-3807
Phone number	604-440-3241
Name	Grease Ducks
Address	100 Park Royal S, West Vancouver British Columbia V7T1A2
Home phone no.	604-628-8881
Business phone no.	Update your info at freedommobile.ca/myaccount
Email Address	billing@greaseducks.com

Your Billing

Payment type	Pay Before
Billing period	September 11, 2017 - October 10, 2017
First payment due date	October 11, 2017
Commitment Period	Monthly
Pre-Authorized Payment	Sign up at freedommobile.ca/myaccount

The billing period and first payment due date may change if your payment for your first full month of service is applied after the service start date (day of activation).

Your Rate Plan, Add-ons & Services**

Rate Plan	Smartphone 40 6GB
Talk	Unlimited Canada-wide talk
Text	Unlimited global text, picture and video messaging
Data	2GB + Bonus 4GB (full speed)
Included Features	Voicemail+ International calling from 1¢/min to over 200 countries Call Control (Caller ID, Missed Call Alerts, Conference Calling, Call Forwarding, Call Waiting)
Rate plan subtotal***	\$40.00/mo

Total minimum monthly charge	\$40.00/mo
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Opt-in Services

International Calling	Activated
International Roaming	Activated
US Roaming	Activated
National Roaming	Activated

*Deposits are held for at least 6 months, afterwards we may release the deposit if we determine that your payment history has been satisfactory. We will return the deposit to you using the method you have selected. Refer to Freedom Mobile's Terms of Service for additional details, or visit www.freedommobile.ca/faqs. **From anywhere on the Freedom Mobile network. For Freedom Mobile service areas and coverage maps see www.freedommobile.ca/coverage. Fair Usage Policy applies to all unlimited plans and add-ons. Prices do not include taxes or government levies. Prices are based on Freedom Mobile's standard rates and do not include any special promotional rates that may apply. ***Promotional rates, if applicable, will be reflected on your monthly invoice or on My Account. For more information about pay-per-use charges visit freedommobile.ca/plans.

Billing and Payments for PAY BEFORE Services

How it works

A payment for your Pay Before service is called a "top up". You will need to top up before the due date for your monthly plan, and before you can use any pay-per-use services.

Checking your balance

You can check the remaining balance at any time, and top-up whenever you need to. The easiest way is by downloading the Freedom Mobile My Account app for your smartphone, or logging into My Account online at www.freedommobile.ca/myaccount. You can also use the quick menu directly on your phone - dial *123# and follow the instructions that appear on your screen.

Payment due date

Your payment due date is the same day each month, based on the date your service was originally activated. You will need to have enough balance to cover your monthly fees on your due date, or your service will be temporarily suspended.

Pay-per-use services

You will need to top up extra in order to use services that are not included in your plan (e.g., international long-distance, roaming).

Participating Top-up Code Retailers

- Canadian Tire
- Esso
- Gateway
- Hasty Market
- Home Outfitters
- International News
- Loblaws
- Mac's
- Money Mart
- No Frills
- People's Drug Mart
- PharmaPlus
- PharmaSave
- Quickie Convenience
- Rexall Drugs
- Sears
- Shell
- Shoppers Drug Mart
- 7-Eleven

Due date example

Activation Date	Due Date
January 9 th	Before 11:59pm on the 8 th day of every month

Your personal due date can be found on your Critical Information Summary, in your welcome email, by logging into the My Account app, and online at www.freedommobile.ca/myaccount.

Ways to pay

My Account App

Download the app for your Apple, Android, or Windows phone and log in with your Freedom Mobile phone number & PIN.

Online Express Payments

Visit www.freedommobile.ca/pay and enter the phone number you want to top up – no log in required.

Top-up Code / Card

Purchase a top-up code or card at a participating retailer and follow the included instructions.

Visa
MasterCard
American Express
Visa Debit
INTERAC Online
Cash

✓
✓
✓
✓
✓
-

✓
✓
✓
✓
✓
-

✓
✓
Varies by location
✓
-
✓

For convenience, consider setting up pre-authorized payments either online or over the phone.

Important Information About 9-1-1

When calling 9-1-1 always provide your name, wireless phone number and the location you are calling from. Remember, it's important to speak clearly. Stay on the line for as long as the 9-1-1 operator requires. Calls to 9-1-1 are free so take all the time that you need. Leave your handset turned on after hanging up in case the 9-1-1 operator needs to call you back. Please do not program 9-1-1 into your speed dial. This can lead to accidental calls that take up valuable emergency resources. Calling 9-1-1 on your wireless device is subject to the same limitations as all wireless calls. If you are underground or too far away from a wireless antenna, the quality of your call may be affected or you may not be able to connect to the network.

Enhanced 9-1-1 Services

Freedom Mobile provides enhanced 9-1-1 services. Enhanced 9-1-1, or E9-1-1, is an investment by operators to provide better accuracy, more frequently, to determine your location when making a 9-1-1 call. Usually you can tell the 9-1-1 operator where you are, but sometimes you may not know, or may not be able to tell them, so that's where the location information provided by an enhanced 9-1-1 service comes in.

Freedom Mobile does not know where you go, or where you are at any time other than when you call 9-1-1. We don't use the information, except to help emergency crews find you. The location information is provided directly to the 9-1-1 emergency operators and response units and is not shared with anyone else. There are huge variations in the level of accuracy of our location information depending on where you are, what phone you have, and even what's around you. Our system has several methods to provide the geographic location information as accurately as possible. We use combinations of GPS satellite information and network information to determine your location. These methods are impacted by your phone, where you are, and what's around you.

If you're outside of the Freedom Mobile network or if you're roaming outside of Canada, your wireless network services may be provided by one of our partners who may have different technical approaches to their emergency location services. The ranges of accuracy will be roughly the same, but not all networks (especially internationally) have the same requirements as in Canada. Most of our phones come equipped with GPS. If you're not sure, you can check your phone's manufacturer's website.

For more information about Freedom Mobile's 9-1-1 and E9-1-1 service visit our website: <http://go.freedommobile.ca/911services>

Critical Information Summary



Your Device

SIM Number

8914900010046307918

*For details on how to unlock your device please refer to Freedom Mobile's Terms of Service. **Any additional in-store discounts or any special offer will be reflected on your device receipt. NOTE: If you received a MyTab Bonus Offer at the time of activation on a phone you purchased, and you downgrade within 24 months from an eligible rate plan (i.e., current in-market \$40 and up plans), then you will be responsible for paying back all, or part of, the promotional MyTab Bonus received. ***Hardware upgrades or changes to your plan, bill cycle, or account status may result in changes to this date. For more information, please refer to Freedom Mobile's Terms of Service.

Return Policy

If you find you and your new Freedom Mobile product(s) aren't a perfect match within 15 days, return to the store where you made your purchase for a refund or an exchange. As long as the product(s) are in like-new condition, we'll work it out.

Have additional questions? Need help?

FAQs are available online at www.freedommobile.ca/faqs, and you can dial *123# on your cell phone, or visit us at www.freedommobile.ca/myaccount for a variety of self-serve options. You can also give us a call at 1(877) 946-3184. If your problem still isn't resolved, please mail the Office of the President at Freedom Mobile 207 Queens Quay West, Suite 710, PO Box 114, Toronto, Ontario M5J 1A7".

If you still have unresolved issues, you may visit the Commissioner for Communications Services (CCTS) website at www.ccts-cprst.ca or call 1-888-221-1687.

The Canadian Radio-Television and Telecommunications Commission (the "CRTC") has created a Wireless Code so that consumers of retail mobile wireless voice and data services will be better informed of their rights and obligations contained in contracts with wireless service providers. You can find out more about the Wireless Code on the CRTC website at www.crtc.gc.ca/eng/info_sh/t14.htm

Acknowledgement

By signing below, you acknowledge receipt of and agree to be bound by our current terms of service, and if you have chosen to run a MyTab, by the terms and conditions relating to MyTab. These terms and conditions are available online and can be printed in store, if requested. If you have chosen to provide a deposit, Freedom Mobile will notify you if it determines, in its sole discretion, it no longer requires you to post a security deposit. In that case, Freedom Mobile will credit your Freedom Mobile account in the amount of the security deposit unless otherwise stated. You confirm that you requested that this contract be drawn up in English. Vous confirmez vous avez demandé que le présent contract soit rédigé en anglais.

I agree that I do not require a paper copy of the Freedom Mobile Terms of Service and will review the permanent copy online at www.freedommobile.ca (Customer's initial _____).

These terms and conditions are effective November 21st, 2016

Customer signature

Date

Sept 11th, 2017

Store Rep



FREEDOM MOBILE
800 CARNOVAN ST UNIT 215
NEW WESTMINSTER, BC
V3M0G3
8779463184

Bill Payment / Deposit #: WC102BP8787

Related Sale Invoice #: WC102IN11121



WCNW0102
800 Carnavan Street
New Westminster BC Canada V3M 0G3

Tendered By: Hugo M
Tendered On: 11-Sep-2017 01:50 PM

Paid By:

Grease Ducks
100 Park Royal S 200
West Vancouver BC Canada V7T1A2

Service Provider:	Freedom Mobile Top Up
Tracking #:	56778849
Payment Amount:	\$40.00
Processing Fee:	\$0.00
Summarized Taxes:	\$0.00
Tax on Payment:	\$4.80
Total Payment:	\$44.80

Summarized Tax Details:

Tax Total: \$0.00

Tax on Payment Details:

BCPST	\$2.80
GST	\$2.00
Tax Total:	\$4.80

Payment:

Debit \$44.80

Change: \$0.00

Comments:

Customer Information:
Your account mobile number is 6044403241

DEBIT SALE

MID: 6018000
TID: 501 REF#: 00000001
Batch #: 114 RRN: 00000001
09/11/17 13:49:54
APPR CODE: 170867
Trace: 00803919
DEBIT/CHEQUING Chip
*****4085

AMOUNT \$56.00

APPROVED

INTERAC

AID: A0000002771010
TVR: 00 00 00 80 00
TSI: F8 00

PIN VERIFIED BY CARD ISSUER. ACCOUNT WILL BE
DEBITED WITH THE ABOVE AMOUNT
(OR CREDITED IF CREDIT VOUCHER)
RETAIN THIS COPY FOR STATEMENT VERIFICATION
RETAIN THIS COPY FOR STATEMENT
VERIFICATION

THANK YOU / MERCI!

CUSTOMER COPY



Sale

Invoice : WC102IN11121



WCNW0102
800 Carnavon Street
New Westminster BC Canada V3M 0G3

Tendered On 11-Sep-2017 01:50 PM
Tendered At: WCNW0102

Customer Information

Grease Ducks
100 Park Royal S 200
West Vancouver BC Canada V7T1A2

SCSTMH000015

Freedom SIM Card

Tracking # 8914900010046307918

1 @ \$10.00 \$10.00

LPPLNS000206

Smartphone 40 6GB (Pay Before)

Tracking #

1 @ \$0.00 \$0.00

LPPCRB000001

Voicemail+

Tracking #

1 @ \$0.00 \$0.00

ISBPNS000005

Direct Top Up Payment

Tracking # 6044403241

1 @ \$40.00 \$40.00

ISBPNS000007

Direct Top Up Payment Fee

Tracking # 6044403241

1 @ \$0.00 \$0.00

Subtotal: \$50.00

BCPST: \$3.50
GST: \$2.50

LPPLNS000206

Smartphone 40 6GB (Pay Before)

Tracking #

1 @ \$0.00 \$0.00

LPPCRB000001

Voicemail+

Tracking #

1 @ \$0.00 \$0.00

ISBPNS000005

Direct Top Up Payment

Tracking # 6044403241

1 @ \$40.00 \$40.00

ISBPNS000007

Direct Top Up Payment Fee

Tracking # 6044403241

1 @ \$0.00 \$0.00

Subtotal: \$50.00

BCPST: \$3.50

GST: \$2.50

Total: \$56.00

Change: \$0.00

Debit \$56.00

Contract Details:

Tracking #	Contract #
89149000100463079	DBC00148443807
18	DBC00148443807

Comments:

This invoice is related to Bill Payment
WC102BP8787.

RETURN POLICY: We understand things don't always go the way you expected. If you find you and your new Freedom Mobile product(s) aren't a perfect match within 15 days, return to the same Freedom Mobile retail location point of purchase for a refund or exchange. So long as the products are in like new condition, we'll work it out.

*Return policy does not apply to headsets and top up Vouchers.

MyTab discounts, if applicable to your transaction, are reflected in the final price of your device purchase. For details about your MyTab discount refer to your Critical Information Summary.

www.FreedomMobile.ca
1-877-946-3184
GST # 822527412RT0001