#### 9 Rogers Business TV (If Applicable To You)

Details and charges for your cable plan, packages and digital terminal(s)

#### **10** Other Charges and Credits

This section will show you any savings you received and the expiry date of your promotional bonus (if applicable).

**CRTC Local Programming** Improvement Fund (LPIF) is charged at a rate of 1.5% to subsidize TV stations in smaller markets.

#### 11 Rogers **Business Phone** (If Applicable To You)

Details and charges for your Business Phone plan, services and features. Rogers Business Phone usage includes long distance charges and other variable charges incurred last month.

#### 12 9-1-1 Emergency Fee (Non-Government Fee)

This fee is charged to provide access to 9-1-1 emergency services. Some provinces charge an additional 9-1-1 government fee.

#### 13 The Message Relay Service (MRS)

Message Relay Service (MRS) allows a customer who has a hearing or speech disability to initiate and receive calls via Teletypewriter.

## Details & charges for each of your services

#### 5 of 6 9 © Cable TV Services for 1234 Main Street Account Number: nvoice Date: er: 1-2345-678 Jul 7, 201 ent Date: Aug 5, 201 YOUR BUSINESS Any service changes made after July 7 will appear on your next invoice. Cable account reference: 123456789 Partial charges Savings You saved \$5.00 on your Jun 23 - Jul 7 Business VIP Package NextBox™ HD Terminal Rental 29.5 usiness TV services Digital Services Fee Regular charges lul 8 - Aug 7 Business VIP Package NextBox™ HD Terminal Rental 12.95 Digital Services Fee 2.99 Other charges and credits 10 Jul 8 - Aug 7 Savings: Discoun - 5.00 1.61 CRTC LPIF Fee \$109.05 Total before taxes HST (862395381 RT0001 14.18 Total for CableTV: \$ 123.23 11 @ Business Phone Services for 905-555-4567 6 of 6 Account Number: 1-2345-6789 Invoice Date: Jul 7, 2012 Required Payment Date: Aug 5, 2012 YOUR BUSINESS Partial charges Jun 23 - Jul 7 Business Basic Line + 1\* 35.00 Savings You saved \$5.00 on your 0.11 Message Relay (TTY) siness Phone service Regular charges \*Your Plan Includes I D Phone Usage 12.00 idina Jul 7 - Call Display - MTA Equipment Rental Jul 8 - Aug 7 Business Basic Line + 1\* 70.00 0.22 Emergency 91 age Relay (TT 6.00 -5.00 \$ 121.62 Total before taxe 15.81 HST (#86239 538 Total for Business Phone \$ 137.43 Summary of Long Distance charges ending Jul 7/12 cost (\$)

(min:sec)

Canadian Long Distance

International Long Distance Total Long Distance charges 5:00 10:00

15:00

\$ 1.00

\$ 11.00

\$ 12.00

# Thank you for choosing Rogers

We appreciate your business and are committed to providing you and your team with the business services and support you need to succeed.

CALL 1 866 727-2141 CLICK rogers.com/smallbusiness

6603-EN-FBE-0113

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MK#414736



OROGERS

# A Quick Guide TO YOUR ROGERS BILL FOR BUSINESS

## Welcome to Rogers

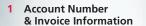
Thank you for choosing Rogers for your business. We're pleased to provide you with this short guide to help ensure the content appearing in your Rogers bill is clear and easy to understand.

You'll find that your bill is logically organized to provide you with both an at-a-glance summary as well as a detailed breakdown for each of your services. Your bill also offers monthly information about new services, special offers, valuable tips and more to help you get the most value for your business.



#### WHY DO THE CHARGES ON MY FIRST BILL APPEAR **DIFFERENT THAN I EXPECTED?**

Your first bill includes partial charges from your activation date to the end of your first bill cycle, as well as regular charges for the next month of service. All subsequent bills will reflect charges for a single month of service.



Use your account number for service inquiries. Payment is required by the due date indicated next to Required Payment Date. These details appear on all invoice pages.

#### 2 Account Summary

An overview of your account including balance due, adjustments/payments and total charges. You'll find billing details for each service on the page number noted on each line.

#### 3 Your First Bill

This section summarizes the initial charges for your Rogers services. Charges for your first bill may be for more than one month of service. See the "Partial Charges" note for details.

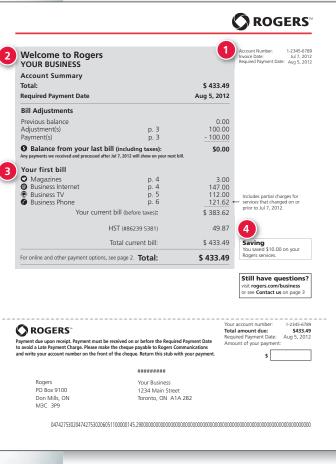
#### 4 Savings

The total of any savings you received this month are indicated here. This box will appear on each service page clearly indicating your savings for that Rogers service (if applicable).

#### PAYMENT OPTIONS & TERMS OF SERVICE (page not shown)

Page 2 is where you will find a list of convenient payment options, excerpts from our Terms of Service and how to contact us.

## Account summary & helpful information



Invoices depicted are samples for reference only and do not reflect actual charges. Sample rates and taxes have been calculated for a customer in Ontario.

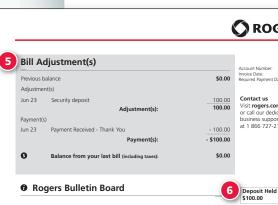
#### 5 Bill Adjustments

Details of payments received, deposits and any adjustments made to your account (if applicable). Any connection charges will also be listed here. On future bills, this section will be called Your Last Bill.

#### 6 Deposit Held

If a deposit was required, you'll see your deposit amount here.

## **Bill Adjustments**



#### **HAVE OUESTIONS?**

For answers call your Business Support Centre at 1866 727-2141. Dedicated business representatives are available to assist you Monday to Friday from 8 am to 8 pm local time and Saturday to Sunday from 9 am to 5 pm local time.

### 

3 of 6 Account Number: 1-2345-6789 \$0.00 Required Payment Date: Aug 5, 2012

#### Visit rogers.com/business

or call our dedicated ousiness support centr at 1 866 727-2141



#### SERVICE DETAILS PAGES:

The next few pages of your bill provide details for your Rogers services including charges, usage and savings.

#### PARTIAL CHARGES:

As a new customer, your first bill includes "Partial Charges" which are pro-rated monthly fees for your new service(s) calculated from your date of activation to your invoice date.

#### REGULAR CHARGES:

Your first bill also includes "Regular Charges" which are monthly fees for your next month of services. billed in advance.

#### 7 Magazines (If Applicable To You)

Lists your Rogers magazine(s) and subscription fee(s).

#### 8 Internet Services (If Applicable To You)

Details and charges for your Internet plan and modem rental.

## Details & charges for each of your services

Magazine Services				4 of 6	
YOUR	BUSINESS		Invoice Date:	-2345-678 Jul 7, 201	
Any service cha Cable account r	nges made after Jul 7 will appear on your next invoice. reference: 123456789		Required Payment Date:	Aug 5, 201	
Regular cha	rges				
Jul 8 - Aug 7	Canadian Business Maclean's	1.00 2.00			
	Total before taxes:	\$ 3.00			
	HST (#86239 5381)	0.39			
	Total for Magazines:	\$ 3.39			
YOUR Any service cha	et Services for 1234 Main Street BUSINESS nges made after Jul 7 will appear on your next invoice.				
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YOUR Any service cha Cable account i Partial charg	BUSINESS nges made after Jul 7 will appear on your next invoice. eference: 123456789 ges				
YOUR Any service cha Cable account r	BUSINESS nges made after Jul 7 will appear on your next invoice. eference: 123456789	37.50 2.00			
YOUR Any service cha Cable account i Partial charg	BUSINESS nges made after Jul 7 will appear on your next invoice. efference: 123456789 Business Internet Modem				
YOUR Any service cha Cable account i Partial charg Jun 23 - Jul 7	BUSINESS nges made after Jul 7 will appear on your next invoice. eference: 123456789 ges Business Internet Modem rges Business Internet	2.00 75.00			
YOUR Any service cha Cable account i Partial charg Jun 23 - Jul 7 Regular cha Jul 8 - Aug 7	BUSINESS nges made after Iul 7 will appear on your next invoice. eference: 123456789 ge Business Internet Modem Tge Business Internet Modem	2.00			
YOUR Any service cha Cable account of Partial charg Jun 23 - Jul 7 Regular cha Jul 8 - Aug 7 Other charg	BUSINESS nges made after 1/J 7 will appear on your next invoice. eference: 123456789 ges Business Internet Modem rges Business Internet Modem tes and credits	2.00 75.00 4.00			
YOUR Any service cha Cable account i Partial charg Jun 23 - Jul 7 Regular cha Jul 8 - Aug 7	BUSINESS nges made after Jul 7 will appear on your next invoice. eference: 123456789 Business Internet Modem rges Business Internet Modem es and credits Equipment Charge	2.00 75.00 4.00 30.00			
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YOUR Any service cha Cable account of Partial charg Jun 23 - Jul 7 Regular cha Jul 8 - Aug 7 Other charg	BUSINESS nges made after Jul 7 will appear on your next invoice. eference: 123456789 Business Internet Modem rges Business Internet Modem es and credits Equipment Charge	2.00 75.00 4.00 30.00			