

Understanding your Acanac Invoice

1 Account Information

At the top of your invoice, you will see the following information:

- A. Your **Account Number** can be used to quickly identify your account when speaking with a Customer Service specialist
- B. Your **Invoice Number** is a unique code that allows easy identification and tracking of each invoice issued and any corresponding payments
- C. **Date Sent** represents the date the invoice was created and sent via e-mail
- D. **Due Date** represents the date the credit card payment for your invoice was processed
- E. **Account Phone #** is the contact number that we have on file for your account and used if ever telephone contact is required

2 Address Information

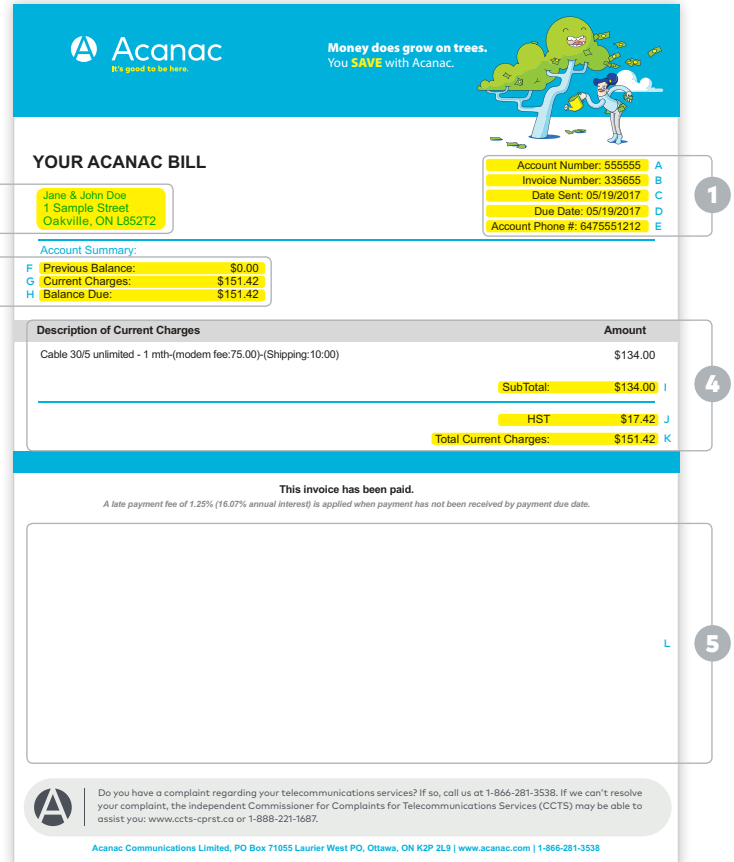
This is the billing and mailing address we have on file for your account

3 Account Summary

This section outlines the following information:

- F. **Previous Balance** represents the amount owing from previous periods
- G. **Current Charges** represents the amount owing from the current billing period. These charges are itemized in the **Description of Current Charges** section (see additional detail below)
- H. **Balance Due** is the combined total of **Previous Balance** and **Current Charges**. This is the amount that was processed on your credit card on the **Due Date**

Money does grow on trees.
You **SAVE** with Acanac.



YOUR ACANAC BILL

Account Information:
 Account Number: 555555 A
 Invoice Number: 335655 B
 Date Sent: 05/19/2017 C
 Due Date: 05/19/2017 D
 Account Phone #: 6475551212 E

Address Information:
 Jane & John Doe
 1 Sample Street
 Oakville, ON L852T2

Account Summary:
 F Previous Balance: \$0.00
 G Current Charges: \$151.42
 H Balance Due: \$151.42

Description of Current Charges	Amount
Cable 30/5 unlimited - 1 mth-(modern fee:75.00)-(Shipping:10.00)	\$134.00
SubTotal:	\$134.00 I
HST	\$17.42 J
Total Current Charges:	\$151.42 K

This invoice has been paid.
A late payment fee of 1.25% (16.07% annual interest) is applied when payment has not been received by payment due date.

Special Messages:
 L

Do you have a complaint regarding your telecommunications services? If so, call us at 1-866-291-3538. If we can't resolve your complaint, the Independent Commissioner for Complaints for Telecommunications Services (CCTS) may be able to assist you: www.ccts-cprst.ca or 1-888-221-1687.

Acanac Communications Limited, PO Box 71055 Laurier West PO, Ottawa, ON K2P 2L9 | www.acanac.com | 1-866-291-3538

4 Description of Current Charges

- I. The **total charges** for this billing period separated into different elements, such as recurring service charges, usage based charges, or one-time fees
- J. **Taxes** on current charges
- K. The **Total Current Charges** is the **SubTotal** of all current charges, including taxes

5 Special Messages

- L. Any **special message**, offers or information from Acanac would be included in this section

