

Alana Mae

YOUR ACCOUNT: **099-0155-9072**
 SERVICE ADDRESS: **2ND-224 ONTARIO ST
 THUNDER BAY, ON**
 INVOICE DATE: **December 4, 2023**
 DUE DATE: **January 4, 2024**

This invoice reflects your service charges for 04-Dec-23 to 03-Jan-24. This invoice was prepared on 04-Dec-23. Any payments or changes made on or after this invoice date will be reflected in future billing.

Need help?
 Visit shaw.ca/getsupport
 or call us at 1-888-472-2222



Connected together.

With Rogers and Shaw coming together you might be wondering what changes you can expect.

Learn more at shaw.ca/whattoexpect



Your invoice

SUMMARY OF YOUR ACCOUNT

Previous Charges and Payments

Amount of Previous Invoice		88.81
Payment Received - Thank You	10-Nov-23	-89.00
Balance Carried Forward		-\$0.19

Current Charges (04-Dec-23 to 03-Jan-24) - see following pages for details

Current Monthly Services		89.00
Promotions		-10.00
NET HST (873690457RT)		10.27
Total Current Charges due 04-Jan-24		\$89.27

TOTAL AMOUNT DUE \$89.08

Important message: your prices may be changing. Check out the next page for more information.

UPCOMING CHANGE TO YOUR INTERNET SERVICE RATE

Effective January 10, 2024, the monthly service fee for your Internet package as shown on this bill will increase by \$4 plus taxes.

Any active discount or guaranteed rate will remain in effect until its end date. If you are on a 2-year ValuePlan, this monthly service fee adjustment will not apply to your 2-year ValuePlan services for the duration of your contract term. Services included as part of your condo maintenance or property rental fees are not impacted. These changes are made in accordance with the CRTC Internet Code. The rest of your services will remain the same.

If you have any questions, would like to receive an updated copy of your service agreement, or no longer wish to subscribe to your Internet service chat with our virtual assistant for fast, easy support at shaw.ca/contact-us.

Please do not staple for ease of processing.

If you're paying by mail, tear off this slip and send it with your payment.
 Please make your cheque payable to **Shaw Cablesystems G.P.**

Looking for ways to pay your bill? Please refer to the Payment Options section on the next page.



A Mae
 2ND-224 ONTARIO ST
 THUNDER BAY ON P7B 3G8

YOUR ACCOUNT: **099-0155-9072**
 AMOUNT DUE: **\$89.08**
 DATE DUE: **January 04, 2024**

AMOUNT ENCLOSED:

Rogers together with Shaw
 PO BOX 2468 STN M
 CALGARY AB
 T2P 4Y2



Here to help.

For support and questions, please continue to contact Shaw directly.

Learn more at
shaw.ca/whattoexpect



Details of Your Current Charges

Current Monthly Services (04-Dec-23 to 03-Jan-24)

Fibre+ 500	105.00
Ignite WiFi Gateway modem Rental	10.00
Fibre+ Discount	-26.00

Total Current Monthly Services **\$89.00**

Promotions

ValuePlan Internet Promotion (expires 03-Feb-24)	-10.00
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Total Promotions **\$-10.00**

Tax

NET HST (873690457RT)	10.27
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Total Current Charges **\$89.27**

THANK YOU FOR CHOOSING ROGERS TOGETHER WITH SHAW. THANK YOU FOR KEEPING YOUR ACCOUNT CURRENT.



Check it off your list with automatic payments

Fast, easy, and secure. Enroll for auto-pay today with the My Shaw app or at MyShaw.ca



Paperless. Fast. Convenient.

Receive your monthly bill via email and help reduce clutter. Enroll with the My Shaw app or at MyShaw.ca

For now, you will continue to pay Shaw.



My Shaw app

Download the My Shaw app to make paying bills easy and simple.

Here's what you'll need:

- Shaw ID and password
- A Visa, MasterCard or AmEx card or a Visa Debit card.



MyShaw.ca

Visit MyShaw.ca to view and pay your bill online, using all major payment cards.

Here's what you'll need:

- Shaw ID and password
- A Visa, MasterCard or AmEx card or a Visa Debit card.



Online or Phone Banking

Set up Shaw as a payee through your financial institution.

Here's what you'll need:

- Your 11-digit Shaw account number

You can expect between 2 to 5 business days for your payment to reach us.



Need a little extra support? Visit shaw.ca/contact-us for contact options or call 1-888-472-2222 to speak to a representative by phone.



Stay connected.

Follow Rogers on Facebook, Instagram and LinkedIn to stay in the loop.



Terms and Conditions

All Shaw Services are provided to you in accordance with the Joint Terms of Service (as amended), Acceptable Use Policy applicable to your service, and the Privacy Policy, all located at www.shaw.ca. If you do not have access to the Internet, our customer care representatives will be glad to provide you a print copy by mail.

Billing Terms

Please note that amounts owing after your billing due date are subject to a late payment interest charge, calculated at 3% per month*, compounded monthly (42.6% per year), from the date of the first bill on which it appears until paid in full. An additional late payment processing fee, for administrative services relating to down-grading or terminating your services, may apply if your account remains unpaid for 60 days or more.

*Customers with an existing 2-Year ValuePlan as of August 3, 2023, will continue to see a 2% late payment fee up until their contract expiry date, at which time they will be bound by the above late payment fee structure.

The Internet Code

The Canadian Radio-television and Telecommunications Commission (CRTC) has established a mandatory code of conduct (Internet Code) for Internet service providers (ISPs) effective as of January 31, 2020. The Internet Code is designed to make it easier for Canadians to understand their Internet service contracts, to prevent bill shock, and to make it easier for Canadians to switch ISPs. It ensures customers benefit from increased clarity in their interactions with ISPs; from clearer prices, including for bundles, promotions, and time-limited discounts; and from increased clarity around service calls, outages, security deposits, and disconnections. You can find more information regarding the Internet Code here: <https://crtc.gc.ca/eng/internet/codesimpl.htm>

Feedback

Your feedback is important to us. Let us know about your positive Shaw experiences, your concerns, and ways you think we can improve. Provide your feedback at shaw.ca/your-voice or contact us by phone at 1-888-472-2222.

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.

Phishing emails are on the rise

Phishing is the fraudulent attempt to obtain sensitive information such as usernames, passwords and credit card details, often collected for malicious reasons, by disguising as a trustworthy entity (i.e. Shaw, PayPal, banking institutions, etc.) in an electronic communication.

You can protect yourself and other consumers by learning how to identify phishing emails and reporting them.

Visit shaw.ca/phishing to find out more.

Have a great show idea? Want to volunteer? Contact your local Shaw TV station for more information or visit www.shawtv.com.