

## Brook Mainville

YOUR ACCOUNT: **039-4946-1285**  
SERVICE ADDRESS: **881 HUDSON AVE  
THUNDER BAY, ON**

INVOICE DATE: **November 1, 2022**  
DUE DATE: **December 1, 2022**

This invoice reflects your service charges for 01-Nov-22 to 30-Nov-22. This invoice was prepared on 01-Nov-22. Any payments or changes made on or after this invoice date will be reflected in future billing.

Need help?  
Visit [shaw.ca/getsupport](http://shaw.ca/getsupport)  
or call us at 1-888-472-2222

## Your Shaw Invoice

### SUMMARY OF YOUR ACCOUNT

#### Previous Charges and Payments

Amount of Previous Invoice		230.52
Payment Received - Thank You	1-Nov-22	-230.52
<b>Balance Carried Forward</b>		<b>\$0.00</b>

#### Current Charges (01-Nov-22 to 30-Nov-22) - see following pages for details

Current Monthly Services	204.00
NET HST (873690457RT)	26.52
<b>Total Current Charges due 01-Dec-22</b>	<b>\$230.52</b>

**Amount Due to be withdrawn on 01-Dec-2022 \$230.52**

**THIS IS A WITHDRAWAL NOTICE ONLY. PLEASE DO NOT PAY.**

**MANAGE YOUR ACCOUNT WITH MY SHAW APP.**

View bills, Internet usage, chat, add channels & restart your modem with a tap when you download the updated My Shaw app.

The image shows a smartphone displaying the My Shaw app interface. The screen shows the account number 0316238899, a current balance of \$50.00, and a payment due date of October 31. Below this, there are sections for 'Internet' (Employee Fiber+ Gig) with 0/Unlimited GB usage and 'Shaw Go WiFi' with 1/8 devices registered.

YOUR ACCOUNT: **039-4946-1285**  
AMOUNT DUE: **\$230.52**

On December 01, 2022, \$230.52 will be automatically debited from your credit card.



B Mainville  
881 HUDSON AVE  
THUNDER BAY ON P7A 6J5

**SHAW CABLE**  
PO BOX 2468 STN M  
CALGARY AB  
T2P 4Y2

3949461285 000023052 7



## Details of Your Current Charges

### Current Monthly Services (01-Nov-22 to 30-Nov-22)

Internet 300 Unlimited	113.00
Advanced WiFi Modem Rental	4.00
Popular TV	79.00
2 Cable Equipment Rental - Motorola	30.00
Pack-Kids	8.00
HD Box Promotion	-5.00
Digital Terminal Discount	-30.00
Cable Equipment Rental - Motorola	5.00
<b>Total Current Monthly Services</b>	<b>\$204.00</b>

### Tax

NET HST (873690457RT)	26.52
<b>Total Current Charges</b>	<b>\$230.52</b>

**THANK YOU FOR CHOOSING SHAW. THANK YOU FOR KEEPING YOUR ACCOUNT CURRENT.**

### 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](http://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 2% per month, compounded monthly (26.8% per year), 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.



#### 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](http://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](http://MyShaw.ca)

## Other ways to pay



### 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](http://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](http://shaw.ca/contact-us) for contact options or call 1-888-472-2222 to speak to a representative by phone.

### **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](http://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](http://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](http://shaw.ca/phishing) to find out more.