

Robyn Medicine

YOUR ACCOUNT: **099-0015-3911**
SERVICE ADDRESS: **5-740 FRANKLIN ST S
THUNDER BAY, ON**

INVOICE DATE: **July 4, 2023**
DUE DATE: **August 4, 2023**

This invoice reflects your service charges for 04-Aug-23 to 03-Sep-23. This invoice was prepared on 04-Jul-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 Shaw Invoice

SUMMARY OF YOUR ACCOUNT

Previous Charges and Payments

Amount of Previous Invoice 248.60

Balance Carried Forward **Due Now** **\$248.60**

Current Charges (04-Aug-23 to 03-Sep-23) - see following pages for details

Late Payment Charges 2.49

Current Monthly Services 160.00

Promotions -50.00

NET HST (873690457RT) 14.30

Total Current Charges due 04-Aug-23 \$126.79

TOTAL AMOUNT DUE

\$375.39

Your account is overdue. If payment has been made, thank you and please disregard the following message.

Outstanding Balance	\$248.60	Due Now
Current Charges	\$126.79	Due August 4, 2023

To avoid any interruption in services and late fees, please pay immediately. If immediate payment is not received a \$20.00 processing fee may be applied to your account.

Immediate payment can be made through MyShaw.ca, the My Shaw app, by phone with credit card or Visa Debit, or in person at a Shaw retail location. Expect a delay of between 2 to 5 days for payments made through your financial institution.

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.



R Medicine
5-740 FRANKLIN ST S
THUNDER BAY ON P7E 1R9

YOUR ACCOUNT: **099-0015-3911**
AMOUNT DUE: **\$375.39**
DATE DUE: **August 04, 2023**

AMOUNT ENCLOSED:

SHAW CABLE
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



The Shaw Cable Joint Terms of Service ("TOS") will be amended as of August 3, 2023, to include changes to our Late Payment Fee structure. Late payment fees will increase from 2% to 3% per month and our account processing fees will increase from \$20.00 to \$50.00. Customers with an existing 2-Year ValuePlan as of August 3, 2023, will continue to see a 2% late payment fee and a \$20.00 account processing fee up until their contract expiry date, at which time they will be bound by the above late payment fee structure. Customers may request to receive an updated contract that reflects this change upon request at no charge.

Details of Your Current Charges

Late Payment Charge and Processing Fees

Late Payment Fee	2.49
Total Late Payment and Processing Fees	\$2.49

Current Monthly Services (04-Aug-23 to 03-Sep-23)

Fibre+ 150	95.00
Fibre+ Discount	-45.00
Advanced WiFi Modem Rental	10.00
Small TV	65.00
Crave	20.00
BlueCurve TV Player Rental	15.00
Total Current Monthly Services	\$160.00

Promotions

2-year ValuePlan BlueCurve TV Player Rental Promotion (expires 09-Jun-24)	-15.00
Internet & TV 2-year ValuePlan Agreement (expires 09-Jun-24)	0.00
Television Promotion (expires 09-Jun-24)	-25.00
ValuePlan Internet Promotion (expires 09-Jun-24)	-10.00
Total Promotions	\$-50.00



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

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 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.



Tax

NET HST (873690457RT)

14.30

Total Current Charges

\$126.79

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 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.

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.