



Multi-product

Understanding your invoice in the Customer Centre

Identify the important parts of your invoice and items that may cause your balance to vary.

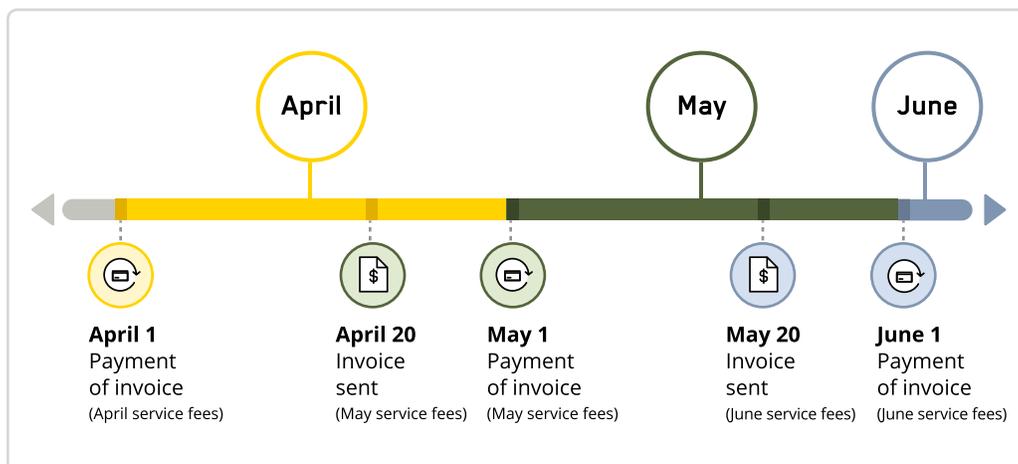
Your 4 invoice basics

- 1 Account number: Located at the top right of the invoice. It lets you associate a payment with your account and identify yourself when you contact us.
- 2 Invoice date: The date on which the invoice is generated (not the date on which it must be paid).
- 3 Invoice period: The period for which the services are billed to you. Your services are always billed in advance.
- 4 Current invoice due date or pre-authorized payment date: The date the invoice must be paid or the pre-authorized payment will be made if you've signed up for pre-authorized payment. This date is the same every month.

Invoice period	Description	Amount
From To		
INVOICE SUMMARY		
	Previous invoice	XXX.XX
	Previous balance	XXX.XX
	Payment rec'd - thank you	XX.XX
	Subtotal	
NOV 20 DEC 19 YYYY	Current services	
	Wireless	XX.XX
	Subtotal	XXX.XX
	Due date of current invoice	NOV 20, YYYY
	Amount to be paid	XXX.XX

Position of these 4 items on a sample invoice

General billing cycle



The usual invoice covers the coming month. It is sent on the 20th day of the billing cycle and is payable on the first day of the next cycle.

< For example, if your billing cycle starts on the first day of each month, it will run as follows:



For more information on the billing cycle, please visit our support site

