



Multi-product

Understanding your invoice in My Account

Identify the important parts of your invoice and the billing cycle for your services.

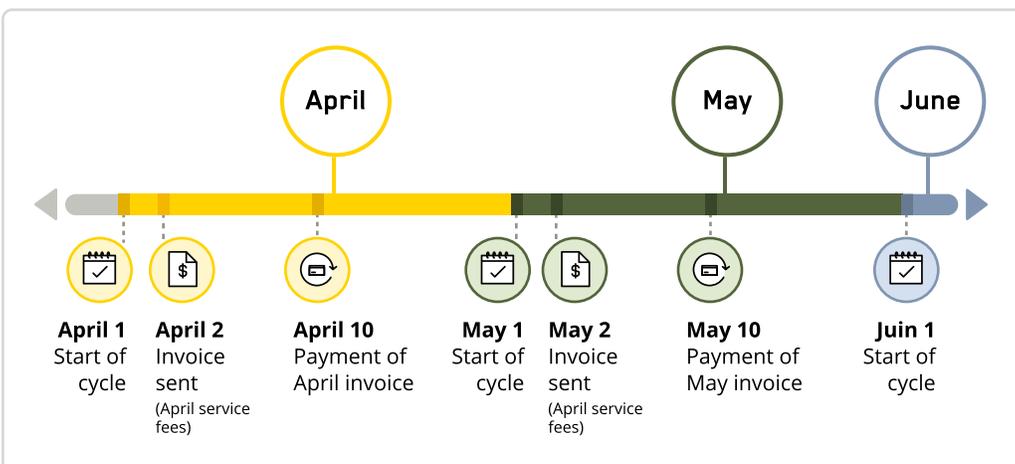
Your 4 invoice basics

- 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.

VIDEOTRON		Customer's name First name Last name	Address 123 rue Guy Belleville QC A1B 2C3	Account no. 10000234567
Summary		Invoice date November 11	Invoice period November 11 to December 10	
PREVIOUS INVOICE		CURRENT INVOICE		
Total due	XXX,XX \$	Helix Services	XXX,XX \$	
Payment	XXX,XX \$	123 RUE GUY	XXX,XX \$	
October 21 : Payment received	XXX,XX \$	Monthly fees	XXX,XX \$	
		Taxes	XXX,XX \$	
		GST	XXX,XX \$	
		QST	XXX,XX \$	
BALANCE	\$0.00	SUB-TOTAL	XXX,XX \$	
TOTAL PAYABLE				\$XXX,XX
				Pre-authorized payment date: November 21 Payment method: X

Position of these 4 items on a sample invoice

Billing cycle



The usual invoice covers the current month. It is sent at the start of the billing cycle and is payable on the 10th day of the 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

