

Your Last Bill

Previous balance	\$209.49
Adjustment(s)	
Jan 25 Credit: RHP - One Time Adj	-2.00
HST (862395381 RT0001)	-0.26
Adjustment(s):	-\$2.26
Payment(s)	
Jan 14 Payment Received - Thank You	-209.49
Payment(s):	-\$209.49
\$ Balance from your last bill (including taxes):	-\$2.26

Account Number: 4-5854-1232
 Invoice Number: 1192674621
 Invoice Date: Jan 31, 2013

Contact us

To sign up for new Rogers services or for Customer Service

Visit www.rogers.com
 1-888-ROGERS1 (1-888-764-3771)
 Fax: 1-800-709-9992

For Home Phone 24-hour repair service dial 611 from your Rogers Home Phone line or 1888-ROGERS1

For Rogers Cable 24-hour repair service
 1-800-738-7891

For Hi-Speed internet 24-hour technical help
 1-888-288-4663

Visit: help.yahoo.com/rogers

Write to us at
 Customer Relations
 100 Westmorland Street
 Moncton, NB E1C 0G1

Rogers Bulletin Board

INTRODUCING A NEW 437 AREA CODE FOR THE 416/647 REGION

Effective March 25, 2013, a new 437 area code will be introduced in the 416/647 region and you will need to dial the full 10-digit phone number when making a local call from any phone within area code 437 (the call remains rated as local). Note that there is no change to 9-1-1 or 411 calls. If you need more information, please contact us in any of the ways listed on page 2 of this invoice. Thank you.

How To Pay Your Rogers Bill

There are several ways you can pay your bill so choose a method that's convenient for you:

- Online at rogers.com/onlinebilling
- Automatically by pre-authorized chequing or credit card payment
- At any Rogers Plus store (please bring this invoice with you)
- By internet/telephone banking or at most financial institutions
- By calling *CARD (*2273) (it's a free call) from your Rogers wireless phone or 1-888-ROGERS1 from any phone.
- By cheque payable to the Rogers entity indicated on this invoice and mailing to:
 Rogers, PO Box 9100, Don Mills, ON, M3C 3P9.

Allow adequate time for your payment to reach us by mail or through a financial institution and be processed.

If payment is not received by us by the Required Payment date, it will be considered a delinquent amount and will be subject to a late payment charge of 2% per month, calculated and compounded monthly on the delinquent amount (26.82% per year) from the date of the first invoice on which the delinquent amount appears until the date we receive such amount in full.

To see our complete terms of service, visit rogers.com/terms or contact us.

Payable at major Chartered banks in Canada

Teller's Stamp

Account Number: 4-5854-1232
 Invoice Number: 1192674621
 Invoice Date: Jan 31, 2013

Savings
 You saved **\$119.50** on your Internet services.

**@ Internet Services for 4060 LAWRENCE AVE E
 UNIT 209
 CHRIS LAI**

Cable account reference: 239114922501

Regular charges

Dec 01 - Dec 31	Usage Charge(133GB@\$1.50/GB)	199.50
	Savings: \$100 Maximum Usage Charge Adj	-99.50
Feb 01 - Feb 28	Hi-Speed Extreme	64.99
	Savings: 20% Off Internet -12 Mths- ends Apr 24/13	-13.00
	Enhanced Home Gateway Rental	7.00
	Savings: 20% Off Internet -12 Mths- ends Apr 24/13	-7.00
Total before taxes:		\$151.99
	HST (862395381 RT0001)	19.76
Total for Internet:		\$171.75

**@ Cable TV Services for 4060 LAWRENCE AVE E
 UNIT 209
 CHRIS LAI**

Cable account reference: 239114922501

Regular charges

Feb 01 - Feb 28	Digital Terminal Rental	0.00
	Digital Services Fee	0.00
Total before taxes:		\$0.00
Total for Cable TV:		\$0.00

IMPORTANT INFORMATION ABOUT OUR CABLE TV NETWORK ENHANCEMENT & RELATED ANALOG CHANNEL CHANGES

Our Cable TV network enhancement from analog to digital is underway. There continues to be no changes to your digital services. Starting March 25, 2013, if you view Food Network, TELETOON (East) or Turner Classic Movies on any TV directly connected to a cable outlet (NO digital box or digital adaptor is connected) you will require a Digital Adapter which is available to you at no charge. If you do not watch these channels on any TV directly connected to a cable outlet, or if you have already ordered and connected your free Digital Adapter(s), then no further action is required at this time. All other aspects of your Rogers service(s) will remain the same. Please continue to refer to your bill for any future channel impacts. If you still need to order, for further details, or if you have any questions, kindly visit rogers.com/digitaladapter or call us at 1 800 530-4034. Thank you.

Home Phone Services for 416-283-9152**CHRIS LAI**Account Number: 4-5854-1232
Invoice Number: 1192674621
Invoice Date: Jan 31, 2013**Regular charges**

Feb 01 - Feb 28	Essentials Plan	30.50
	Savings: \$10 Off RHP - 12 Mths	-10.00
	9-1-1 Emergency Access Fee	0.22
	Message Relay (TTY)	0.19
	Standard Long Distance Plan	0.00
	Total before taxes:	\$20.91
	HST (862395381 RT0001)	2.72

SavingsYou saved **\$10.00** on your Home Phone services.***Your Plan includes:**

- MTA Equipment Rental

Total for Home Phone: \$23.63**IMPORTANT NOTICE ABOUT AN INCREASE TO YOUR ROGERS HOME PHONE RATE**

Effective the date of your next invoice, the monthly service fee for your Rogers Home Phone plan will increase by \$2/month plus applicable taxes (please see the Home Phone Services section of your last invoice for your current monthly service fee). If you currently have a promotion that offers you either a percentage or dollar discount off your current rate, it will remain in effect during the promotional period and you will receive the same discount off the new monthly service fee. The full new monthly service fee will apply effective the date after your discount ends. All other aspects of your Rogers Home Phone service will remain the same.

You may notice that the new monthly service fee for your Rogers Home Phone plan appears on this invoice, however, we have also credited you for the amount of the increase so that the increase does not take effect until your next invoice. We're sorry for the inconvenience.

For information on new and innovative calling features such as the ability to forward your Home Phone voicemail to your email or wireless phone visit rogers.com/homephonevoicemail.

Please see the Rogers Terms of Service previously provided to you and posted at rogers.com/terms or go to that webpage for any remedy available to you. If you wish to respond to this notice, please contact us in any of the ways listed on page 2 of this invoice. Thank you.

Type of call

DDL = Direct Dial

Account Number: 4-5854-1232
Invoice Number: 1192674621
Invoice Date: Jan 31, 2013**Long distance usage history**

Destination	Ending Nov 30	Ending Dec 31	Ending Jan 31
Canada	00:00 (Mins)	04:00 (Mins)	00:00 (Mins)
Total:	00:00 (Mins)	04:00 (Mins)	00:00 (Mins)

Account Number: 4-5854-1232
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📶 Wireless Services for 416-274-8668

LAWRENCE LAI

Regular charges

Ending Jan 31	Wireless usage	0.25
Feb 01 - Feb 28	250 Wkday & Unltd E/W Max Plan	28.00
	Savings: Monthly Service Fee	-10.00
	Savings: 12% Off Better Choice Bundles	-2.16
	Call Forwarding/Call Transfer	3.00
	Savings: Call Forwarding/ Call Transfer	-3.00
Total before taxes:		\$16.09
	HST (862395381 RT0001)	2.09


Total for Wireless: \$18.18

Savings
 You saved **\$15.16** on your Wireless services.

LEGEND

LD = Long Distance
 MMS = Multimedia Msg
 KB = Kilobyte
 MB = Megabyte
 GB = Gigabyte

Wireless service fees include gov't regulatory costs. For info visit: www.rogers.com/governmentcosts

 **DATA GUIDE**
 1 MB = 1024 KB
 1 GB = 1048576 KB
 1 GB = 1024 MB
 Visit rogers.com/dataguide for more information

Wireless usage summary ending Jan 31/13

Type of usage	Usage Description	You used	Unit of measure	Total cost (\$)
Text Msg	Canada & Roaming - Received	1	Msgs	0.25
Total Wireless Usage:				\$0.25