

# SAMPLE COVER PAGE

301102148

TELEPHONE NO: (250)000-0000

ACCOUNT NO: 301102148



**Bill At A Glance 08/01/2014**  
STEPHEN FIBRO

No Payments Received  
Previous Balance Due **128.16**

**SUMMARY BY SERVICE TYPE**

WATCH-TALK-SURF BUNDLE 115.96  
CITYWEST LONG DISTANCE 6.49

**CURRENT BILLING AMOUNT 122.45**

**Total Due: Please Pay This Amount 250.61**

Your summary for each type of service and charge associated with it will appear in the Bill At a Glance column

Previous Bill	Payments/Adj	Current Billing	Total Due
\$128.16	\$0.00	\$122.45	\$250.61

**MESSAGE CENTRE**

Payments received after 07-03 are not reflected on this bill.

Billing Inquiries: 1-800-442-8664 Repairs: 1-800-442-8664

The Bill Header section is a quick way to look at your previous and current amounts due, along with any payments or adjustments that had occurred in the past billing period

Look in the Message Centre to check for important notices from CityWest

Please return lower portion with your payment...retain upper portion for your records.



08/01/2014 000010  
12816  
STEPHEN FIBRO  
ACCOUNT NO: **301102148**  
TELEPHONE NO: **(250)000-0000**

Payment Due	Total Due
08/30/2014	\$250.61
Enter Amount Paid	

STEPHEN FIBRO  
1000 CITYWEST LANE  
TERRACE BC V0V 0V0

3 6

**CITYWEST CABLE & TELEPHONE**  
248 3RD AVENUE WEST  
PRINCE RUPERT BC V8J 1L1



# SAMPLE USAGE PAGE



248 3rd Ave W  
Prince Rupert BC V8J1L1  
1-800-442-8664  
citywest@cwct.ca  
www.citywest.ca

STEPHEN FIBRO  
ACCOUNT NO: 301102148  
TELEPHONE NO: (250)000-000  
BILL DATE: 08/01/2014  
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## MONTHLY USAGE FOR TELEPHONE: (250)000-0000

Description	Date	Quantity	Amount
Previous Balance Due			128.16
<b>WATCH-TALK-SURF BUNDLE</b>	<b>08/01-08/31</b>		<b>104.00</b>
GOODS & SERVICES TAX			5.20
PROVINCIAL SALES TAX			6.76
<b>WATCH-TALK-SURF BUNDLE SUBTOTAL</b>			<b>115.96</b>

On each of the pages you will notice the subscriber account information on the upper right-hand corner of the statement. Please ensure this information is correct.

The monthly usage section of the bill can be used to further explain changes associated with each service. Changes will be itemized for each type of service.

SUB-TOTAL	115.96
CITYWEST LONG DISTANCE TOTAL CHARGES	6.49
CURRENT BILLING AMOUNT	122.45
<b>Total Due For This Service:</b>	<b>250.61</b>

The carrier you have chosen for your long distance (InterLATA) calls is CITYWESTLD.  
The carrier you have chosen for your long distance (IntraLATA) calls is NO PIC.

# SAMPLE LONG DISTANCE PAGE

## CITYWEST LONG DISTANCE

STEPHEN FIBRO  
 ACCOUNT NO: 301102148  
 TELEPHONE NO: (250)000-0000  
 BILL DATE: 08/01/2014  
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### CITYWEST LONG DISTANCE USAGE FOR TELEPHONE: (250)000-0000

Billing Inquiries: (250)624-2111 Repairs: (250)624-2111

#### INDICATOR LEGEND

TC	TYPE OF CALL
DD	DIRECT DIAL - DAY RATE
C1	Talk for 5 Anytime

TC	TYPE OF CALL
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#### CITYWEST LONG DISTANCE DETAIL OF ITEMIZED CALLS

DATE	CONT	TC		TO PLACE AND NUMBER	MIN	AMOUNT
05-05	9:30am	DD	C1	PRINCEGRGE BC 250 xxx xxxx	1.0	.05
05-05	2:43pm	DD	C1	PRINCEGRGE BC 250 xxx xxxx	2.0	.10
05-05	2:46pm	DD	C1	PRINCEGRGE BC 250 xxx xxxx	1.0	.05
05-05	3:36pm	DD	C1	PRINCEGRGE BC 250 xxx xxxx	9.0	.45
05-05	4:44pm	DD	C1	NEWWTMNSTR BC 778 xxx xxxx	1.0	.05
05-05	4:49pm	DD	C1	VANCOUVER BC 604 xxx xxxx	3.0	.15
05-06	3:19pm	DD	C1	PRINCEGRGE BC 250 xxx xxxx	2.0	.10
05-06	3:21pm	DD	C1	PRINCEGRGE BC 250 xxx xxxx	1.0	.05
05-06	3:21pm	DD	C1	PRINCEGRGE BC 250 xxx xxxx	1.0	.05
05-06	3:22pm	DD	C1	PRINCEGRGE BC 250 xxx xxxx	6.0	.30
05-07	3:48pm	DD	C1	PRINCEGRGE BC 250 xxx xxxx	1.0	.05
05-07	3:52pm	DD	C1	PRINCEGRGE BC 250 xxx xxxx	8.0	.40

Toll detail is provided to you in this section. Calls are rated based on your Optional Calling Plan (if any) and your carrier rates.

250-624-9231 SUBTOTAL FOR 36.0 MINUTES = 1.80

21 CALL(S) FOR 59.0 MINUTE(S)  
 TALK FOR 5 ANYTIME 36.0 MINUTES USED 1.80

CITYWEST LONG DISTANCE SUBTOTAL 1.80

TAX - GOODS & SERVICES TAX .09

PROVINCIAL SALES TAX .07 .16

CITYWEST LONG DISTANCE TOTAL ITEMIZED CHARGES 1.96

The long distance detail legend will help to identify the type of call that was made from your phone as well as any Optional Calling Plans that were applied to the call.

# SAMPLE INSTRUCTIONS PAGE



STEPHEN FIBRO  
ACCOUNT NO: 301102148  
TELEPHONE NO: (250)000-0000  
BILL DATE: 08/01/2014  
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## Payment Options

- Automatically by pre-authorized banking or credit card payment on or around the 25<sup>th</sup> of each month
- By internet/telephone banking or at most financial institutions
- Online by credit card at [citywest.ca/my account](http://citywest.ca/myaccount)
- Online through the SmartHub mobile app
- By cheque payable to CityWest and mail to:  
CityWest, 248 3<sup>rd</sup> Ave W, Prince Rupert, BC V8J 1L1
- Credit card payments over the phone by calling 1(800)442-8664
- At any CityWest store

← This page shows you the methods you can use to pay your bill.

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

## Late Payment Charge

If payment is not received by CityWest by the required payment date, it will be considered a delinquent amount and will be subject to a late payment charge of 1.25% per month (16.07% per year).

## Billing

- Monthly services are billed one month in advance. Usage is billed in arrears. Service charges on your first invoice will be for the number of days in the first month that you were active.
- Customers who give CityWest reasonable advance notice (minimum 30 days) may terminate their service after expiry of the minimum contract period, which is one month commencing from the date the service is provided. For full details, please see sections 19 and 20 of our terms of service, which can be found on our website, here: <http://www.citywest.ca/about-us/legal/terms-of-service>

← Penalties & terms of service are briefly noted here

## CHANGE OF MAILING ADDRESS

NAME \_\_\_\_\_ Effective Date \_\_\_\_\_  
NEW ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ PROV \_\_\_\_\_ POSTAL CODE \_\_\_\_\_  
EMAIL ADDRESS \_\_\_\_\_

## CREDIT CARD PAYMENT

Please charge my  Visa  MasterCard  
Name on Credit Card \_\_\_\_\_  
Credit Card Number \_\_\_\_\_  
Credit Card Expiration Date \_\_\_\_\_ Credit Card PIN Number \_\_\_\_\_  
Authorized Signature (required) \_\_\_\_\_

You can also call us at  
1-800-442-8664  
to change your  
mailing address.