

Welcome to Bell Mobility.

Let's go through your first bill together.

Thank you for choosing Bell Mobility.

We appreciate your business and would like to take this opportunity to walk through your first bill. Your first bill may be higher than expected. This is because there may be one-time charges that won't show up on future bills.

What your first bill includes:

- Applicable one-time start-up charges (i.e., Start-up service Connection Charge).
- The monthly fee for the next month.
- Prorated or partial charges. These apply for the period from the date your phone was activated to your bill date.

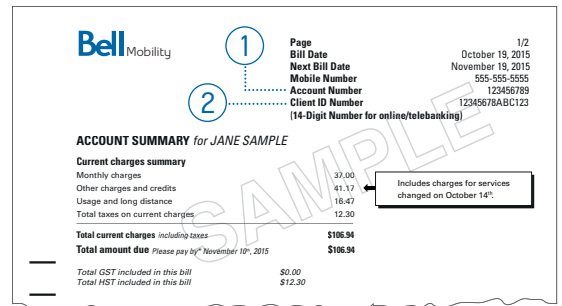
These items are explained in more detail in the following sections.



What you'll find on the first page:

- Account Number:** Use this number for MyBell registration. MyBell offers many Self serve account options. Sign up for paperless billing with e-bill. Visit bell.ca/mybell
- Client ID Number:** Use this number for online banking and telebanking.

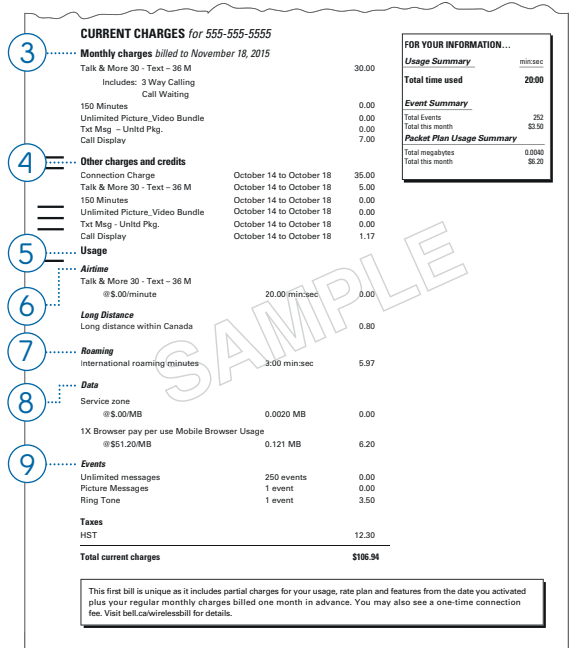
First Page



What you'll find on the following pages:

- Monthly charges:** Details your monthly rate plan and any features and services.
- Other charges and credits:** Details any one-time charges (Connection Charges, account transfer charges and phone number changes) and prorated charges.
- Usage:** This section details the previous month's usage, usage above your rate plan (i.e., overage), and pay-per-use items.
- Airtime:** Details total minutes used. Charges will appear if usage has exceeded the minutes in the rate plan.
- Roaming:** Details voice and data roaming usage outside of Canada.
- Data:** Details data usage – including Mobile Web Browser, email, downloading/using apps, BlackBerry® Messenger and other instant messages.
- Events:** Details events such as text, picture and video messages, ring tone purchases, game and app fees, music downloads, etc.

Current Charges Page



Important information about the prorated charges on your bill.

The prorated charge on your first bill represents a portion of your monthly service charge, and covers the period from the day your account was activated until your bill date (this charge appears in “Other charges and credits”). However, your services during this period are not prorated – which means you can take advantage of your full monthly allotment of services (e.g., number of text messages, amount of airtime minutes, etc.).

EXAMPLE

If your activation date is October 14th but your monthly bill date is on October 19th, there are five days (14th - 18th) that will be added to your first bill.

Prorated charge:

$$\begin{array}{r} \$30 \text{ monthly plan rate} \\ \div 30 \text{ days in the average month} \\ \times 5 \text{ days} \\ \hline \$5 \text{ charge (appears under} \\ \text{“Other charges and credits”)} \end{array}$$

A few final things to note.

Access your billing and service information 24/7 with any of our Self serve options:

1. Online: Log in at bell.ca/mybell
2. Mobile Browser™: Download the Self serve application, select the icon or launch the browser from your device (data charges may apply).
3. Phone: Dial *611 from your mobile phone.

Switch to e-bill.

Simply visit bell.ca/mybell to turn off your paper bill and register for e-bill.

For more information, see the reverse side of Page 1 of your bill or visit bell.ca/wirelessbill

