



Understanding your new TELUS Office Phone, Internet or Business Anywhere bill

We are pleased to provide you with this quick reference guide to help you understand your new TELUS Business bill.

Page 1 of the bill

Your TELUS statement
Mar 04, 2014 **1**

Questions? For customer service or bill inquiries, please refer to page 2 for contact information.

ABC COMPANY LTD Your Billing number **2** Your account number **3**
ABCCOMPANY 2 123456789 1

Total amount you owe.....\$856.49

Summary of your account (details start on page 3)

Previous charges and credits **4**

Amount of your last bill	\$660.80
Total payments processed	-190.75
Amount overdue from your last bill	470.05

New charges **5**

Bundles and Packages	338.00
Additional charges and credits	7.85
GST / HST (Registration 987654321)	16.91
PST and government levies	23.68
Total new charges	386.44

Total if received by Mar 25, 2014 **\$856.49** **6**

- 1 Bill date** – This is the date of when your bill was generated.
- 2 Your Billing Number** – You will need this number for any account inquiries.
- 3 Your Account number** – You will need this number to make a payment, and for any account inquiries. Some financial institutions require all 10 digits for payment.
- 4 Previous charges and credits** – This section describes the amount owed from your last bill, less any payments made.
- 5 New charges** – Current monthly charges for your TELUS products and services, other charges and credits such as 911 fees, late payment charges (if applicable), and taxes.
- 6 Total if received** – The sum of the "Previous charges and credits" and "New charges" sections. Payment must be received by the date shown to avoid any late payment charges on your next invoice.
- 7 Additional charges and credits** – Late payment fees may appear in this section if applicable.
- 8 Total amount you owe** – This is the total amount overdue from your last bill, including any applicable late payment fees.

Page 3 of the bill

Charges for ABC COMPANY LTD

ABC COMPANY LTD
100A MORGAN STREET
BRADFORD, ON A1B 4D5

Details of previous charges and credits

Amount overdue from your last bill	470.05
Amount of your last bill	\$660.80
Payment we processed on Feb 19 - Thank You	-190.75
Amount overdue from your last bill	\$470.05

Details of your new charges

7 Additional charges and credits **7.83**

Late payment charge on overdue amount of \$381.28	7.83
Total new charges for ABC COMPANY LTD	7.83
Total due for ABC COMPANY LTD	477.68 8

Summary of charges by phone number

Page #	Phone number	Previous charges and transfers in and out (\$)	Payments (\$)	Adjustments excluding taxes (\$)	New charges excluding taxes (\$)	Taxes and levies (\$)	Total (\$)
3	ABC COMPANY LTD	660.80	-190.75		7.83		477.68
4	(289) 555-1234				338.22	40.59	378.81
	Total amount you owe	660.80	-190.75	.00	345.85	40.59	856.49

Charges for (289) 555-1234 9	
ABC COMPANY LTD 100A MORGAN STREET BRADFORD, ON A1B 4D5	
Details of your new charges	
10 Bundles and Packages	338.00
<i>TELUS Business Anywhere Bundle*</i> includes: Office phone line High Speed Office Internet 2 Mobiles	
11	
Business Anywhere Plus Bundle (from Mar 03 to Apr 02)	235.00
Subscription Adjustment from Mar 01 to Mar 03	15.67
Business Anywhere Office Phone Add (from Mar 03 to Apr 02)	35.00
Subscription Adjustment from Mar 01 to Mar 03	2.33
View details of wireless charges at the end of invoice	
12	
Mobility Charges - up to Feb 21	\$50.00
Total TELUS Business Anywhere	\$338.00
13 Monthly services (from Mar 03 to Apr 02)	.00
1 Call Forwarding Variable*	.00
Additional charges and credits	
	.22
TELUS 9-1-1 Service* Mar 03	.22
Taxes and government levies	
	40.59
GST (Registration 987654321) at 5%	\$16.91
BC PST at 7%	23.68
Total taxes and government levies	\$40.59
14 Your total due for (289) 555-1234	378.81

9 Identifies which phone number or account the following detailed charges and credits are for.

10 Bundles and Packages – This section contains the bundles that you have subscribed to and associated monthly charges.

11 Subscription Adjustment – If you subscribed to a service in the middle of your billing period, you will see partial charges from the date of activation to the start of the current bill period. Please refer to our [FAQ page](#) for more information about partial billing.

12 Mobility charges – If you subscribe to Business Select or Business Anywhere, any additional mobility charges will be totalled here. Taxes for this amount will appear below under "Taxes and government levies".

13 Monthly services – This section contains the additional monthly services you have subscribed to and associated charges. This may include items such as calling features and business tools.

14 Your total due – The total amount due for your bundled service including any additional monthly services, additional charges and credits and any applicable taxes.

Note: For important messages from TELUS about rate changes, government regulation changes and special offers, please read "News from TELUS", located on the second page of your bill.

For more information about your bill, please visit [click here](#) or call **1-800-361-3311** (press 1, then 2 for business) 8am – 6pm MST, Monday to Friday.