

This invoice is issued by Rogers Communications Canada Inc.

INFORMATION ABOUT CUSTOMER SUPPORT

If you have a concern that was not resolved, then we invite you to submit a Share A Concern form (located at www.rogers.com/consumer/contactus/share-a-concern) and we'll respond within 1 business day. If you're not satisfied with the resolution by one of our management team members, then you also have the option to speak to our office of the president or even directly with the Ombudsman office. Do you have a complaint regarding a telecom or residential TV service that we haven't been able to resolve? The independent Commission for Complaints for Telecom-television Services (CCTS) may be able to assist you free of charge: www.ccts-cprst.ca or 1-888-221-1687.

IMPORTANT INFORMATION ABOUT WIRELESS 9-1-1 SERVICES

Any wireless phone registered on the Rogers Wireless network can be used to dial 9-1-1 for assistance in the case of an emergency. 9-1-1 calls are automatically routed to the most appropriate public safety agency. When calling 9-1-1, always provide your name, wireless phone number and the specific location you are calling from. Unlike wireline-based 9-1-1, the emergency operator does not immediately know your actual location until you provide this information. They may only be provided with the approximate geographic coordinates of your location. Leave your handset turned on after hanging up in case the 9-1-1 operator needs to call you back. Please do not program 9-1-1 into your speed dial as it can lead to accidental calls that take up valuable emergency resources. Calls to 9-1-1 from your wireless phone are subject to the same limitations as regular wireless calls. For example, if you are underground or too far from a wireless network antenna, the quality of your call may be affected, or you may not be able to connect to the network. To review all the Wireless 9-1-1 Information, visit www.rogers.com/911

Contact us

If you've gone through your bill and still have questions...



Visit rogers.com/contactus



Call **1-888-ROGERS-1**
(1-888-764-3771) - or **611** free
from your Rogers phone - Daily
from 7am to 12am EST



Write to:
Rogers, 100 Westmorland Street
Moncton, NB
E1C 0G1

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 9 Digit Account Number, PO Box 8878 STN Terminal,
Vancouver, BC, V6B 0H6.
Allow adequate time for your payment to reach us by mail or through a financial institution and be processed.

If we do not receive payment by the Required Payment Date, it will be subject to a late payment charge of 3% per month. This late payment charge will accrue on a daily basis and will be calculated and compounded monthly on the outstanding amount (42.58% per year) from the date of the first bill on which it appears until the date we receive that 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

Wireless Home Phone 604-620-2502

ANITA STENNER

Monthly charges	Aug 10 - Sep 09	\$
Additional Line WHP		13.00
Enhanced Voicemail		0.00
Name Display		0.00
Total monthly charges		13.00
Total before taxes		13.00
GST: 815781448		0.65
PST		0.91
Total for Wireless Home Phone 604-620-2502		\$14.56

Unless otherwise stated, all voice minutes, messages and wireless internet details set out above and/or in your agreement refer to usage on our network (i.e. within Canada and to a Canadian number, as applicable).



Your services include:

Additional Line WHP

- Unlimited Canada-wide Calling
- Call Display with Name Display
- Enhanced Voicemail
- Call Forwarding
- Call Waiting
- Conference Calling
- Wireless Home Phone price plan and SIM may only be used with a Wireless Home Phone device.

Wireless 778-668-7781

ANITA STENNER

Monthly charges	Aug 10 - Sep 09	\$
ShareEverything 6GB-Prem Tab		125.00
Savings: Monthly Service Fee		-15.00
iPhone Value Pack		7.00
Enhanced VM included in Plan		0.00
Total monthly charges		117.00

Usage summary	Ending Aug 09, 2019	
Usage type	You used	\$
Voice (S) Unlimited Shared Minutes	810:00 min:sec	✓
Voice Unlimited Eve & Wknd Minutes	25:00 min:sec	✓
Long Distance Charges		5.10
Data (S) 6GB Shared Data - Included	1.64 GB	✓
Msg (S) Messaging Bundle - Sent	51 msgs	✓
Text Msg Canada & Roaming - Received	61 msgs	✓
Canada to/from US or Intl - Incl - Sent	7 msgs	✓
Total usage		5.10

Total before taxes	122.10
GST: 815781448	6.11
PST	8.55

Total for Wireless 778-668-7781	\$136.76
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Legend: (S) Shared Services | ✓ No charge

For full details of usage on this service, see page 5

Unless otherwise stated, all voice minutes, messages and wireless internet details set out above and/or in your agreement refer to usage on our network (i.e. within Canada and to a Canadian number, as applicable).

You saved \$15.00 on your Wireless services this bill.

- Your services include:**
- ShareEverything 6GB-Prem Tab**
- Unlimited Canada-Wide Calling
 - Unlimited Canada-Wide Sent & Received Text, Picture & Video Messages
 - Call Display with name display
 - Enhanced Voicemail
 - 2500 Call Forwarding Mins
 - Conference Calling
 - Call Waiting
 - 6GB Shared Data
- iPhone Value Pack:**
- Unlimited US & International Text, Picture & Video Messages
 - Preferred US & Intl LD Rate
 - Visual Voicemail
 - 35 Voice Messages
 - Name Display
 - WhoCalled
 - \$5 Discount towards Device Protection for premium devices (applicable to charges of \$10 or greater)

For your complete billing details including talk, text and data usage please visit rogers.com/myrogers.

Your detailed usage

Here are the full details of your usage this month, broken down by service.

Detailed usage for Wireless 778-668-7781

ANITA STENNER

Wireless voice usage details

Date	Time	Call type	From	To	Location called	Rate period	Length (min:sec)	Cost per min (\$)	Airtime charges (\$)	LD/other rate (\$)	LD/other charges (\$)	Total charges (\$)
Wed Jul 10	12:02	OUT	VANCOUVER BC	800-959-8281	1-800 CALL	WD	2:00	0.00	-	-	-	✓
	12:06	OUT	VANCOUVER BC	800-959-8281	1-800 CALL	WD	1:00	0.00	-	-	-	✓
	12:10	OUT	VANCOUVER BC	800-959-8281	1-800 CALL	WD	4:00	0.00	-	-	-	✓
Thu Jul 11	09:15	OUT	VANCOUVER BC	800-959-8281	1-800 CALL	WD	26:00	0.00	-	-	-	✓
	10:52	OUT	VANCOUVER BC	604-209-5646	NEWWTMNSTR BC	WD	2:00	0.00	-	-	-	✓
	10:55	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	6:00	0.00	-	-	-	✓
Fri Jul 12	08:57	INC	INCOMING		VANCOUVER BC	WD	17:00	0.00	-	-	-	✓
	16:40	INC	INCOMING		VANCOUVER BC	WD	1:00	0.00	-	-	-	✓
Mon Jul 15	09:19	INC	INCOMING		VANCOUVER BC	WD	21:00	0.00	-	-	-	✓
	09:58	OUT	VANCOUVER BC	647-881-0199	TORONTO ON	WD	11:00	0.00	-	-	-	✓
	11:23	OUT	VANCOUVER BC	604-316-3064	CHILLIWACK BC	WD	1:00	0.00	-	-	-	✓
	11:28	INC	INCOMING		VANCOUVER BC	WD	3:00	0.00	-	-	-	✓
	11:47	OUT	VANCOUVER BC	604-277-3161	RICHMOND BC	WD	7:00	0.00	-	-	-	✓
	12:07	INC	INCOMING		VANCOUVER BC	WD	15:00	0.00	-	-	-	✓
	13:53	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	1:00	0.00	-	-	-	✓
	17:26	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	16:00	0.00	-	-	-	✓
Tue Jul 16	08:48	INC	INCOMING		VANCOUVER BC	WD	48:00	0.00	-	-	-	✓
	10:37	INC	INCOMING		VANCOUVER BC	WD	10:00	0.00	-	-	-	✓
	11:10	INC	INCOMING		VANCOUVER BC	WD	8:00	0.00	-	-	-	✓
Wed Jul 17	11:13	OUT	VANCOUVER BC	604-277-3161	RICHMOND BC	WD	6:00	0.00	-	-	-	✓
	11:18	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	1:00	0.00	-	-	-	✓

Detailed usage for Wireless 778-668-7781 continues on the next page >

Detailed usage for Wireless 778-668-7781 continued...

Date	Time	Call type	From	To	Location called	Rate period	Length (min:sec)	Cost per min (\$)	Airtime charges (\$)	LD/other rate (\$)	LD/other charges (\$)	Total (\$)
Thu Jul 18	08:38	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	25:00	0.00	-	-	-	✓
	09:46	OUT	VANCOUVER BC	800-983-8472	1-800 CALL	WD	1:00	0.00	-	-	-	✓
	11:39	INC	INCOMING		VANCOUVER BC	WD	1:00	0.00	-	-	-	✓
	14:04	OUT	VANCOUVER BC	604-278-1212	RICHMOND BC	WD	2:00	0.00	-	-	-	✓
	14:06	OUT	VANCOUVER BC	613-998-6362	OTTAWAHULL ON	WD	12:00	0.00	-	-	-	✓
Fri Jul 19	09:48	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	15:00	0.00	-	-	-	✓
	10:06	INC	INCOMING		VANCOUVER BC	WD	8:00	0.00	-	-	-	✓
	11:10	OUT	VANCOUVER BC	604-707-2273	VANCOUVER BC	WD	2:00	0.00	-	-	-	✓
	11:12	OUT	VANCOUVER BC	604-277-2611	RICHMOND BC	WD	3:00	0.00	-	-	-	✓
	11:15	OUT	VANCOUVER BC	604-707-2273	VANCOUVER BC	WD	2:00	0.00	-	-	-	✓
	12:47	INC	INCOMING		VANCOUVER BC	WD	5:00	0.00	-	-	-	✓
	15:51	INC	INCOMING		VANCOUVER BC	WD	3:00	0.00	-	-	-	✓
Mon Jul 22	08:06	INC	INCOMING		VANCOUVER BC	WD	12:00	0.00	-	-	-	✓
	12:03	OUT	VANCOUVER BC	604-726-9882	VANCOUVER BC	WD	1:00	0.00	-	-	-	✓
Tue Jul 23	08:50	INC	INCOMING		VANCOUVER BC	WD	12:00	0.00	-	-	-	✓
	12:23	INC	INCOMING		VANCOUVER BC	WD	3:00	0.00	-	-	-	✓
	12:35	INC	INCOMING		VANCOUVER BC	WD	2:00	0.00	-	-	-	✓
	12:41	INC	INCOMING		VANCOUVER BC	WD	10:00	0.00	-	-	-	✓
Wed Jul 24	10:31	INC	INCOMING		VANCOUVER BC	WD	15:00	0.00	-	-	-	✓
	08:44	OUT	VANCOUVER BC	800-983-8472	1-800 CALL	WD	29:00	0.00	-	-	-	✓
Thu Jul 25	10:50	OUT	VANCOUVER BC	888-247-2262	1-888 CALL	WD	3:00	0.00	-	-	-	✓
	11:25	INC	INCOMING		VANCOUVER BC	WD	26:00	0.00	-	-	-	✓
	08:48	OUT	VANCOUVER BC	406-698-4291	BILLINGS MT	WD	25:00	0.00	-	0.10	2.50	2.50
Fri Jul 26	09:17	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	13:00	0.00	-	-	-	✓
	10:04	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	3:00	0.00	-	-	-	✓

Detailed usage for Wireless 778-668-7781 continues on the next page >

Detailed usage for Wireless 778-668-7781 continued...

Date	Time	Call type	From	To	Location called	Rate period	Length (min:sec)	Cost per min (\$)	Airtime charges (\$)	LD/other rate (\$)	LD/other charges (\$)	Total (\$)
	12:51	OUT	VANCOUVER BC	800-863-7500	1-800 CALL	WD	29:00	0.00	-	-	-	✓
Sat Jul 27	09:59	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	NW	25:00	0.00	-	-	-	✓
Mon Jul 29	09:36	OUT	VANCOUVER BC	604-707-2273	VANCOUVER BC	WD	1:00	0.00	-	-	-	✓
	16:08	OUT	VANCOUVER BC	604-247-8900	RICHMOND BC	WD	3:00	0.00	-	-	-	✓
Tue Jul 30	10:09	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	39:00	0.00	-	-	-	✓
	14:57	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	1:00	0.00	-	-	-	✓
	14:59	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	10:00	0.00	-	-	-	✓
Thu Aug 01	09:04	INC	INCOMING		VANCOUVER BC	WD	13:00	0.00	-	-	-	✓
	11:12	OUT	VANCOUVER BC	305-484-9573	PERRINE FL	WD	25:00	0.00	-	0.10	2.50	2.50
	11:36	OUT	VANCOUVER BC	305-484-9573	PERRINE FL	WD	1:00	0.00	-	0.10	0.10	0.10
	14:27	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	15:00	0.00	-	-	-	✓
	15:16	INC	INCOMING		VANCOUVER BC	WD	3:00	0.00	-	-	-	✓
Mon Aug 05	11:44	OUT	VANCOUVER BC	604-273-6068	RICHMOND BC	WD	2:00	0.00	-	-	-	✓
Tue Aug 06	09:28	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	4:00	0.00	-	-	-	✓
	10:15	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	2:00	0.00	-	-	-	✓
	10:43	OUT	VANCOUVER BC	888-934-1758	1-888 CALL	WD	4:00	0.00	-	-	-	✓
	10:58	INC	INCOMING		VANCOUVER BC	WD	1:00	0.00	-	-	-	✓
	10:58	INC	INCOMING		VANCOUVER BC	WD	2:00	0.00	-	-	-	✓
	11:19	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	2:00	0.00	-	-	-	✓
	11:21	OUT	VANCOUVER BC	604-273-6068	RICHMOND BC	WD	5:00	0.00	-	-	-	✓
	11:26	OUT	VANCOUVER BC	604-266-7610	VANCOUVER BC	WD	3:00	0.00	-	-	-	✓
	11:32	INC	INCOMING		VANCOUVER BC	WD	2:00	0.00	-	-	-	✓
	11:37	INC	INCOMING		VANCOUVER BC	WD	2:00	0.00	-	-	-	✓
	11:41	INC	INCOMING		VANCOUVER BC	WD	6:00	0.00	-	-	-	✓
	11:53	OUT	VANCOUVER BC	604-266-7610	VANCOUVER BC	WD	3:00	0.00	-	-	-	✓
	12:03	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	9:00	0.00	-	-	-	✓
	12:15	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	1:00	0.00	-	-	-	✓

Detailed usage for Wireless 778-668-7781 continues on the next page >

Detailed usage for Wireless 778-668-7781 continued...

Date	Time	Call type	From	To	Location called	Rate period	Length (min:sec)	Cost per min (\$)	Airtime charges (\$)	LD/other rate (\$)	LD/other charges (\$)	Total (\$)
	13:12	OUT	VANCOUVER BC	866-263-8325	1-866 CALL	WD	14:00	0.00	-	-	-	✓
	17:30	OUT	VANCOUVER BC	604-316-3064	CHILLIWACK BC	WD	1:00	0.00	-	-	-	✓
	17:33	INC	INCOMING		VANCOUVER BC	WD	19:00	0.00	-	-	-	✓
Wed Aug 07	11:53	INC	INCOMING		VANCOUVER BC	WD	42:00	0.00	-	-	-	✓
	13:03	OUT	VANCOUVER BC	604-370-3132	RICHMOND BC	WD	15:00	0.00	-	-	-	✓
Thu Aug 08	09:05	INC	INCOMING		VANCOUVER BC	WD	45:00	0.00	-	-	-	✓
	10:08	INC	INCOMING		VANCOUVER BC	WD	1:00	0.00	-	-	-	✓
	10:09	INC	INCOMING		VANCOUVER BC	WD	1:00	0.00	-	-	-	✓
	14:25	OUT	VANCOUVER BC	800-769-2512	1-800 CALL	WD	8:00	0.00	-	-	-	✓
	14:39	INC	INCOMING		VANCOUVER BC	WD	2:00	0.00	-	-	-	✓
	15:01	OUT	VANCOUVER BC	250-218-2434	COURTENAY BC	WD	1:00	0.00	-	-	-	✓
Fri Aug 09	12:03	OUT	VANCOUVER BC	866-263-8325	1-866 CALL	WD	7:00	0.00	-	-	-	✓
Total							835:00			\$5.10	\$5.10	

Legend: NW = Weeknight/Weekend | WD = Weekday | INC = Incoming local call | OUT = Outgoing Call |
 ✓ No charge

Wireless data usage details

Your total of 1,727,132 KB equals 1.64 GB

Date	Roaming	Data type	You used	\$
Wed Jul 10		WI	4603 KB	✓
Thu Jul 11		WI	87733 KB	✓
Fri Jul 12		WI	17 KB	✓
Sat Jul 13		WI	78018 KB	✓
Sun Jul 14		WI	137110 KB	✓
Mon Jul 15		WI	34 KB	✓
Tue Jul 16		WI	441 KB	✓
Wed Jul 17		WI	14221 KB	✓
Thu Jul 18		WI	55519 KB	✓
Fri Jul 19		WI	10219 KB	✓
Sat Jul 20		WI	49543 KB	✓
Sun Jul 21		WI	103734 KB	✓
Mon Jul 22		WI	162 KB	✓
Tue Jul 23		WI	118184 KB	✓
Thu Jul 25		WI	1455 KB	✓
Fri Jul 26		WI	2010 KB	✓

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Account number
5-0271-3795

Bill number
2059161013

Bill date
Aug 09, 2019

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Detailed usage for Wireless 778-668-7781 continued...

Date	Roaming	Data type	You used	\$
Sat Jul 27		WI	31976 KB	✓
Sun Jul 28		WI	325120 KB	✓
Mon Jul 29		WI	13316 KB	✓
Tue Jul 30		WI	268 KB	✓
Wed Jul 31		WI	260 KB	✓
Thu Aug 01		WI	2848 KB	✓
Fri Aug 02		WI	3307 KB	✓
Sat Aug 03		WI	108202 KB	✓
Sun Aug 04		WI	426886 KB	✓
Mon Aug 05		WI	11213 KB	✓
Tue Aug 06		WI	204 KB	✓
Wed Aug 07		WI	68684 KB	✓
Thu Aug 08		WI	69831 KB	✓
Fri Aug 09		WI	2014 KB	✓
Total			1727132 KB	\$0.00

Legend: WI = Wireless Internet | ✓ No charge

