

Invoice Guide

This simple guide will help you interpret your bill.

Should you have any questions about the new format, please contact your Account Consultant or the Customer Service number printed on your invoice.

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1 Master Account Number: 000000
Account Name: Customer Name
Invoice Date: 02/01/2021 Invoice Number: 11111111
Total Amount Due: \$469.19

2 Contact us:
Customer Service: 888-288-2273 CANcustomerservice@allstream.com www.allstream.com

3 MONTHLY INVOICE SUMMARY

Account History	
Previous Balance	0.00
Payments Applied	0.00
Balance Forward	\$0.00
Summary of Current Charges	
Monthly Service	211.50
Usage Based Service	14.40
Other Charges & Fees	230.58
Taxes & Surcharges	12.71
Current Charges - Due on 03/01/2021	\$469.19

4 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.

GST/HST: 860985993RT0001
Manitoba PST: 284720-S
British Columbia PST: PST-1002-2807
Quebec GST: 1087447029
Saskatchewan PST: 1768423

5 Payment Due By: 03/01/2021 Total Amount Due: \$469.19 Amount Enclosed: \$

Account Number: 000000
Account Name: Customer Name
Invoice Date: 02/01/21
Invoice Number: 11111111

Send Payments to the Address Below
ALLSTREAM BUSINESS INC
C/O 14622
P.O. BOX 4622, STN A
TORONTO, ON M5W 0J9


000104948100172896290073452100000000469192

- 1. Account Information** - A dedicated section summarizing your account details to ensure you will always have quick and easy access to this information.

We are introducing new account numbers. Please make note of your new Account Number and its associated product(s), as you will need to reference it with any payment processing communications with Allstream.
- 2. Allstream Contact Information** - If you have questions regarding your invoice or would like to inquire about our other products and services, you have all the contacts, numbers and emails you will need for any support and inquiry-related issues.
- 3. Summary of Charges** - A high-level summary of your monthly account charges. This includes Account History, which covers balances and payments applied, and a Summary of Current Charges, which covers monthly service, usage and partial month charges, credits, and a summary of taxes and surcharges.

If you have a new invoice date, which can be found below on the remittance slip, you may notice some proration charges in the Monthly Invoice Summary section of your invoice. You can find this information in the Partial Month Charges section of the invoice.
- 4. Bill Message Centre** - This is your message centre, where you will see important messages and notifications from Allstream.
- 5. Payment Remittance** - Invoices include a remittance slip. If you are mailing in your payment, the remittance slip must be printed and included with your payment cheque. When it comes to making a payment, you have options. In addition to mailing in your payment, you can also go to the my.allstream.com customer portal to make your payment online.

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Master Account Number 0000000
 Account Name Customer Name
 Invoice Date 02/01/2021 Invoice Number 11111111
 Total Amount Due \$469.19

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6 MONTHLY INVOICE SUMMARY


Linked Account Summary

Acct. No.	Location	Amount
0000000	CUSTOMER NAME	241.03
0000001	Service Location 1	213.70
0000002	Service Location 2	14.46

Total for Master Account \$469.19

6. Monthly Invoice Summary - If you have multiple locations, you will see the Summary Detail for each of your locations. These details can be found in the following pages.

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Master Account Number 0000000
 Account Name Customer Name
 Invoice Date 02/01/2021 Invoice Number 11111111
 Total Amount Due \$469.19

MASTER ACCOUNT INFORMATION
 SERVICE LOCATION: MASTER ACCOUNT ADDRESS

7 Description of Charges

8 Monthly Service

Description	Number	Service Date	Quantity	Unit Charge	Total
Account Fee		02/01/21 to 02/28/21	1	9.95	9.95
Monthly Service Sub Total					\$9.95
Other Charges and Fees					
Description	Number	Service Date	Quantity	Unit Charge	Total
2DR Bldg. Ass't	0000005	01/11/21	230	58	230.58
Other Charges and Fees Sub Total					\$230.58
Taxes and Surcharges					
Description					Total
Glove and Service Tax (GST)					0.50
Taxes and Surcharges Sub Total					\$0.50
Total					\$241.03

Questions regarding your invoice? Contact us:

Customer Service	888-288-2273	Website	www.allstream.com
Repair	866-282-0111	Email	CANcustomerservice@allstream.com
ISP Support	866-871-1114		

7. Service Location - If you have multiple locations, each location will have its own Description of Charges.

8. Description of Service - On this page, you will see a list of charges broken out by the products/services you have with Allstream, based on location.

If your invoice includes partial month charges, they appear on your invoice when your service is initiated or when new services are added in the middle of a billing cycle. These charges begin the date your new service started and run up to the date your recurring monthly service charges begin.



Linked Account Number 0000001
 Master Account Number 0000000
 Linked Account Name Service Location 1
 Invoice Date 02/01/2021 Invoice Number 111111111
 Total Amount Due \$213.70

9

LINKED ACCOUNT SUMMARY

ACCOUNT NUMBER: 000001
 SERVICE LOCATION: SERVICE LOCATION 1 ADDRESS

Total for Account
\$213.70

Description of Charges

Monthly Service

Description	Number	Service Date	Quantity	Unit Charge	Total
Business Line Hunting	555-555-5555	02/01/21 to 02/28/21	1	72.63	72.63
911			1	0.10	0.10
Message Relay Service			1	0.11	0.11
Message Manager			1	9.95	9.95
Total 555-555-5555					\$92.79
Business Line No Hunting	555-555-5555	02/01/21 to 02/28/21	1	59.17	59.17
911			1	0.10	0.10
Message Relay Service			1	0.11	0.11
Total 555-555-5555					\$59.38
Business Line No Hunting	555-555-5555	02/01/21 to 02/28/21	1	59.17	59.17
911			1	0.10	0.10
Message Relay Service			1	0.11	0.11
Total 555-555-5555					\$59.38
Monthly Service Sub Total					\$201.55

Usage Based Service

Description	Number	Calls	Minutes	Total
Basic Intra-state Long Distance	555-555-5555	5	7.4	0.12
Basic Intra-state Long Distance	555-555-5555	12	27.9	0.37
Basic Intra-state Long Distance	555-555-5555	6	6.7	0.13
Usage Based Service Sub Total		23	42.0	\$0.63

Taxes and Surcharges

Description	Total
Goods and Service Tax (GST)	10.20
911 Municipal	1.32
Taxes and Surcharges Sub Total	\$11.52
Total	\$213.70

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9. **Linked Account Summary** - This section provides you with your service location details.

10. **911 Municipal** - If you see this section on your invoice, it is a fee administered by provincial, territorial and municipal governments to support emergency responder systems.