

Understanding your Koodo bill is simple.

Confused about your bill? Read on and things will be clear in no time.

Just a heads-up: Your first monthly bill includes charges from your activation date to your first regular billing date, plus the next full month in advance. After that, your bill will have your regular monthly charges.

- A. Total Amount Due:** What you owe on this bill. Payments are due on receipt.
- B. Your Last Bill:** Any payments and adjustments made since your last bill.
- C. Other Charges and Credits:** Premium charges, like calling a Rep to change your plan or the \$2 paper charge. Avoid these and other fees by using Self Serve at koodomobile.com/selfserve
- D. Koodo Tab:** The details of your Tab, including Koodo's contribution and your contribution. Plus, it shows any adjustments or repayments, if applicable. Want more info, check out koodomobile.com/help
- E. Partial Charges:** Partial charges from your activation/change date to your billing date. You'll only see this when you first activate your phone or change your plan or add-ons.
- F. Monthly Plan:** Your monthly plan's price.
- G. Total Monthly and Other Charges:** This is the total cost of your monthly plan, any pro-rated charges and depending on where you live, provincial or municipal 911 fees.
- H. Add-ons:** Cost of your add-ons.
- I. Roaming Charges:** Charges for using your phone while in the U.S. or abroad.
- J. Data and Other Services:** If you've used more than your included data, all usage and charges will appear here.
- K. Local Airtime:** Over your monthly airtime limit? You'll see charges here.
- L. Long Distance:** Your Canadian, U.S. or international long distance charges. With a Canada-wide plan, you'll see the minutes you've used in a particular month, but you will not incur long distance charges.
- M. Total with Taxes:** All applicable federal and provincial taxes.

Note: Find service details under **Mobile services** (page 3 of your bill). Call details are free when you sign up for E-Bill at koodomobile.com/selfserve

Your Koodo bill		koodo TM
November 05, 2014		
MR. JOHN SMITH Account number: 00000000		
Account summary – turn over for details		
Balance forward from your last bill		\$0.00
This reflects payments of \$114.50		
New charges		
Mobile services	\$144.95	
Other charges and credits	\$2.00	
Taxes	\$18.84	
Total new charges		\$165.79
A Total due		\$165.79
Previous charges and payments		
B Amount due on your last bill	\$114.50	
Payment received Oct 31 – Thank you	-\$114.50	
Balance forward from your last bill		\$0.00
Other charges and credits		
Paper Bill Charge	\$2.00	
Total other charges and credits		\$2.00
Taxes		
HST-ON	\$18.84	
Total taxes		\$18.84
MR. JOHN SMITH Charges for 123 456-7890		
D Your Koodo Tab		
Opening Tab Balance	-\$300.00	
Koodo Contribution	\$21.29	
Your Contribution (Tab Charge)	\$5.00	
Closing Tab Balance	-\$273.71	
E Partial charges		
CAN Data 500MB 500 min \$42 (Nov 3 – Nov 5)	\$4.20	
Total partial charges		\$4.20
Monthly and other charges		
F CAN Data 500MB 500 min \$42 (Nov 6 – Dec 5)	\$42.00	
Tab Charge	-\$5.00	
G Total monthly and other charges		\$47.00
H Add-ons (Nov 6 – Dec 5)		
Int'l Dialing & LD Saver	\$3.00	
Total add-ons		\$3.00
Usage charges For usage that exceeds your minimum monthly charge		
I Roaming Txt Msg – Received	\$4.20	
Total used 7 (Msg)		
Roaming Txt Msg – Sent	\$7.20	
Total used 12 (Msg)		
J Data Usage – PDA	\$50.00	
Total used 1,439.128 (MB)		
K Local Airtime – Phone	\$19.00	
Additional usage 38:00 (MIN)		
Total used 697:00 (MIN)		
L Long Distance – US / Int'l Phone	\$5.85	
Additional usage 116:55 (MIN)		
Total used 116:55 (MIN)		
Roaming – US / Int'l Phone	\$4.50	
Additional usage 3:00 (MIN)		
Total used 3:00 (MIN)		
Total usage charges		\$90.75
Total before taxes		\$144.95
HST-ON	\$18.84	
M Total for 123 456-7890, with taxes		\$163.79

Watch out for important Koodo info here!