



For clear answers to all your billing questions, visit **fido.ca/faqbilling**.

We want to be
completely
transparent
about how we bill **you**



100%



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We know your first bill isn't always clear. That's why we've created a list of frequently asked questions to help address any confusion.

What's my billing period?

Your billing period runs for one month and ends on the "invoice date" listed on the top right-hand corner of your invoice.

For example, if your invoice was dated May 12, your billing period began on April 13.

Why are there partial charges on my invoice?

Your activation date and billing period don't always start on the same date. When this happens, your allotted usage is prorated and you'll see partial charges on your invoice covering the period between your activation date and your invoice date.

Using our previous example, if you activated a \$25 plan with 100 minutes on May 5, you'd see a partial charge for your price plan of \$6.66 and have 27 minutes of airtime to use:

(\$25	÷	30 days)	x	8 days	=	\$6.66
	Monthly price plan		Number of days per month			May 5 th to May 12 th		Partial charge for price plan
(100 minutes	÷	30 days)	x	8 days	=	27 minutes
	Monthly minutes		Number of days per month			May 5 th to May 12 th		Allotted minutes

How are my services invoiced?

Your first bill includes fees for the next month of service. If you exceed your monthly usage limits, the extra charges will be listed on your next invoice in the "Regular Charges" section.

So again, that May 12 invoice would include monthly plan and add-on fees for the period of May 13 to June 12 as well as any additional usage fees from April 13 to May 12.

How do I make sure I don't exceed my usage limits?

Track your airtime, data and messaging usage from your Fido phone – just launch the mobile Internet and click on **My Account**.

When do I have to pay my invoice?

Your required payment date is listed on the top right hand corner of your invoice. You can pay your bill online or from your Fido phone through **My Account**.

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