

## **Frequently asked questions about your Bell Mobility bill**

### **What are prorated/partial charges?**

In addition to your regular monthly charges which are billed one month in advance, your bill will include charges for your usage, rate plan and features from the date you activated or if changes were made to your account.

For example: if your bill date is the 19th of each month and you activated or made changes to your account on the 17th of the month you will see partial charges for the 2 days (17th & 18th) before your bill date.

### **What are other charges and credits?**

Other charges and credits include any applicable one-time charges such as a connection charge or prorated/partial charges for any services or features you may have added or deleted during your bill cycle.

### **Why am I charged for additional usage?**

Additional usage charges are incurred on any services you use outside of your regular monthly rate plan.

### **When are payments required in order to be processed before the next bill date?**

Please pay by the date indicated on page 1 of your bill to allow for payment processing before the next bill date. To inquire about same day payments or other payment methods, refer to the back of your bill.

### **How do I make a payment via Internet or online banking?**

You'll need your Client ID number located at the top of each page of your bill. Your Client ID number is 14 characters in length.

### **How do I set up my online account?**

1. Go to [bell.ca/register](http://bell.ca/register).
2. Create your profile by filling all the required fields and select Continue.
3. Complete the Link your account form by choosing Mobility under the Separate bills section. Select Continue.
4. Enter your Mobile number and select Continue.
5. Enter your 9-digit account number\* and your Statement day\* (bill date). Select Continue.

6. A pop-up message will confirm your email address. Click OK if your email address is valid.

Your registration to My Bell is now complete. You can now see your bill or make changes to your account.

If you have more than one service with Bell, simply click Link another account on the My Bell page at anytime.

### **How do I make payments online via My Bell?**

1. Go to [bell.ca/mybell](http://bell.ca/mybell) and enter your username and password. If you've forgotten your username and password, click on Forgot your username and password.
2. On the My Bell page, under Common Tasks, click on Pay my Bill.
3. Select either Pre-authorized chequing or Pre-authorized credit card payment.
4. Complete the pre-authorization Web form with your chequing (debit) or credit card information.
5. Click Submit.

Pre-authorized payment registration will be effective within 24 hours of submitting your request.

### **How are taxes calculated?**

Tax laws require us to calculate the tax individually on every charge including every call made. Applicable taxes are calculated on individual charges and may vary based on the province where you live or where calls are placed to and from.

### **Why do text messages and data usage not reflect the correct time on my bill?**

Time indicated on the invoice for Text Messaging is always Eastern Standard Time; however, Mobile Browser, 1X Data and RIM usage on an invoice are shown in GMT (Greenwich Mean Time – world time) and not the time the usage was actually incurred. The servers use GMT as a universal standard and cannot be modified to reflect the different time zones.