



# Understanding Your Quadro Communications Bill Layout

Below you will find an easy to understand description of the most important areas on our statement. If you have any questions, please contact a Customer Service Representative at: **519-229-8933**, Toll-Free **1-800-265-4983**, email: [customer.care@quadro.net](mailto:customer.care@quadro.net)

The **Bill Header** section is a quick way to look at your previous and current balance due, along with any payments or adjustments that occurred during the past bill cycle.

Your Quadro Account Number

## Page One of Your Bill

000010300579

TELEPHONE NO: (519)229-5555

ACCOUNT NO: 10300579



### Bill At A Glance 03/06/2022

DOE JOHN & JANE

BALANCE FROM LAST BILLING 118.72  
Payment Received - Thank You 02-28 118.72CR  
**Previous Balance Due .00**

#### SUMMARY BY SERVICE TYPE (Includes Taxes)

TELEPHONE SERVICES 26.49  
INTERNET SERVICE 67.74  
CELLULAR WIRELESS 11.30CR  
EQUIPMENT RENTAL 11.24  
QUADRO LONG DISTANCE .00  
QUADRO CELLULAR 147.80

**CURRENT BILLING AMOUNT 241.97**

The **Bill at a Glance** column is where you will find your summary for each type of service and associated charges.

Previous Bill	Payment/Adj	Current Billing	Total Due
\$118.72	\$118.72CR	\$241.97	\$241.97

#### MESSAGE CENTRE Important messages from Quadro and about your account are in this box.

Total Taxes included in statement:  
Harmonized Sales Tax \$27.

Quadro's HST# is 139767677

If payment is not received by 03-28 a 1.25% late pay charge will be applied to unpaid balances.

Payments received after the bill due date may not be reflected on this statement.

A \$25.00 charge will be applied for returned cheques or declined credit card payments.

Make secure payments using your Credit Card or update your pre-authorized credit card information by calling 1-833-699-1833. You will need to know your account number when calling.

KNOW YOUR RIGHTS! What the CRTC's Wireless code means to you. Visit [quadro.net/your-rights-as-a-wireless-consumer](http://quadro.net/your-rights-as-a-wireless-consumer)

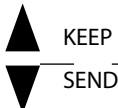
**Watch for important messages from Quadro and about your account in this box.**

You will also find your total taxes here.

## Introducing tv



### TV & INTERNET IN ONE AFFORDABLE PACKAGE



Please return lower portion with your payment...retain upper portion for your records

Phone • Internet • TV • Cellular • Computer Repair • Network Setup • Business Phone Systems

03/06/2022 000000

DOE JOHN ROBERT  
ACCOUNT NO: 10300579  
TELEPHONE NO: (519)229-5555

Payment Due	Total Due
03/28/2022	\$241.97
Enter Amount Paid	



Quadro Communications  
PO Box 101  
Kirkton ON N0K 1K0

QUADRO COMMUNICATIONS  
PO BOX 101  
KIRKTON ON N0K 1K0

DOE JOHN & JANE  
PO BOX 101  
1864 ROAD 164  
KIRKTON ON N0K 1K0

4 1867



## ABOUT YOUR BILL & PAYMENT CHANGES

Payments for Quadro services are due on the 28<sup>th</sup> of each month. We bill for the current month so your first bill will likely display prorated charges. You may pay your bill by pre-authorized bank draft, credit card or via telephone banking, in person with Debit, cash or cheque.

### YOU CAN ALSO VIEW YOUR BILL ONLINE BY JOINING SMARTHUB, follow the instructions below;

- With your Quadro bill in hand, go to [www.quadro.net](http://www.quadro.net)
- Click on the icon at the top right hand side of the screen
- You will need to enter the following information:
  - Your Quadro account number (found on the top right corner of your bill, beginning with "103")
  - Your Last Name or Business Name as stated on your bill
  - An active email address
- Follow the prompts to assign two security questions to help reset your password, if ever needed.
- You will then receive an email with your temporary password to login to SmartHub. Following your initial login you will be required to establish a secure password containing a combination of numbers, uppercase letters, lowercase letters and symbols.
- On the next screen input a security word that will display as an extra visual security check when making payments online.
- You are now registered for SmartHub!

# Understanding Monthly Usage



DOE JOHN  
ACCOUNT NO: 10300579  
TELEPHONE NO: (519)229-5555  
BILL DATE: 03/06/2022  
Page: 3 of 6

## MONTHLY USAGE FOR TELEPHONE NO: (519)229-5555

Description	Date	Quantity	Amount
Previous Balance Due			.00
<b>TELEPHONE SERVICES</b>	<b>03/06-04/05</b>		
ENHANCED 911 SERVICE - CLEC		1 @ 0.15	.15
BELL CANADA RELAY SERVICE - CLEC		1 @ 0.13	.13
PRIVATE RESIDENTIAL LINE ST MARYS		1 @ 23.16	23.16
HARMONIZED SALES TAX			3.05
<b>TELEPHONE SERVICES SUBTOTAL</b>			<b>26.49</b>
	<b>(519)229-5555 TOTAL</b>		<b>26.49</b>

## SUMMARY FOR: (999)101-1234

<b>INTERNET SERVICE</b>	<b>03/06-04/05</b>		
INTERNET 25		1 @ 59.95	59.95
HARMONIZED SALES TAX			7.79
<b>INTERNET SERVICE SUBTOTAL</b>			<b>67.74</b>
<b>EQUIPMENT RENTAL</b>	<b>03/06-04/05</b>		
MANAGED WI-FI EXPERIENCE		1 @ 9.95	9.95
HARMONIZED SALES TAX			1.29
<b>EQUIPMENT RENTAL SUBTOTAL</b>			<b>11.24</b>
	<b>(999)101-1234 TOTAL</b>		<b>78.98</b>
SUB-TOTAL			105.47
QUADRO LONG DISTANCE TOTAL CHARGES			.00
CURRENT BILLING AMOUNT			105.47

## QUADRO CELLULAR

### QUADRO CELLULAR USAGE FOR TELEPHONE: (519)555-1234

TC	TYPE OF CALL	INDICATOR	LEGEND	TC	TYPE OF CALL
MW	MOBILE WEB			TX	TEXT MESSAGE
MW	MOBILE WEB				
TX	TEXT MESSAGE				

### QUADRO CELLULAR CHARGES AND CREDITS

OTTAWA SMARTPAY PROMO 3 02/17 - 03/16	40.00
HARMONIZED SALES TAX	5.20
<b>QUADRO CELLULAR CHARGES &amp; CREDITS</b>	<b>45.20</b>

### QUADRO CELLULAR DETAIL OF ITEMIZED CALLS

CONT	TC	TO PLACE AND NUMBER	MIN	AMOUNT
<b>SUMMARY OF WIRELESS USAGE &amp; CHARGES</b>				
		MESSAGES	MINUTES	CHARGES
<b>SUMMARY OF FEATURE USAGE AND CHARGES</b>				
USAGE		MBYTES/MSGS		CHARGES
TEXT MESSAGES		9.0		0.00
INTERNET/MESSAGING		19.6		0.00
<b>TOTAL USAGE</b>				<b>0.00</b>

QUADRO CELLULAR SUBTOTAL	.00
QUADRO CELLULAR CHARGES & CREDITS	45.20
<b>QUADRO CELLULAR TOTAL ITEMIZED CHARGES</b>	<b>45.20</b>

The **Monthly Usage** section of your bill will be used to further explain charges associated with each of your individual services. Charges will be itemized for each type of service.



DOE JOHN  
ACCOUNT NO: 10300579  
TELEPHONE NO: (519)229-5555  
BILL DATE: 03/06/2022  
Page: 4 of 6

## QUADRO LONG DISTANCE

### QUADRO LONG DISTANCE USAGE FOR TELEPHONE NO: (519)229-5555

TC	TYPE OF CALL	INDICATOR	LEGEND	TC	TYPE OF CALL
DN	DIRECT DIAL - NIGHT RATE			DD	DIRECT DIAL - DAY RATE
UN	Unlimited Canada/US				

### QUADRO LONG DISTANCE CHARGES AND CREDITS

03-06	UNLIMITED LONG DISTANCE CANADA/US		9.95
	HARMONIZED SALES TAX	1.29	1.29
	<b>QUADRO LONG DISTANCE CHARGES &amp; CREDITS</b>		<b>11.24</b>

### QUADRO LONG DISTANCE DETAIL OF ITEMIZED CALLS

DATE	CONT	TC	TO PLACE AND NUMBER	MIN	AMOUNT
02-05	8:36am	DN UN	BELLEVILLE ON 613 555 5555	69.0	.00
02-08	10:20am	DD UN	BELLEVILLE ON 613 555 5555	17.0	.00
02-09	9:25am	DD UN	PORTCREDIT ON 905 555 5555	5.0	.00
02-14	12:01pm	DD UN	BELLEVILLE ON 613 555 5555	23.0	.00
02-16	10:16am	DD UN	PORTCREDIT ON 905 555 5555	1.0	.00
02-23	9:09am	DD UN	BELLEVILLE ON 613 555 5555	46.0	.00
<b>519-229-5555 SUBTOTAL FOR 161.0 MINUTES =</b>					<b>.00</b>

6 CALL(S) FOR 161.0 MINUTE(S)

### UNLIMITED LONG DISTANCE CANADA/US 161.0 MINUTES USED

QUADRO LONG DISTANCE SUBTOTAL	.00
QUADRO LONG DISTANCE CHARGES & CREDITS	.00
<b>QUADRO LONG DISTANCE TOTAL ITEMIZED CHARGES</b>	<b>.00</b>

Your bill may vary from the sample bill provided. You may see additional pages based on your personal usage or the number of services on your account. If you have specific questions, please call our office at 519-229-8933.

Each of these pages you will notice your account information in the upper right hand corner of the statement. Please ensure that this information is correct.

The long distance detail legend will help you to identify the type of call that was made from your phone as well as any long distance plans that were applied to the call.

This section displays the monthly fee for your long distance plan (if any) and your Quadro rates.

Long distance details is provided to you in this section. Calls are rated according to the Long Distance plan you are subscribed to.

The bottom of each call detail page will have a sub-total listed for all the calls made. The final page will display the total of all long distance charges not covered in your plan and the taxed applied (if applicable)

Please read these boxes to help you understand the different sections of your bill.



Understanding Your  
Quadro Communications  
Bill Layout