

Understanding the Long Distance Page

HAY COMMUNICATION CO-OPERATIVE

JANE SMITH
ACCOUNT NO: 10600593
TELEPHONE NO: (519)236-1234
BILL DATE: 04/01/2010
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HAY USAGE FOR TELEPHONE NO: (519)236-1234

INDICATOR LEGEND

TC	TYPE OF CALL	TC	TYPE OF CALL
DN	DIRECT DIAL - NIGHT RATE	DD	DIRECT DIAL - DAY RATE
AC	AROUND THE CLOCK		

HAY DETAIL OF ITEMIZED CALLS

DATE	CONT	TC	TO PLACE AND NUMBER	MIN	AMOUNT
01-30	10:24am	DN AC	WOODSTOCK ON 519 539 8470	15.0	.75
02-02	9:47am	DD AC	CLINTON ON 519 482 3468	1.0	.05
02-02	1:36pm	DD AC	GODERICH ON 519 524 8689	3.0	.15
02-03	11:14am	DD AC	CLINTON ON 519 482 3468	1.0	.05
02-03	7:37pm	DN AC	WOODSTOCK ON 519 539 8470	10.0	.50
02-03	8:52pm	DN AC	TORONTO ON 416 644 3665	1.0	.05
02-04	3:57pm	DD AC	TORONTO ON 416 644 3665	8.0	.40
02-07	10:50am	DN AC	WOODSTOCK ON 519 539 8470	3.0	.15
02-09	7:51am	DN AC	KITCHEWTRL ON 519 502 5240	1.0	.05
02-10	7:30pm	DN AC	GODERICH ON 519 524 8158	30.0	1.50
02-11	9:59pm	DN AC	AIRDRIE AB 403 948 3828	53.0	2.65
02-12	1:18pm	DD AC	GODERICH ON 519 524 4480	1.0	.05
02-12	1:19pm	DD AC	GODERICH ON 519 524 7251	3.0	.15
02-14	8:02pm	DN AC	MT CLEMENS MI 586 263 3240	2.0	.10
02-16	6:48pm	DN AC	MT CLEMENS MI 586 263 3240	8.0	.40
02-23	1:18pm	DD AC	BURLINGTON ON 289 288 4217	3.0	.15

16 CALL(S) FOR 143.0 MINUTE(S)

AROUND-THE-CLOCK ELIGIBLE CALLS AT DDD RATES	26.47		
TOTAL SAVINGS	19.32		
AROUND-THE-CLOCK DDD CALLS TO CANADA	6.65		
AROUND-THE-CLOCK DDD CALLS TO US	0.50		
AROUND-THE-CLOCK TOTAL	7.15	7.15	
HAY SUBTOTAL		7.15	
HAY TOTAL ITEMIZED CHARGES		7.15	

PRINTED ON RECYCLABLE PAPER

On each of the pages you will notice the customer 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 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 will also display the monthly fee for your long distance plan (if any) and your Hay rates.

Long distance detail is provided to you in this section. Calls are rated based on your long distance plan (if any) and your Hay rates.

The bottom of each call detail page will have a sub-total listed for the calls made. The final page will display the total of all long distance charges and the taxes applied (if applicable).

Read the Red Boxes to help you understand the different sections of your bill.



Your bill may vary from the samples provided. You may see additional pages based upon your personal usage or the number of services on your account. If you have specific questions, please call our office at 519-236-4333. For information on receiving your bill on-line, go to our website at www.hay.net, My Account Tab.




Understanding Your Hay Communications Bill Layout

Below you will find an easy to understand description of the most important areas. If you have questions, please call us at 519-236-4333.

The **Bill Header** section is a quick way to look at your previous and current due along with any payments or adjustments that had occurred in the past period.

Page One of Your New Bill



Bill At A Glance 04/01/2010
JOHN DOE

BALANCE FROM LAST BILLING	99.07
Payments Received - Thank You	02-21 99.07CR
Previous Balance Due	.00

SUMMARY BY SERVICE TYPE

Local Service	26.97
Equipment Rental	.00
Internet Services	31.45
Special Services	.00
Hay Communications LD	41.71
Residence Calling Features	4.52
CURRENT BILLING AMOUNT	104.65
Total Due: Please Pay This Amount	104.65


TELEPHONE NO: (519)237-1234 ACCOUNT NO: 10300579

Previous Bill	Payments/Adj	Current Billing	Total Due
\$99.07	\$99.07CR	\$104.65	\$104.65

MESSAGE CENTER
Total Taxes included in statement:
Goods and Services Tax \$4.74
Provincial Sales Tax \$5.19

Watch for important messages from Hay Communications in this box. You will also find your total taxes here.

Your **Summary** for each type of service and charge associated will display in the **Bill at a Glance** column.



HAY COMMUNICATION CO-OPERATIVE
72863 BLIND LINE
ZURICH ON N0M 2T0

JOHN DOE
RR 2
DASHWOOD ON N0M 1N0

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

Telephone Cellular Digital TV Internet Security Systems Business Phone Systems

Mailing Address Change on Back


Payment Due	Total Due
04/10/2010	\$104.65

Enter Amount Paid

04/01/2010

JOHN DOE
ACCOUNT NO: 10300579 RS
TELEPHONE NO: (519)237-1234

HAY COMMUNICATION CO-OPERATIVE
72863 BLIND LINE
ZURICH ON N0M 2T0



If you mail your payment each month, please tear off this **Remittance Stub** and include it with your payment. Please do not staple the payment to the stub. On the reverse of this tear off portion is a **Pre-authorized Payment** form for your convenience.

Understanding Monthly Usage

HAY COMMUNICATION CO-OPERATIVE

MONTHLY USAGE FOR TELEPHONE NO: (519)236-1234

Description	Date	Quantity	Amount
<i>SUMMARY FOR: 9997234</i>			
Previous Balance Due			.00
Local Service	04/01-04/30		
911 SERVICE		1 @ 0.24	.24
ACCESS CHARGE INDIVIDUAL - RESIDENCE		1 @ 23.50	23.50
RELAY SERVICE		1 @ 0.13	.13
Goods & Services Tax			1.19
Provincial Sales Tax			1.91
Local Service SUBTOTAL			26.97
Residence Calling Features	04/01-04/30		4.00
ITEMS INCLUDED IN ARE:			
CALL DISPLAY NUMBER - RESIDENCE			
CALL DISPLAY NAME - RESIDENCE			
Goods & Services Tax			.20
Provincial Sales Tax			.32
Residence Calling Features SUBTOTAL			4.52
(519)236-1234 TOTAL			31.49
<i>SUMMARY FOR: 9997771 (999) 200-1234</i>			
Internet Services	04/01-04/30		
DSL LIGHT INTERNET ACCESS		1 @ 29.95	29.95
Goods & Services Tax			1.50
Internet Services SUBTOTAL			31.45
(999)100-3265 TOTAL			31.45
SUB-TOTAL			62.94

JANE SMITH
ACCOUNT NO: 10714591
TELEPHONE NO: (519)236-1234
BILL DATE: 04/01/2010
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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.