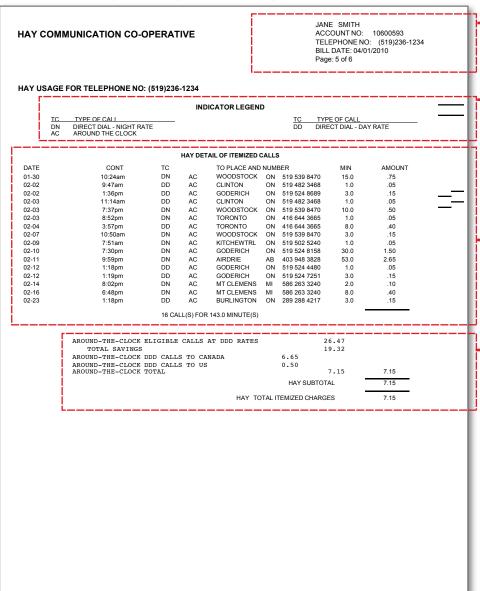
Understanding the Long Distance Page



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.

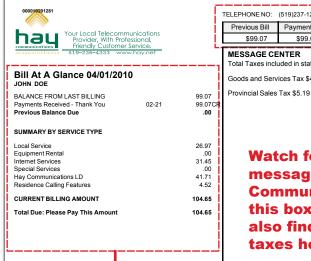


Understanding
Your Hay
Communications
Bill Layout

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



TELEPHONE NO: (519)237-1234 ACCOUNT NO: 10300579 Total Due Previous Bill Payments/Adj Current Billing \$99.07 \$99.07CR \$104.65 \$104.65 MESSAGE CENTER

Total Taxes included in statement Goods and Services Tax \$4.74

> **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.

nau

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

04/01/2010 JOHN DOE ACCOUNT NO: 10300579 RS TELEPHONE NO: (519)237-1234

Payment Due Total Due Enter Amount Paid

HAY COMMUNICATION CO-OPERATIVE 72863 BLIND LINE ZURICH ON NOM 2TO

JOHN DOE 3 6 RR 2 DASHWOOD ON NOM 1NO

HAY COMMUNICATION CO-OPERATIVE

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		JANE SMITH ACCOUNT NO: 10714591 TELEPHONE NO: (519)236-1234 BILL DATE: 04/01/2010 Page: 3 of 6		
MONTHLY USAGE FOR TELEPHONE NO: (519)2				
Description	Date	Qua	ntity	Amount
SUMMARY FOR : 9997234				-
Previous Balance Due				.00
Local Service	04/01-04/30			
911 SERVICE	04/01-04/30	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 Provincial Sales Tax				.20 .32
Residence Calling Features SUBTOTAL			=	4.52
			(519)236-1234 TOTAL	31.49
SUMMARY FOR : 9997771 (999) 200-1234				
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
will be associ	onthly Usage so used to further of ated with each co es. Charges will	explain o	charges —— ndividual ——	