


# Understanding your Virgin Plus internet monthly bill

<Date>



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<FIRST NAME><LAST NAME>  
<ADDRESS 1>  
<ADDRESS 2>  
<CITY>, <PROVINCE> <POSTAL CODE>

Account number: <XXXXXX>

**2 Your monthly internet bill.**

Description	Amount
Unlimited Internet 500 (Apr 6 - May 5, 2024)	\$100.00
Wi-Fi Pod Rental (Quantity: 1) (Apr 6 - May 5, 2024)	\$5.00

3

Subtotal	\$105.00
HST (ON) - 100458652RT0001	\$XX

4

<b>Amount due:</b>	<b>&lt;\$XX.XX&gt;</b>
<b>Pre-authorized payment on:</b>	<b>&lt;DATE&gt;</b>

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If you have any questions, call us at 1-855-343-5651.

**Thanks,**  
Virgin Plus

To get more information, view your bill in French or to change your language preference, log in to [myinternet.virginplus.ca](http://myinternet.virginplus.ca)

We're always here to listen and help. If you have concerns about your services, visit [virginplus.ca/legal](http://virginplus.ca/legal) or call us at 1-855-343-5651. Do you have a complaint regarding a telecom or residential TV service that we haven't been able to resolve? The independent Commission for Complaints for Telecom-television Services (CCTS) may be able to assist you free of charge: [ccts-cprst.ca](http://ccts-cprst.ca) or 1 888 221-1687.

Payments can be made by pre-authorized credit or debit. Virgin Plus Unlimited Internet Terms of Service can be found at [virginplus.ca/legal](http://virginplus.ca/legal). Virgin Plus, 15 Asquith Avenue, 6th Floor, Toronto, ON, M4W 1J7.

Your monthly bill contains important information regarding your account, your services and payment details.

## 1 Account information

- **Date sent** indicates the date your bill was created and sent.
- The **primary account holder's name**, plus the billing and mailing address we have on file for your account.
- Your **account number** quickly identifies your account when speaking with a customer care rep.

## 2 Description of charges

### Service / fee description

- The charges for this billing period separated into different elements, such as monthly service charges, hardware rental fees, service or bundle discounts and one-time fees.

### Billing period

- Services are billed monthly. Your specific service dates are displayed in brackets following each description. Services are billed one month in advance.

### Partial month billing

- When adding or changing services, you may be charged for a partial billing period – from the date the service is added or changed to the end of your current billing period. Since services are billed one month in advance, you will also be charged for the next month. Subsequent bills will be for one month only.

## 3 Payment summary information

- Subtotal of all charges for this billing period.
- Taxes applied as required by federal and provincial governments.
- Total due for this billing period.

## 4 Notice of total amount and date your credit card will be charged or funds will be withdrawn from your bank account (depending on payment preferences you have selected).

## 5 Unlimited internet customer care contact information.



To update your account or payment info, go to **My internet**. For help setting up My internet, visit [supportinternet.virginplus.ca](http://supportinternet.virginplus.ca).