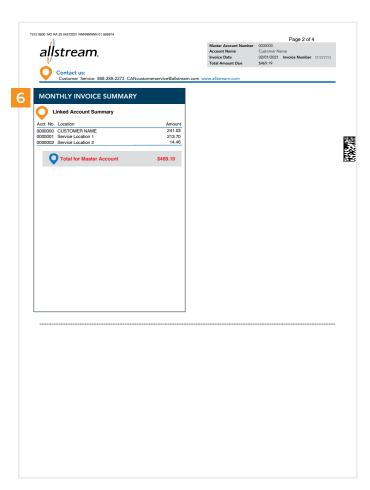
Invoice Guide

This simple guide will help you interpret your bill.

Should you have any questions about the new format, please contact your Account Consultant or the Customer Service number printed on your invoice.



- **1. Account Information -** A dedicated section summarizing your account details to ensure you will always have quick and easy access to this information.
 - We are introducing new account numbers. Please make note of your new Account Number and its associated product(s), as you will need to reference it with any payment processing communications with Allstream.
- 2. Allstream Contact Information If you have questions regarding your invoice or would like to inquire about our other products and services, you have all the contacts, numbers and emails you will need for any support and inquiry-related issues.
- 3. Summary of Charges A high-level summary of your monthly account charges. This includes Account History, which covers balances and payments applied, and a Summary of Current Charges, which covers monthly service, usage and partial month charges, credits, and a summary of taxes and surcharges.
 - If you have a new invoice date, which can be found below on the remittance slip, you may notice some proration charges in the Monthly Invoice Summary section of your invoice. You can find this information in the Partial Month Charges section of the invoice
- **4. Bill Message Centre -** This is your message centre, where you will see important messages and notifications from Allstream.
- 5. Payment Remittance Invoices include a remittance slip. If you are mailing in your payment, the remittance slip must be printed and included with your payment cheque. When it comes to making a payment, you have options. In addition to mailing in your payment, you can also go to the my.allstream.com customer portal to make your payment online.

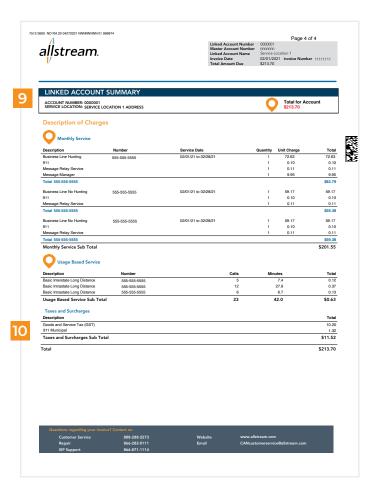


6. Monthly Invoice Summary - If you have multiple locations, you will see the Summary Detail for each of your locations. These details can be found in the following pages.



- 7. Service Location If you have multiple locations, each location will have its own Description of Charges.
- **8. Description of Service -** On this page, you will see a list of charges broken out by the products/services you have with Allstream, based on location.

If your invoice includes partial month charges, they appear on your invoice when your service is initiated or when new services are added in the middle of a billing cycle. These charges begin the date your new service started and run up to the date your recurring monthly service charges begin.



- **9. Linked Account Summary -** This section provides you with your service location details.
- **10. 911 Municipal -** If you see this section on your invoice, it is a fee administered by provincial, territorial and municipal governments to support emergency responder systems.