



223 BRUCE AVENUE, KINCARDINE, ON N2Z 2P2
GST # R102837267

Now available on our website
www.tnt21.com
"KCTV Account Access"
You can view your KCTV account information online! All you need is your account number

Billing Questions Please Call:
(519) 398-8880 or (800) 265-3064

This area is used for KCTV messages, including information about upcoming Pay-Per-View Events

AVOID LATE AND NSF CHARGES, BE CONSCIOUS OF YOUR DUE DATE!
THIS IS A SAMPLE CUSTOMER BILL.

Account Number	Due Date
123-456789	

Account Summary			
Cable Subscriber	Payments through:		
123 Cable Ave	Previous balance	\$99.99	
Kincardine, ON, N2Z 2P2	Payments	-\$99.99	
	After Payments	\$0.00	

Current Month Activity			
Date	Description of Service		Amount
01/MM/YEAR	Auto Payment		-\$99.99
01/MM/YEAR	BASIC	10/1..10/31	\$26.95
01/MM/YEAR	CABLE MODEM RENTAL	10/1..10/31	\$3.00
01/MM/YEAR	DIGITAL BAS	10/1..10/31	\$3.00
01/MM/YEAR	DIGITAL SPORTS PACKAGE	10/1..10/31	\$4.95
01/MM/YEAR	DISCOUNT PLAT. FM/DIG	10/1..10/31	-\$5.10
01/MM/YEAR	DISCOVERY HEALTH	10/1..10/31	\$1.95
01/MM/YEAR	FM RADIO SERVICE	10/1..10/31	\$2.10
01/MM/YEAR	HI-SPEED	10/1..10/31	\$31.95
01/MM/YEAR	PLATINUM SERVICE	10/1..10/31	\$17.00
01/MM/YEAR	RENTAL DCT 700	10/1..10/31	\$2.95
01/MM/YEAR	TSN- HD/ SPORTSNET- HD	10/1..10/31	\$2.00
	GST		\$4.54
	PST		\$4.70

Service Address:
Cable Subscriber
123 Cable Ave
Kincardine, ON, N2Z 2P2

Please detach at the perforation, and enclose this portion with your payment. Thank you!

Due Date	Account No.	Previous Bal.	Payments	Current Charges	Amount Due	Amt Enclosed
	123-456789	\$99.99	-\$99.99	\$99.99	\$99.99	\$

Please indicate the amount enclosed, do not send cash!
Please make cheque or money order payable to:



Understanding Your Kincardine Cable Bill

We have prepared this guide to help you understand your Kincardine Cable bill. If you are still unsure about your bill after reading this guide, you can reach our office at (519) 396-8880 or (800) 265-3064.

Section 1 – Account Number and Due Date

Use this account number when making enquiries about your services, paying bills or accessing your account information on-line via our website www.tnt21.com

Any payments received after the due date are subject to a \$5.00 late fee.

Section 2 – Account Summary

This section is a summary of your account providing you with your previous balance, previous payment and balance forward or remaining balance outstanding from your last bill.

Section 3 – Current Month Activity

In this section you are provided with a breakdown of your charges. This includes your Regular Cable and or Internet charges, equipment rental, pro-rated charges, and any credits if applicable. Also any Pay-per-View movies and/or events and video on demand from the previous month are listed here as well.

See the **next page** for some billing examples that explain such topics as **Packages charges, Pro-Rated charges, Promotional Credits, and Pay-per-view charges.**



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Examples:

The following are explanations on the description of services.

INTERNET EXAMPLE 1

01/8/2009 HI-SPEED (NO CABLE)	01/8..31/8	\$33.95
24 Month Internet Promotion		-\$7.00

If you are a first time internet subscriber, your bill will show the full amount for your internet service with the appropriate credit listed below.

INTERNET EXAMPLE 2

14/7/2009 PURCHASE MODEM DISCOUNTED AMOUNT		-\$50.00
14/7/2009 Purchase Cable Modem (Full Price)		\$99.95
14/7/2009 HI-SPEED (Pro-rated amount)	14/7..31/7	\$18.55
01/8/2009 HI-SPEED (Regular Monthly Amount)	01/8..31/8	\$31.95

This example shows HI-SPEED internet added to the account on the 14th of July. This amount is pro-rated. It is the partial charge from the 14th of July until 31st of July. The regular monthly amount is listed below. If a cable modem is purchased the full amount will appear on your bill with the discounted amount shown above.

ANALOGUE CABLE TV EXAMPLE

If you have the FM RADIO SERVICE the charge will appear on your bill. If you have the PLATINUM SERVICE you will be credited back the FM RADIO SERVICE CHARGE under DISCOUNT PLATINUM/FM. Regardless of the cable package you have, your bill will always breakdown BASIC cable and then list the additional charge(s) for any package(s) you have on top of that.

DIGITAL CABLE EXAMPLE

08/7/2009 PPV: UFC 100 Pay-per-view		\$49.99
19/7/2009 PPV: Underworld		\$3.99
01/8/2009 DIGITAL PAK COMBO	01/8..31/8	-\$8.10
01/8/2009 BASIC	01/8..31/8	\$26.95
01/8/2009 DIGITAL BASIC	01/8..31/8	\$3.00
01/8/2009 DIGITAL FUN PACKAGE	01/8..31/8	\$4.95
01/8/2009 DIGITAL KIDS PACKAGE	01/8..31/8	\$4.95
01/8/2009 DIGITAL MORE MOVIE PACKAGE	01/8..31/8	\$4.95
01/8/2009 DIGITAL NEWS PACKAGE	01/8..31/8	\$4.95
01/8/2009 DIGITAL SPORTS PACKAGE	01/8..31/8	\$4.95
01/8/2009 DIGITAL VARIETY PACKAGE	01/8..31/8	\$4.95
01/8/2009 DISCOUNT PLATINUM/FM/DIGITAL	01/8..31/8	\$4.95
01/8/2009 FM RADIO SERVICE	01/8..31/8	\$2.10
01/8/2009 PLATINUM SERVICE	01/8..31/8	\$17.00
01/8/2009 Pay Plan Monthly \$5.00 Credit	11/20	-\$5.00

The Digital Theme Packages are \$4.95/package. The more packages you purchase the more savings will be applied to your account.

A \$3.00 digital fee applies if you have only DIGITAL BASIC or DIGITAL GOLD with us. If you have DIGITAL PLATINUM you will notice on your bill that you are charged the \$3.00 DIGITAL BASIC fee and then you are credited it back under DISCOUNT PLATINUM/FM/DIGITAL

*Pay Plan Monthly Credit is applied to your account on the first digital receiver you purchase. The amount of the credit is stated on the invoice along with the total number of credits you have received to date.