

From: "Primus Canada Residential Care" <customer.care@primustel.ca>
Subject: Re: Account No. 109969439 Invoice Question (Thread:575991)
Date: Wed, November 23, 2005 2:34 pm
To: geoff@tigercore.net

Hello Mr. Symanczyk,

Thank you for your message regarding your account number 109969439 with Primus Canada. I am pleased to provide you with the requested information.

It seems that they initially put in the wrong plan that was then corrected. However since your service didn't start until November 16 I will make the corrections for service billed prior to that date. With this said your balance is now 20.19\$.

I hope the information provided meets your requirements. If you have any additional questions, please do not hesitate to communicate with us via email anytime. We value your business. Thank you for using Primus Canada's services and for your continued patronage!

Best Regards,

Michael
Customer Service Associate
www.primustel.ca

Kindly note, Primus Canada now offers a full range of services. For more information on these services, please do not hesitate to visit our website at www.primustel.ca.

----- Original Message -----

From: "Geoff Symanczyk" <geoff@tigercore.net>
To: <customer.care@primustel.ca>
Sent: Tuesday, November 22, 2005 10:24 PM
Subject: Account No. 109969439 Invoice Question (Thread:575991)

> Hi,
>
> I am in Calgary, Alberta and signed up for your residential high-speed DSL
> Internet service a few weeks back and received my first e-bill today. It
shows
> that:
>
> 1. High-Speed Internet 11/08-11/11 \$ 3.28
> 2. High-Speed Internet 11/11-12/07 \$22.15
>
> For a total of \$25.43
>
> I have a couple of questions regarding this:
>
> 1. I was told that it was \$24.95/month for the first 12 months, and \$37.95
(or
> something like that) after the first year. Where does \$25.43 come from?
> 2. The DSL service was not activated until 11/16, so why is my billing
from
> 11/08? Should it not be 11/16-12/15?
> 3. Why does the billing listed include 11/11 twice?
>
> Can someone please investigate this and re-issue my bill?
>
> Thanks,
> Geoff Symanczyk
> (403) 226-8590
>
>

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