

From: "Primus Canada Residential Care" <customer.care@primustel.ca>
Subject: Re: Account No. 109969439 Final-Invoice Question (Thread:575991)
Date: Fri, February 24, 2006 12:02 pm
To: geoff@tigercore.net

Mr. Symanczyk,

Thank you for your recent e mail in regards to your Internet account
109969439

Since your DSL service has been cancelled on February 20th, the invoice you received on February 13th will be your last statement. Per our procedures, you will receive another bill next month with a \$0 balance and this is our way of confirming that your account is fully closed. Should you reconsider Primus Canada to service your telecommunication needs in the future, we will welcome the opportunity to demonstrate the service we are known to provide, which makes us the largest secondary telecommunications company in Canada.

Kindly contact us by email at customer.care@primustel.ca for any related questions or concerns.

Sincerely yours,

Madeleine Bourgoin
Residential Customer Service Associate
Primus Canada

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

From: "Geoff Symanczyk" <geoff@tigercore.net>
To: <customer.care@primustel.ca>
Sent: Thursday, February 23, 2006 3:15 PM
Subject: Account No. 109969439 Final-Invoice Question (Thread:575991)

> Hello,
>
> I cancelled my High-Speed Internet service through you folks on Monday,
February
> 20th. I just called customer service asking if I could have confirmation
sent to me
> for the final billing of \$24.95+GST coming up on Feb. 28th, and an
indication that
> the service has truly been cancelled. She said she could not do it and
that I
> should e-mail you, so I am :)
>
> Please send me a copy of my final bill for \$24.95+GST and a statement that
shows my
> account is cancelled as of Feb. 20th, and no longer active.
>
> Thank you,
> Geoff Symanczyk
> Account No. 109969439
>
>

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