

telMAX | Understanding Your telMAX Bill

Your first bill may be higher than your regular monthly amount, or higher than what you were expecting as it includes prorated charges for the days of service before your billing cycle started, plus one month of service billed in advance. Future bills will reflect your regular monthly rate.

Page 1 of Your Bill – The Billing Summary



Support
Phone: 905-233-7377
Phone: 1-844-4telMAX
Email: billing@telmax.com

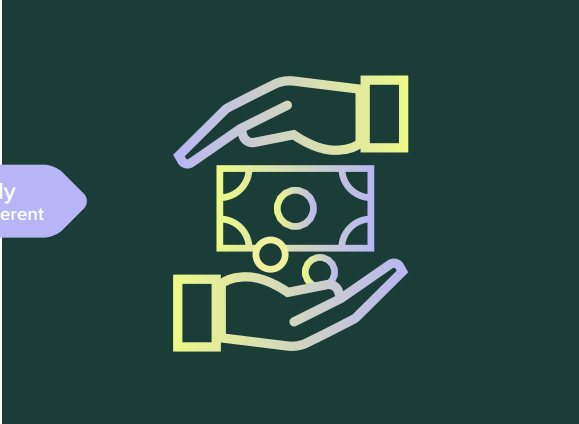
Website
<https://telmax.com>

telMAX portal
<https://mybroadbandaccount.com/telmax>

Page 1 of 3
Account Number
123456

Bill Date
May 1, 2026

 Hello John Doe, here is your latest bill.



Account summary

	\$
Balance from last bill	0.00
Payments	0.00
Balance brought forward	0.00

This Bill

	\$
Internet	64.27
TV & Streaming	43.25
Home Phone	25.76
Equipment	0.00
Other	4.27
HST 789538899 RT001	17.88
Total	155.43

Total to pay **\$155.43**

→ Thank you for pre-authorizing your payment. We'll charge this amount to your account on or after May 6, 2026.

 You saved **\$122.56** on this bill

Ready to share Canada's fastest fibre internet?

Refer-a-friend to telMAX and you could earn a \$200 credit two months after your friend's install. It's simple! Just send your friend your personalized link, and they can complete their order through our website for you to qualify! Any questions, feel free to email us at raf@telmax.com.

Happy referring!

Total payable is due upon due date. A late payment charge of 2.0% per month will be applied on unpaid balances 30 days from the date of this bill.
Any questions or discrepancies regarding charges must be reported to us within 90 days of the date of our invoice.



15 ALLSTATE PKWY., SUITE 500
MARKHAM ON L3R 5B4

Account Number: 123456 • Amount Due: \$155.43

John Doe
15 Allstate Parkway
Markham ON L3R 5B4

Pre-Authorized Payment

Where to find
key information
on your
telMAX bill.

- A** – Your account number. This is the same number used when signing up for **My telMAX**.
- B** – Billing Summary (a detailed breakdown is provided on the next page(s))
- C** – Total amount owing on your account. The sum of **section B**.
- D** – Payment due date. Or pre-authorized payment withdrawal date. (if signed up)
- E** – Your monthly savings, based on applicable discounts.

Below is an example of a detailed monthly bill for each telMAX service subscribed to, including a breakdown of the billing summary section (B) found on the previous page.

Page 2 of the Bill – Pricing Breakdown per Service

1A

1B

2A

2B

3



Service Address
15 Allstate Parkway
Markham, ON L3R 5B4

Account Number
123456

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Internet

Changes since your last bill	Apr 29-30	\$
MAXfibre 2.0 Gbps	8.33	
		\$
MAXfibre 2.0 Gbps	May 01-31	124.95
Internet Bundle Promo	Ends Apr 28 2027	-0.53
Internet Bundle Discount	Ends Apr 28 2027	-1.45
Internet Contract Discount	Ends Apr 28 2027	-2.33
Internet Bundle Discount	Ends Apr 28 2027	-21.70
Internet Bundle Promo	Ends Apr 28 2027	-8.00
Internet Contract Discount	Ends Apr 28 2027	-35.00
Total		55.94
Total for Internet		\$64.27

TV & Streaming

Changes since your last bill	Apr 29-30	\$
MAXview Basic TV	Apr 29-30	4.00
CNN 1 04-29..04	Apr 29-30	0.33
Hollywood Suites package 1 04-29..04	Apr 29-30	0.33
Total Changes since your last bill		4.66
		\$
MAXview Basic TV	May 01-31	59.95
CNN 05-01..05-31	May 01-31	5.00
Hollywood Suites Package 05-01..05-31	May 01-31	5.00
TV Bundle Promo	Ends Apr 28 2027	-0.27
TV Bundle Discount	Ends Apr 28 2027	-0.69
TV Contract Discount	Ends Apr 28 2027	-1.00
TV Bundle Discount	Ends Apr 28 2027	-10.40
TV Bundle Promo	Ends Apr 28 2027	-4.00
TV Contract Discount	Ends Apr 28 2027	-15.00
Total		38.59
Total for TV & Streaming		\$43.25

Example Bill Only
Your bill will look different

Page 3 of the Bill – Pricing Breakdown per Service

Explanation of Charges

$$1A + 1B - 2A - 2B = 3$$

1A – Pro-rated charges for the partial month when services began.

1B – 1st full calendar month of charges.

2A – Pro-rated discounts, if applicable for the last 2 days of the month.

2B – 1st Full calendar month of eligible discounts, if applicable.

3 – Total charges for the partial month + the entire following month, minus all eligible discounts.

$$1B - 2B = \text{Monthly charges going forward}$$

Example provided is based on the Internet section, however the same applies to all other product sections.



Service Address
15 Allstate Parkway
Markham, ON L3R 5B4

Account Number
123456

Page
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Home Phone

Changes since your last bill	Apr 29-30	\$
MAXtalk Plus	3.00	
		\$
MAXtalk Plus	May 01-31	44.95
Phone Bundle Promo	Ends Apr 28 2027	-0.20
Phone Contract Discount	Ends Apr 28 2027	-0.67
Phone Bundle Discount	Ends Apr 28 2027	-0.52
Phone Bundle Discount	Ends Apr 28 2027	-7.80
Phone Bundle Promo	Ends Apr 28 2027	-3.00
Phone Contract Discount	Ends Apr 28 2027	-10.00
Total		22.76
Total for Home Phone		\$25.76

Other

Changes since your last bill	Apr 29-30	\$
Network Access Fee 1 04-29..04	0.27	
		\$
Network Access Fee	May 01-31	4.00
05-01..05-31		
Installation Charge	Apr 29	200.00
Installation Charge - Waived	Apr 29	-200.00
Total		4.00
Total for Other		\$4.27

Equipment

Changes since your last bill		\$
Eero Pro 6E (Included WiFi Router)	Apr 29-30	0.00
Total Changes since your last bill		0.00
		\$
Eero Pro 6E (Included WiFi Router)	May 01-31	0.00
Total		0.00
Total for Equipment		\$0.00

Example Bill Only
Your bill will look different

*Here are more details on the explanation of charges from the previous page as well as a few helpful tips for managing your **My telMAX** account.*

1A

2A

What Is Proration?

Proration applies to both charges and discounts for the period from your service start date to your first bill date

1A

Example (MAXfibre 2.0 at \$124.95 per month)

If your activation date is April 29th but your monthly bill date is on May 1st there are 2 days (April 29 & 30) that will be charged on your first bill in addition to the 1st month of service.

Prorated charge on MAXfibre Internet: \$124.95 Monthly charge / 30 days in April = \$4.165 per day. X 2 Days (April 29 & April 30) = \$8.33 of pro-rated charges

2B

What Are Bundle Discounts

Bundle discounts are savings applied to eligible multi-product customers. These discounts further reduce the cost of internet, TV, and/or home phone services beyond standard contract pricing, or month to month pricing, as an incentive for subscribing to multiple telMAX products.

2B

What Are Bundle Promo Discounts

Bundle promo discounts are additional discounts offered as part of a given promotion that may have been available when signing up for your bundled services.

2B

What Are Contract Discounts?

Contract discounts are applied to eligible single-product or multi-product customers who are enrolled in a term agreement rather than a month-to-month plan. These discounts provide preferred pricing as part of the customer's service commitment.

**Checking Your Account Balance Has Never Been Easier!
Access your account online with My telMAX.**

If you haven't already, please register for **My telMAX** [here](#)

Manage your bill online.

- Check your account balance and make payments, anytime, anywhere
- View your bills for the past 12 months quickly and easily
- Sign up for automatic payment options and avoid late charges



**Looking to quickly check
your balance by phone?**

Call **1-844-483-5629** and
press 4 for an automated balance
check. Please note you must call in
from the phone number registered to
your telMAX account.

telMAX