

SERVICES GUIDELINE

- When you subscribe for our services we require a **government issued ID** and a **valid credit card**.



1. MONTHLY PLANS

\$25 /month	Unlimited Canada-Wide Calling and Messaging	
\$35 /month	Unlimited Canada-Wide Calling and Messaging	500MB
\$40 /month	Unlimited Canada-Wide Calling and Messaging	1GB
\$50 /month	Unlimited Canada-Wide Calling and Messaging	2GB
\$60 /month	Unlimited Canada-Wide Calling and Messaging	4GB

MMS, Roaming & Data

- International, Picture and Video Messages, and MMS texts with long messages cost an additional \$ 0.25 per text.
- Roaming & data Roaming are blocked.
- Additional Data: \$5 for every 100MB.

2. WHAT YOU PAY WHEN YOU ACTIVATE

 <p>Renting a phone from us A + B + C + D + Tax</p>	<p>A Deposit and/or rental fee for rental device (Deposit amount may vary depending on device you rent. The rental fee is a one time fee.)</p>
 <p>BYOD (Bring Your Own Device) B + C + D + Tax</p>	<p>B Prorated fee from the date of activation to the 1st day of the next month.</p> <p>C Monthly fee of next month.</p> <p>D SIM Card fee of \$10.00.</p>

Prorated fee and usage

- Prorated or “partial” fee and usage is what you are being charged for/able to use during the month you activated. Since our billing cycle starts on the 2nd of every month, when you activate on any other day you have to pay for only part of the month and the next months monthly fee and you have an equal part of your plan to use during that partial month.

e.g) Activation Date: **Aug 24**
 Billing Period End: **Sep 1** } **9 Days**
 Plan: **Box 40**

Between Aug 24 - Sep 1 you have **(9 Days)**

Prorated Data (1GB ÷ 31 Days) x **9 Days** = 0.29GB
 Prorated Fee (\$40 ÷ 31 Days) x **9 Days** = \$11.61

3. PAYMENT FEE INFORMATION

There are **5 different ways** to make payments to PhoneBox

- Automated monthly payments using your credit card.
- Pay via Online banking or at your local branch.
- Pay with Direct Debit by filling out our form located at www.gophonebox.com/Help/Printable/PreAuthorizedDebit.pdf.
- Pay in person at one of our PhoneBox locations.
- Make a payment on our website by logging in Online at (www.gophonebox.com) with your credit card, PayPal, and AliPay.

4. INFORMATION ABOUT YOUR INVOICE

- Billing Period: 2nd day of this month - 1st day of next month.
- The invoice notification will be sent to your email address on the 15th of every month.
- Payment dates are between the 15th and 25th of every month. (Late payments may be charged an additional 5% of the amount owed).

5. YOUR ACCOUNT INFORMATION, BILLING, PLAN, OR ANY OTHER CHANGES

- A \$10 plus tax service charge will accompany any of the following service requests made in-store: Phone Number Change Request, Plan Change Request, Data Usage Confirmation Request, Account Suspension Request, and Billing Inquiry. You can make these service requests online or by phone for free.
- There is **no cancellation charge**, however you have to pay the monthly fee in advance (only applied for non-contract customer).
- 2 ways to request a plan change:
Sending an email to info@gophonebox.com detailing your request or by calling our customer service **toll free number 1-855-886-0505**.
- Plan changes become effective on the 2nd day of the following month.
- When you relocate to another province and require a phone number change, the first phone number change is free, but every additional number change you make will cost \$25 plus tax.

6. DEPOSIT RETURN

- Deposit is returned after the 25th of the month after the cancellation date. If the deposit amount is more than \$50, all the amount except \$50 will be returned at the time of cancellation.
- All overage charges will be deducted from the remaining deposit once the final bill is issued.
- If you rented a device and you return the device damaged, repair charges may apply and may be deducted from your deposit.
- **There are 2 ways to receive your damage deposit:**
 1. Bank Transfer (Bank charges may apply).
 2. Credit Card Return.

7. PHONEBOX ONLINE ACCOUNT MANAGEMENT ([VIEW INVOICE & ACCOUNT INFORMATION](#))

Step 1. Go to www.gophonebox.com and click on the profile icon at the top right of the web page.

Step 2. Click on "Don't have an account" under the log in area.

Step 3. Type your PhoneBox phone number into the field and press next. Fill out your [Username](#) and [Password](#) and click register.

Step 4. Accept PhoneBox's [Privacy Policy](#).

Step 5. Log in to your account using the Username and password you just created.

Step 6. Go to your email to receive your [PhoneBox Access code](#).

If the email we have for you is incorrect you may not receive your access code.

Step 7. Enter in your [PhoneBox access code](#) to finish creating your account.

8. AFFORDABLE INTERNATIONAL CALLING

We offer affordable international calling to all our customers, simply go online to our website at www.gophonebox.com/en/Plans/International-Calling to find out how you can call internationally for less or click on the international calling link in the navigation tab under services.

1. Call one of PhoneBox's international calling numbers from your PhoneBox phone.

City	Number	City	Number
Aurora	1-289-648-2067	Montreal	1-514-400-9390
Calgary	1-587-315-1277	Toronto	1-416-548-4761
Edmonton	1-780-666-4229	Vancouver	1-604-757-2329
Halifax	1-902-703-2586	Victoria	1-250-800-2585

2. Enter the country code and phone number you wish to reach.

Dial the country code and area code you wish to reach.

Calling Landlines/Wireless (Country Code)-(Area Code)-(Phone Number)
Example (Japan):81-3-555-5555

For a list of available countries, country codes and more information go to www.gophonebox.com/en/Plans/International-Calling.



Find a Location Near You! Simply go to www.gophonebox.com/en/Help/Map to find one of our locations or our partners locations or call us toll free at 1-855-886-0505. You can also email us at info@gophonebox.com.