

## TERMS AND CONDITIONS

### About Your Invoice

- All monthly programming services are billed in advance.
- "PARTIAL MONTH" charges occur when you add or remove billable services in the middle of a month. This represents the charge for services from the day of the month the change is made to your billing date. Minus (-) reflects a credit.
- Taxes are calculated based on federal and provincial tax laws and applied to services. Shaw Direct Channel Guide subscriptions are subject to all applicable federal and provincial taxes.
- Credits represent payments received, special programming promotions or cancellation of services in the previous month. Credits are represented by a minus sign ( - ) following the amount of the credit. A credit balance in the Balance Due section of your invoice indicates that no payment is required at this time.
- Account Summary requests by subscribers are subject to an administration fee. Shaw Direct is a division of Shaw Satellite G.P.

### Late Payments

- Accounts past due are subject to interest charges at the rate of 2% per month compounded monthly (26.8% per annum).
- Accounts 40 days past due may be subject to a downgrade in service, restricted from ordering Pay-Per-View or from adding new services.
- Accounts 60 days past due are subject to a processing fee of \$20.00.
- Accounts 70 days past due are subject to disconnection. Disconnected accounts are subject to a \$30 reconnection fee.
- Programming upgrades and the removal of equipment from the subscriber's premises are not permitted while the account is in arrears.

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### Methods of Payment

- Pre-Authorized Payment. If you have a Chequing Account, please include a void personal cheque with your next payment. If you have a Savings Account, please provide a signed letter of authorization with complete bank and savings account details. Your payment will be deducted from your account one business day after your invoice is produced.
- You may also pay by Visa, Mastercard, American Express or Sears card. Call a Customer Care Representative at 1-888-554-7827 to arrange this on a one-time or monthly basis. Please advise Shaw Direct of any changes to the expiry date.
- You may also pay at the Bank, by Telephone or Internet / PC banking. Check with your financial institution for details.
- You may also remit your payment by Mail. Please include the tear off stub and a cheque or money order in the pre-addressed envelope provided with your invoice.
- Western Union Quick Collect. Please remember to write your Shaw Direct account number on the Quick Collect form and to make the amount payable to Shaw Direct. The Code City on the form should be Shaw Direct, AB. Western Union accepts cash only and charges a \$15.00 fee for their service.
- Returned payments will result in a processing fee of not more than \$25.00 being charged to the subscriber's account.
- Receiver Non-Return Fee: If you deactivate services prior to 12 months from the activation date and do not return your receiver(s) and remote control(s) to Shaw Direct in good working condition, you will be charged a Receiver Non-Return Fee of \$200 plus applicable taxes.
- You may terminate any part or all of our Services for any reason at any time by providing us with no less than thirty (30) days advance notice by notifying our Customer Call Centre. You will be responsible for all of the Services charges until the thirty (30) days notice period has lapsed or until the Services has been canceled or disconnected, whichever is later. You will still be responsible for payment of all outstanding amounts accrued up to the date of termination.

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### How to Contact Us

For a complete copy of Shaw Direct's Terms of Service, visit [SHAWDIRECT.CA](http://SHAWDIRECT.CA) or contact us at the phone number or address below. Shaw Direct is operating in accordance with the Federal Privacy Law. Further details on Shaw Direct's privacy policy are available at [SHAWDIRECT.CA](http://SHAWDIRECT.CA)

Call us toll-free at:

1.888.554.7827 24/7/365

or write us anytime at:

**SHAW DIRECT**  
**Suite 100, 2400 - 32nd Avenue NE**  
**Calgary Alberta T2E 9A7**  
**Canada**

or email us at anytime at:

**SHAWDIRECT.CA/CONTACTUS**