

WE'VE GOT A NEW LOOK

Effective January 1st, 2012, your Flow bill will be updated making it easier for you to review your bill details. Please see below on how to navigate through your bill:



Columbus Communications (Grenada) Limited
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Grenville Street, St. George's, Grenada
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Mr John Doe
19 Flow Avenue

PAGE 1

CUSTOMER INFORMATION

TAX INVOICE NO.	ACCOUNT NO. 1	ACCOUNT TYPE	INVOICE DATE 2	DUE DATE 3
3456557	10244301	RESIDENTIAL	01 JAN 12	31 JAN 12

STATEMENT SUMMARY

Previous Balance		609.56
Less: Total payments (received by 31 December 11)		-335.07
Adjustment	0.00	
Late charges (2.5%) 5	6.86	
Current service charges	295.69	
VAT (15%)	44.35	
Total Current charges 4		274.48
TOTAL AMOUNT DUE 6		EC\$346.90

PAGE 2

CURRENT SERVICE CHARGES

PERIOD 7	TYPE OF SERVICE 8	TOTAL CURRENT CHARGES 9
01 Jan 12 - 31 Jan 12	Residential Talk Basic Monthly Charge	43.47
01 Jan 12 - 31 Jan 12	International Call Details	60.94
01 Jan 12 - 31 Jan 12	National Call Details	0.42
01 Jan 12 - 31 Jan 12	Residential Flow Classic Monthly Charge [Video]	60.86
01 Jan 12 - 31 Jan 12	Flow Flicks Monthly Charge [Video]	30.00
01 Jan 12 - 31 Jan 12	Residential Digital Flow Your Own Monthly Charge [Video]	26.08
01 Jan 12 - 31 Jan 12	Standard Definition Set Top Box Monthly Charge [Video]	8.70
01 Jan 12 - 31 Jan 12	Residential Broadband Plus Monthly Charge [Data]	65.22
		EC\$ 295.69

KEY TO YOUR BILL

- 1 Customer account number
- 2 Invoice date
- 3 Payment due date (payment is due on or before last day of each month)
- 4 Outstanding balance due
- 5 Late payment charge of 2.5% on outstanding balance
- 6 Total balance due for all services
- 7 Current billing period
- 8 Current services
- 9 Current service charges

For any enquires please call 800-FLOW (3569) or email customerservice@columbusgrenada.com