

Why is my bill so high?

There are a variety of reasons why your Mascon Bill may fluctuate, here are the most common reasons:

- You may see a higher bill when you change or add to your services, if the day of plan change or addition does not align with your assigned bill cycle. This means you'll see partial charges from the change date till your bill cycle date as well as a charge for the next months regular bill.
- Bills may also be higher from installation costs, activation fees or any additional purchases made such as equipment. If you have telephone services, long distance charges may vary based on your calling patterns.
- Our care team will determine how much is required for pre-payment (installation/activation fees) plus the cost of your Mascon services for the first month. These fees will be an estimate and adjusted on your next months regular bill.
- Your bill could also be higher due to you exceeding your monthly data allowance. For more information, please visit [Managing your internet data usage](#).

Did you know Mascon clients who bundle TV and Internet to one of our Home Entertainment Bundles could be eligible for unlimited data? Visit mascon.ca/bundles to check eligibility and bundle options.