



Box 10074, Thunder Bay, ON P7B 6T6
www.tbaytel.net

with the power of ROGERS.

MOBILITY

Invoice Information

Account Holder: Bryan Phelan
Invoice Date: November 20, 2022
Account Number: 5222296300
Phone Number: Multiple
Due Date: December 15, 2022

TOTAL AMOUNT DUE: \$393.68

Summary of Charges

Previous Balance: \$259.20
Payment(s) - Thank you: 0.00
Balance Forward: 259.20

Late Payment Charge: 6.48
Monthly Services: 100.00
Other Charges & Credits: 15.00
HST (R121396592): 13.00
Total Current Charges: 134.48

Total Amount Due by December 15, 2022: \$393.68

For more information regarding your account, please call us at 623-4400 or 1-800-264-9501.

Important Messages

MINNESOTA

WISCONSIN

\$8/day

The all-new
**Roam Away
Daily Pass**

Use your home data plan anywhere in the U.S. for just \$8/day

tbaytel.net/roamaway with the power of ROGERS.

Please detach and return portion below with your payment



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PO Box 10074
Thunder Bay, ON P7B 6T6

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Invoice Date: November 20, 2022
Account Number: 5222296300
Phone Number: Multiple
Due Date: December 15, 2022

TOTAL AMOUNT DUE: \$393.68

Amount Enclosed: \$ _____

Please put your Account Number on your cheque and make payable to: Tbaytel

Bryan Phelan
1002 Guernsey St
Kenora, ON P9N 4G6



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PAYMENT INFORMATION

MOBILE APP

Manage your Tbaytel services safely and securely right from your phone with the myTbaytel app. The myTbaytel app allows you to view, manage and pay your Tbaytel bill right from the app from anywhere in the world. Available on iOS and Android.

ONLINE

Tbaytel's convenient online service, myTbaytel, makes it easier to manage all your Tbaytel accounts from your home or office computer, 24 hours a day, 7 days a week. Visit tbaytel.net/mytbaytel to register.

WHERE YOU BANK

Using cash, automated banking machines, telephone banking or Internet banking.

PHONE

Call Tbaytel Customer Care at 807-623-4400 or 1-800-264-9501.

MAIL

Mail cheque payable to Tbaytel along with bill stub to Tbaytel, P.O. Box 10074, Thunder Bay, ON P7B 6T6

PRE-AUTHORIZED PAYMENT

Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date. Complete the Pre-Authorized Payment form online at tbaytel.net/preauth or call Tbaytel Customer Care at 807-623-4400 or 1-800-264-9501. Pre-authorized payment may be cancelled at any time with at least 30 days prior notice to Tbaytel. Visit tbaytel.net/preauth for details.

PAYEE NAME

When paying through telephone or Internet banking, select Tbaytel on the payee list and ensure the payments are processed to the correct Tbaytel account number.

PAYMENTS AND LATE PAYMENTS

Tbaytel credits a payment to your account on the day it is received by our office. A charge will be applied for all payments and/or cheques made to Tbaytel that cannot be cleared by a financial institution or credit card company. A late payment charge of 2.5% per month (34.49% per annum) is applied to all accounts which have unpaid balances one month from the date of this bill.

BILLING INQUIRIES

Any charge on this invoice that does not agree with your records must be reported to Customer Care, by calling 807-623-4400 or 1-800-264-9501, within thirty (30) days of this statement date.

MOVING

Please let us know. Call Customer Care at 807-623-4400 or 1-800-264-9501.

SPECIAL NEEDS RELAY SERVICE

Customers with speech or hearing impairment, who use a TTY or other telecommunication device for the deaf (TDD), can dial 711 or 1-800-267-6511 for operator assistance to complete the following types of calls: collect, bill to third number, long distance and person-to-person. Voice users can dial 1-800-855-0511. To place a call from a TTY to TTY dial 1-800-855-1155. Tbaytel long distance customers who require a TTY should register with Tbaytel to receive a 50% discount on certain long distance calls placed from their residential telephone number.

CONTACT TBAYTEL

CUSTOMER CARE

807-623-4400 or 1-800-264-9501

MAIL IN INQUIRES

1046 Lithium Drive
Thunder Bay, ON P7B 6G3

customer care@tbaytel.net

www.tbaytel.net

COMMISSIONER FOR COMPLAINTS FOR TELECOMMUNICATIONS SERVICES (CCTS)

Our goal is to satisfy our customers and we welcome opportunities to improve our service. If you are not satisfied after having dealt with us, you may write to the Commissioner for Complaints for Telecommunications Services (CCTS). CCTS is an agency independent of the telecommunications industry, whose mandate is to resolve complaints of individual and small business retail customers about their telecommunications services. If you have a complaint about your services, including local or long distance telephone service, wireless telephone service, or Internet service, you must first try to resolve it directly with your service provider. If you have done so and have been unable to reach a satisfactory resolution, CCTS may be able to help you, free of charge. To learn more about CCTS, you may visit its website at www.ccts-cprst.ca or call toll-free at 1-888-221-1687.

WIRELESS CODE CONSUMER CHECK LIST

The Wireless Code establishes basic rights for all wireless consumers. However, there are some differences between postpaid and prepaid services. To learn more please visit our website at tbaytel.net/wirelesscode

LEGEND (monthly charges)

Origination: FMR/ACD = Follow Me Roaming / Automated Call Delivery, VM RETV = Voice Mail Retrieval, CALL FWD = Call Forward
Direction: MM = Mobile to Mobile, ML = Mobile to Landline, MF = Mobile to Feature, MM-I = Mobile to Mobile - Incoming, LM-I = Landline to Mobile - Incoming, MF-I = Mobile to Feature - Incoming

Send cheque payable to:

**Tbaytel
PO Box 10074
Thunder Bay, ON P7B 6T6**



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Account Number **Phone Number** **Account Holder**
5222296300 Multiple Bryan Phelan

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Summary of Charges Through December 19, 2022

Monthly Access	Features	Air Time	Long Distance	Other Usage	Discount/Promotion	Misc. Adjs.	Taxes	Total
Account Level Charges								
0.00	0.00	0.00	0.00	0.00	0.00	6.48	0.00	6.48
807-464-2573 Unlimited Voice and Text - \$40 Shane Phelan								
40.00	0.00	0.00	0.00	0.00	0.00	0.00	5.20	45.20
807-737-5206 SimplePay 6GB - \$60 Bryan Phelan								
60.00	0.00	0.00	0.00	0.00	0.00	15.00	7.80	82.80
TOTAL								
100.00	0.00	0.00	0.00	0.00	0.00	21.48	13.00	134.48



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Monthly Charges

Account Level Charges

LATE PAYMENT CHARGE

Late Payment Charge 11/21 6.48
Total Late Payment Charge \$6.48

Total Account Level Detail \$6.48

MONTHLY SERVICES FOR 807-464-2573

Unlimited Voice and Text - \$40	11/20->12/19	40.00
3-Way Calling	11/20->12/19	0.00
Block Data	11/20->12/19	0.00
Block Data Roaming Intl	11/20->12/19	0.00
Call Display	11/20->12/19	0.00
Call Forward Busy	11/20->12/19	0.00
Call Forward No Answer	11/20->12/19	0.00
Call Waiting	11/20->12/19	0.00
Canadian Text & MMS Unlimited	11/20->12/19	0.00
Data Loyalty Promo	11/20->12/19	0.00
Toll Free Canada	11/20->12/19	0.00
Unl. WiFi at Tbaytel Hotspots	11/20->12/19	0.00
Unlimited Call Forwarding	11/20->12/19	0.00
Voicemail	11/20->12/19	0.00
Total Monthly Services		\$40.00

USAGE FOR 807-464-2573

6pm Evenings/Weekends Unltd.	Used 180	0.00
Call Forwarding Unltd.	Used 0	0.00
In Plan Free Minutes	Used 142	0.00
Other Free Minutes	Used 182	0.00
Toll Free Canada	Used 31	0.00
100 Free US Roaming SMS	Used 0	0.00
Canadian Text & MMS Unltd.	Used 151	0.00
Incoming Text Messages Unltd.	Used 241	0.00
Data Loyalty Promo 102400	Used 0	0.00
Total Usage		\$0.00

HST (R121396592) 5.20
Total Taxes \$5.20

Total Phone Charges \$45.20

MONTHLY SERVICES FOR 807-737-5206

SimplePay 6GB - \$60	11/20->12/19	60.00
3-Way Calling	11/20->12/19	0.00
Block Data Roaming Intl	11/20->12/19	0.00
Block VoLTE	11/20->12/19	0.00
Call Display	11/20->12/19	0.00
Call Forward Busy	11/20->12/19	0.00
Call Forward No Answer	11/20->12/19	0.00
Call Waiting	11/20->12/19	0.00
Text/MMS Unlimited CAN/INT	11/20->12/19	0.00
Toll Free Canada	11/20->12/19	0.00
Unl. WiFi at Tbaytel Hotspots	11/20->12/19	0.00
Unlimited Call Forwarding	11/20->12/19	0.00
Voicemail Enhanced - Free	11/20->12/19	0.00
6GB SMART Data	11/20->12/19	0.00
Total Monthly Services		\$60.00

USAGE FOR 807-737-5206

6pm Evenings/Weekends Unltd.	Used 404	0.00
Call Forwarding Unltd.	Used 0	0.00
In Plan Free Minutes	Used 543	0.00
Other Free Minutes	Used 16	0.00
Toll Free Canada	Used 189	0.00
100 Free US Roaming SMS	Used 0	0.00
Incoming Text Messages Unltd.	Used 112	0.00
Text/MMS CAN/INT Unltd.	Used 110	0.00
Data In Plan Free Usage 6291456	Used 3601127	0.00
Total Usage		\$0.00

Monthly Charges - Continued

OTHER CHARGES & CREDITS FOR 807-737-5206

SimplePay Monthly Installment	11/20->12/19	15.00
Total Other Charges & Credits		\$15.00

HST (R121396592) 7.80
Total Taxes \$7.80

Total Phone Charges \$82.80