

MOBILITY Page: 1 of 4

Important Messages

Invoice Information

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

TOTAL AMOUNT DUE: \$128.00

Summary of Charges

Caninally of Charges	
Previous Balance:	\$128.00
Payment(s) - Thank you	128.00CR
Balance Forward:	0.00
Monthly Services:	100.00
Other Charges & Credits:	15.00
HST (R121396592):	13.00
Total Current Charges:	128.00

Total Amount Due by March 15, 2022: \$128.00

Unlimited Data Plans have arrived Introductory pricing on now Unlimited Data Plans at month/ tbaytel.net SAVE \$5 Visit an Authorized Tbaytel Dealer Call Customer Care 807-623-4400 or 1-800-264-9501 (7) 🏏 🧿 tbaytel.net/mobility Visit thaytel.net/mobility for full details.

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

Please detach and return portion below with your payment



PO Box 10074 Thunder Bay, ON P7B 6T6

Invoice Information

Account Holder: Bryan Phelan Invoice Date: February 20, 2022 Account Number: 5222296300 Phone Number: Multiple Due Date: March 15, 2022 **TOTAL AMOUNT DUE:** \$128.00

Amount Enclosed:

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

Bryan Phelan 1002 Guernsey St Kenora, ON P9N 4G6

2

\$



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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.

IN PERSON

Victoriaville Civic Centre, 125 Syndicate Ave. Thunder Bay

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Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date.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.

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

CONTACT TBAYTEL

CUSTOMER CARE

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

MAIL IN INQUIRES

1046 Lithium Drive Thunder Bay, ON P7B 6G3

□ customercare@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

Send cheque payable to:



Account Number Phone Number Account Holder

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Summary of Charges Through March 19, 2023	Summary	of	Charges	Through	March	19,	2022
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Monthly		Air	Long	Other	Discount/	Misc.			
Access	Features	Time	Distance	Usage	Promotion	Adjs.	Taxes	Total	
807-464-257	3 Unlimited V	oice and To	ext - \$40 Shan	e Phelan					
40.00	0.00	0.00	0.00	0.00	0.00	0.00	5.20	45.20	
807-737-520	6 SimplePay	6GB - \$60 E	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	15.00	13.00	128.00	



Monthly Charges - Continued Monthly Charges - Continued	Account Number	Phone Number	Account H	older	
MONTHLY SERVICES FOR 807-464-2573	5222296300	Multiple	Bryan Phela	an	Page: 4 of 4
MONTHLY SERVICES FOR 807-494-2973	Monthly Charges			Monthly Charges - Continued	
Minimum 1 Servi 1 Se	MONTH V OFFICE F	OD 007 404 0570		Total Phone Charges	\$82.80
3-Ways Calling			40.00	•	
Black Data	•				
Black Dais Roaming Intl Call Display 0.00					
Call Florward Dusy					
Call Florward No Ánswer Call Wating Canadian Tox's & MMS Unlimited Cargo-box199 Canadian Tox's & MMS Unlimited Cargo-box199 Canadian Tox's & MMS Unlimited Cargo-box199 Canadian Tox's & MMS Unlimited Call Florwarding Cargo-box199 Color Wating Call Florwarding Cargo-box199 Color Wating Call Florwarding Call Florwarding Call Florwarding Call Florwarding Call Florwarding Cargo-box199					
Call Waining					
Canadian Text & MMS Unlimited					
Data Loyally Promo 0220-03019 0.00 Tofi Free Canada 0220-03019 0.00 Uni. Wife it at Thaytel Hotspots 0220-03019 0.00 Voicemail 0220-03319 0.00 Total Monthly Sentices 940.00 USAGE FOR 807-464-2573 8 Bym Evenings/Wheelends Unitd. Used 89 0.00 Call Forwarding Unitd. Used 10 0.00 In Plan Free Minutes Used 266 0.00 Other Free Minutes Used 266 0.00 Office Free Minutes Used 266 0.00 Carraction Tear & MMS Unitd. Used 0 0.00 Carraction Tear & AMMS Unitd. Used 255 0.00 Contail Usage \$0.00 Total Usage \$0.00 Total Tases \$5.20 Total Tases \$5.00 Simple-Pay 668 - 80 0.220 - 93/19 0.00 Block Data Roaming Infl 0.220 - 93/19 0.00 Block Data Roaming Infl 0.220 - 93/19 0.00 Block Data Roaming Infl 0.0220 - 93/19	· ·				
Unit Wife in Toayel Hotspots Unit Wife in Toayel Wife in Toayel Unit Wife in Toayel Wife in Toayel Unit Wife in Toayel Un					
Unlimited Call Forwarding	Toll Free Canada		0.00		
Voicemail 0220-x03/19 0.00 Total Monthly Services \$40.00 USAGE FOR 807-464-2573 6pm Evanings/Weekands Unitd. Used 89 0.00 Call Forwarding Unitd. Used 0 0.00 In Plan Free Minutes Used 140 0.00 In Plan Free Minutes Used 140 0.00 Total Free Canada Used 0 0.00 Total Free LS Roaming SMS Used 0 0.00 Incoming Text Messages Unitd. Used 25 0.00 Incoming Text Messages Unitd. Used 25 0.00 Incoming Text Messages Unitd. Used 25 0.00 Total Usage S5.20 Total Phone Charges \$55.20 Total Phone Charges \$45.20 MONTHLY SERVICES FOR 807-737-5206 Simple Pay 6GB - \$60 0.220-03/19 0.00 Call Display 0220-03/19 0.00 Call Display 0220-03/19 0.00 Call Display 0220-03/19 0.00 Call Forward No Answer 0.220-03/19 0.00 Call Forward No Answer 0.220-03/19 0.00 Call Forward How Answer 0.220-					
Value					
USAGE FOR 807-464-2573		02/20->03/19			
Bom Evenings/Weekends Unitd. Used 19 0.00 Call Frowarding Unitd. Used 140 0.00 Other Free Minutes Used 266 0.00 Toll Free Canada Used 0 0.00 Toll Free Canada Used 0 0.00 Considian Text & MMS Unitd. Used 285 0.00 Loroning Text Messages Unitd. Used 285 0.00 Data Loyalty Promo 102400 Used 0 0.00 Total Usage \$0.00 HST (R121396592) \$.20 Total Taxes \$5.20 Total Power Research Set	•		\$10.00		
Call Forwarding Unitd. Used 140 0.00 In Plan Free Minutes Used 140 0.00 Other Free Minutes Used 0 0.00 100 Free US Roaming SMS Used 0 0.00 100 Free US Roaming SMS Used 0 0.00 Canadian Text & MMS Unitd Used 285 0.00 Incoming Text Messages Unitd. Used 285 0.00 Data Loyaly Promo 102400 Used 0 0.00 Total Usage \$0.00 HST (R121396592) 5.20 Total Phone Charges \$45.20 MONTHLY SERVICES FOR 807-737-5206 SimplePay 6GB - \$60 02/20 - 20/19 60.00 3-Way Calling 02/20 - 20/19 0.00 Subco Data Supraing Intl 02/20 - 20/19 0.00 Subco Data Supraing Intl 02/20 - 20/19 0.00 Call Display 02/20 - 20/19 0.00 Call Forward Name 02/20 - 20/19 0.00 Call Forward Name 02/20 - 20/19 0.00 Call Forward Name 02/20 - 20/19 0.00		Used 89	0.00		
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Block VoLTE					
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Call Forwarding Unitd. Used 0 0.00 In Plan Free Minutes Used 1005 0.00 Other Free Minutes Used 4 0.00 Toll Free Canada Used 100 0.00 100 Free US Roaming SMS Used 0 0.00 Incoming Text Messages Unitd. Used 160 0.00 Text/MMS CAN/INT Unitd. Used 297 0.00 Data In Plan Free Usage 6291456 Used 704027 0.00 Total Usage \$0.00 OTHER CHARGES & CREDITS FOR 807-737-5206 SimplePay Monthly Installment 02/20->03/19 15.00 Total Other Charges & Credits \$15.00 HST (R121396592) 7.80					
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