



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

with the power of **ROGERS**.

**MOBILITY**

**Invoice Information**

Account Holder:	Joanne Cheechoo
Invoice Date:	April 23, 2022
Account Number:	5269705500
Phone Number:	Multiple
Due Date:	May 18, 2022
<b>TOTAL AMOUNT DUE:</b>	<b>\$320.39</b>

**Summary of Charges**

Previous Balance:	\$339.19
Payment(s) - Thank you	340.00CR
Balance Forward:	0.81CR
Monthly Services:	240.00
Other Charges & Credits:	50.00
HST (R121396592):	31.20
Total Current Charges:	321.20
<b>Total Amount Due by May 18, 2022:</b>	<b>\$320.39</b>

**Important Messages**

**TRAVELING TO THE UNITED STATES?**

**OUR U.S ROAMING PARTNERS ARE TURNING DOWN THEIR 3G HSPA NETWORKS IN 2022**



Throughout 2022, our U.S. roaming partners, AT&T and T-Mobile, will be turning down their 3G HSPA networks which may impact some Tbaytel customers. It is important to verify your phone's compatibility before you travel.

To learn more and view a list of compatible phones, visit [tbaytel.net/3G](http://tbaytel.net/3G).

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



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Phone Number:	Multiple
Due Date:	May 18, 2022
<b>TOTAL AMOUNT DUE:</b>	<b>\$320.39</b>

Amount Enclosed: \$ \_\_\_\_\_

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

002736

Joanne Cheechoo  
725 Mountain Rd  
Thunder Bay, ON P7J 1C1

10 5269705500 00032039 5



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P002736-C011155-1/4-VIP



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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](http://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](http://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](http://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](mailto:customercare@tbaytel.net)  
 [www.tbaytel.net](http://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](http://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](http://tbaytel.net/wirelesscode)

Send cheque payable to:

Tbaytel  
PO Box 10074  
Thunder Bay, ON P7B 6T6

SEL 6/ P002736-C011156-2/4-VP



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**Account Number** 5269705500    **Phone Number** Multiple    **Account Holder** Joanne Cheechoo

**Summary of Charges Through May 22, 2022**

Monthly Access	Features	Air Time	Long Distance	Other Usage	Discount/Promotion	Misc. Adjs.	Taxes	Total
<b>807-630-0580 Unltd BYOD PROMO 20 - \$75 Joanne Cheechoo</b>								
75.00	0.00	0.00	0.00	0.00	0.00	0.00	9.75	84.75
<b>807-631-5006 SimplePay Unltd VIP 20GB - \$75 Terrance Cheechoo</b>								
75.00	0.00	0.00	0.00	0.00	0.00	50.00	9.75	134.75
<b>807-631-5007 Super Essential PROMO 12GB \$90 Shelly Therriault</b>								
90.00	0.00	0.00	0.00	0.00	0.00	0.00	11.70	101.70
<b>TOTAL</b>								
240.00	0.00	0.00	0.00	0.00	0.00	50.00	31.20	321.20



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**Account Number** 5269705500 **Phone Number** Multiple **Account Holder** Joanne Cheechoo

**Monthly Charges**

**MONTHLY SERVICES FOR 807-630-0580**

Unltd BYOD PROMO 20 - \$75	04/23->05/22	75.00
3-Way Calling	04/23->05/22	0.00
Block Data Roaming Intl	04/23->05/22	0.00
Block VoLTE	04/23->05/22	0.00
Call Display	04/23->05/22	0.00
Call Forward Busy	04/23->05/22	0.00
Call Forward No Answer	04/23->05/22	0.00
Call Waiting	04/23->05/22	0.00
DailyPass US	04/23->05/22	0.00
No Term Tier	04/23->05/22	0.00
Text/MMS Unlimited CAN/INT	04/23->05/22	0.00
Toll Free Canada	04/23->05/22	0.00
Unl. WiFi at Tbaytel Hotspots	04/23->05/22	0.00
Unlimited Call Forwarding	04/23->05/22	0.00
Voicemail Enhanced - Free	04/23->05/22	0.00
20GB SMART Data	04/23->05/22	0.00
<b>Total Monthly Services</b>		<b>\$75.00</b>

**USAGE FOR 807-630-0580**

6pm Evenings/Weekends Unltd.	Used 15	0.00
Call Forwarding Unltd.	Used 0	0.00
In Plan Free Minutes	Used 188	0.00
Other Free Minutes	Used 5	0.00
Toll Free Canada	Used 0	0.00
Incoming Text Messages Unltd.	Used 338	0.00
Text/MMS CAN/INT Unltd.	Used 292	0.00
Data In Plan Full Speed Usage 20971520	Used 4579494	0.00
Unlimited Additional Data Usage	Used 0	0.00
<b>Total Usage</b>		<b>\$0.00</b>

HST (R121396592)	9.75
<b>Total Taxes</b>	<b>\$9.75</b>

**Total Phone Charges \$84.75**

**MONTHLY SERVICES FOR 807-631-5006**

SimplePay Unltd VIP 20GB - \$75	04/23->05/22	75.00
3-Way Calling	04/23->05/22	0.00
Block Data Roaming US&Intl	04/23->05/22	0.00
Call Display	04/23->05/22	0.00
Call Forward Busy	04/23->05/22	0.00
Call Forward No Answer	04/23->05/22	0.00
Call Waiting	04/23->05/22	0.00
Text/MMS Unlimited CAN/INT	04/23->05/22	0.00
Toll Free Canada	04/23->05/22	0.00
Unl. WiFi at Tbaytel Hotspots	04/23->05/22	0.00
Unlimited Call Forwarding	04/23->05/22	0.00
Voicemail Enhanced - Free	04/23->05/22	0.00
<b>Total Monthly Services</b>		<b>\$75.00</b>

**USAGE FOR 807-631-5006**

6pm Evenings/Weekends Unltd.	Used 249	0.00
Call Forwarding Unltd.	Used 0	0.00
In Plan Free Minutes	Used 202	0.00
Other Free Minutes	Used 92	0.00
Toll Free Canada	Used 4	0.00
100 Free US Roaming SMS	Used 0	0.00
Incoming Text Messages Unltd.	Used 83	0.00
Text/MMS CAN/INT Unltd.	Used 59	0.00
Data In Plan Full Speed Usage 20971520	Used 10612013	0.00
Unlimited Additional Data Usage	Used 0	0.00
<b>Total Usage</b>		<b>\$0.00</b>

**OTHER CHARGES & CREDITS FOR 807-631-5006**

SimplePay Monthly Installment	04/23->05/22	50.00
<b>Total Other Charges &amp; Credits</b>		<b>\$50.00</b>

HST (R121396592)	9.75
<b>Total Taxes</b>	<b>\$9.75</b>

**Monthly Charges - Continued**

**Total Phone Charges \$134.75**

**MONTHLY SERVICES FOR 807-631-5007**

Super Essential PROMO 12GB \$90	04/23->05/22	90.00
3-Way Calling	04/23->05/22	0.00
Block Data Roaming US&Intl	04/23->05/22	0.00
Call Display	04/23->05/22	0.00
Call Forward Busy	04/23->05/22	0.00
Call Forward No Answer	04/23->05/22	0.00
Call Waiting	04/23->05/22	0.00
Essential Tier	04/23->05/22	0.00
Text/MMS Unlimited CAN/INT	04/23->05/22	0.00
Toll Free Canada	04/23->05/22	0.00
Unl. WiFi at Tbaytel Hotspots	04/23->05/22	0.00
Unlimited Call Forwarding	04/23->05/22	0.00
Voicemail Enhanced - Free	04/23->05/22	0.00
12GB SMART Data	04/23->05/22	0.00
<b>Total Monthly Services</b>		<b>\$90.00</b>

**USAGE FOR 807-631-5007**

6pm Evenings/Weekends Unltd.	Used 283	0.00
Call Forwarding Unltd.	Used 0	0.00
In Plan Free Minutes	Used 248	0.00
Other Free Minutes	Used 21	0.00
Toll Free Canada	Used 2	0.00
100 Free US Roaming SMS	Used 0	0.00
Incoming Text Messages Unltd.	Used 170	0.00
Text/MMS CAN/INT Unltd.	Used 172	0.00
Data In Plan Free Usage 12582912	Used 2893712	0.00
<b>Total Usage</b>		<b>\$0.00</b>

HST (R121396592)	11.70
<b>Total Taxes</b>	<b>\$11.70</b>

**Total Phone Charges \$101.70**

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