



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

with the power of **ROGERS.**

**MOBILITY**

**Invoice Information**

Account Holder: Terri Zoccole  
 Invoice Date: September 10, 2022  
 Account Number: 5280109500  
 Phone Number: 807-629-7031  
 Due Date: October 5, 2022  
**TOTAL AMOUNT DUE: \$117.21**

**Summary of Charges**

Previous Balance: \$110.39  
 Payment(s) - Thank you: 110.39CR  
 Balance Forward: 0.00  
  
 Monthly Services: 65.00  
 Other Charges & Credits: 48.96  
 HST (R121396592): 3.25  
 Total Current Charges: 117.21  
  
 Total Amount Due by October 05, 2022: \$117.21

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

**Important Messages**

Thank you for choosing Tbaytel!

For your convenience, your payment will be automatically deducted from your chequing or savings account on the due date.

**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).

Please detach and return portion below with your payment



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**TOTAL AMOUNT DUE: \*\*\*\*\***

**Terri Zoccole**  
 421 York St  
 Thunder Bay, ON P7A 7S1

**Pre-authorized - Do Not Pay**



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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.

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Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date.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

[customer care@tbaytel.net](mailto:customer care@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)



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**Account Number**      **Phone Number**      **Account Holder**  
5280109500      807-629-7031      Terri Zoccole

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**Monthly Charges**

**MONTHLY SERVICES FOR 807-629-7031**

SimplePay 6GB - \$65	09/10->10/09	65.00
3-Way Calling	09/10->10/09	0.00
Block Data Roaming Intl	09/10->10/09	0.00
Call Display	09/10->10/09	0.00
Call Forward Busy	09/10->10/09	0.00
Call Forward No Answer	09/10->10/09	0.00
Call Waiting	09/10->10/09	0.00
Text/MMS Unlimited CAN/INT	09/10->10/09	0.00
Toll Free Canada	09/10->10/09	0.00
Unl. WiFi at Tbaytel Hotspots	09/10->10/09	0.00
Unlimited Call Forwarding	09/10->10/09	0.00
Voicemail Enhanced - Free	09/10->10/09	0.00
6GB SMART Data	09/10->10/09	0.00
<b>Total Monthly Services</b>		<b>\$65.00</b>

**USAGE FOR 807-629-7031**

6pm Evenings/Weekends Unltd.	Used 304	0.00
Call Forwarding Unltd.	Used 0	0.00
In Plan Free Minutes	Used 1679	0.00
Other Free Minutes	Used 33	0.00
Toll Free Canada	Used 271	0.00
100 Free US Roaming SMS	Used 0	0.00
Incoming Text Messages Unltd.	Used 427	0.00
Text/MMS CAN/INT Unltd.	Used 520	0.00
Data In Plan Free Usage 6291456	Used 1426351	0.00
<b>Total Usage</b>		<b>\$0.00</b>

**OTHER CHARGES & CREDITS FOR 807-629-7031**

SimplePay Monthly Installment	09/10->10/09	48.96
<b>Total Other Charges &amp; Credits</b>		<b>\$48.96</b>
HST (R121396592)		3.25
<b>Total Taxes</b>		<b>\$3.25</b>

**Total Phone Charges**      **\$117.21**