



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

with the power of ROGERS.

MOBILITY

Invoice Information

Account Holder: Natasha Sakchekapo-Lalande
Invoice Date: May 10, 2022
Account Number: 5351243600
Phone Number: 807-738-1425
Due Date: June 6, 2022

TOTAL AMOUNT DUE: \$66.31

Summary of Charges

Previous Balance: \$62.86
Payment(s) - Thank you: 183.00CR
Balance Forward: 120.14CR

Monthly Services: 165.00
HST (R121396592): 21.45
Total Current Charges: 186.45

Total Amount Due by June 06, 2022: \$66.31

Important Messages

TBAYTEL BUY BACK
Get money for your old phone

Visit tbaytel.net/buyback for more information

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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Due Date: June 6, 2022

TOTAL AMOUNT DUE: \$66.31

Amount Enclosed: \$ _____

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

Natasha Sakchekapo-Lalande
41 Curtis St
Sioux Lookout, ON P8T 1G8



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Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date.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

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



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Account Number **Phone Number** **Account Holder**
5351243600 807-738-1425 Natasha Sakchekapo-Lalande

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Monthly Charges

MONTHLY SERVICES FOR 807-738-1425

Super Elite 55GB - \$165	05/10->06/09	165.00
3-Way Calling	05/10->06/09	0.00
Block Data Roaming US&Intl	05/10->06/09	0.00
Call Display	05/10->06/09	0.00
Call Forward Busy	05/10->06/09	0.00
Call Forward No Answer	05/10->06/09	0.00
Call Waiting	05/10->06/09	0.00
Elite Tier	05/10->06/09	0.00
Text/MMS Unlimited CAN/INT	05/10->06/09	0.00
Toll Free Canada	05/10->06/09	0.00
Unl. WiFi at Tbaytel Hotspots	05/10->06/09	0.00
Unlimited Call Forwarding	05/10->06/09	0.00
Voice Enhance - Free	05/10->06/09	0.00
55GB SMART Data	05/10->06/09	0.00
Total Monthly Services		\$165.00

USAGE FOR 807-738-1425

6pm Evenings/Weekends Unltd.	Used 121	0.00
Call Forwarding Unltd.	Used 0	0.00
In Plan Free Minutes	Used 364	0.00
Other Free Minutes	Used 24	0.00
Toll Free Canada	Used 98	0.00
100 Free US Roaming SMS	Used 0	0.00
Incoming Text Messages Unltd.	Used 200	0.00
Text/MMS CAN/INT Unltd.	Used 136	0.00
Data In Plan Free Usage 57671680	Used 11101219	0.00
Total Usage		\$0.00

HST (R121396592)	21.45
Total Taxes	\$21.45

Total Phone Charges **\$186.45**