

**MOBILITY**

**Invoice Information**

Account Holder:	Greg Pelletier
Invoice Date:	August 20, 2023
Account Number:	5194662200
Phone Number:	Multiple
Due Date:	September 15, 2023
<b>TOTAL AMOUNT DUE:</b>	<b>\$168.28</b>

**Summary of Charges**

Previous Balance:	\$226.35
Payment(s) - Thank you	175.00CR
Balance Forward:	51.35
Late Payment Charge:	1.28
Monthly Services:	115.00
HST (R121396592):	0.65
Total Current Charges:	116.93
Total Amount Due by September 15, 2023:	\$168.28

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

**Important Messages**



**Behind every Instagram moment**

We're growing 5G across our city and region! Follow the 5G Journey on our website and social media.

#behindthescreens



Please detach and return portion below with your payment

**Invoice Information**

Account Holder:	Greg Pelletier
Invoice Date:	August 20, 2023
Account Number:	5194662200
Phone Number:	Multiple
Due Date:	September 15, 2023
<b>TOTAL AMOUNT DUE:</b>	<b>\$168.28</b>

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

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

Greg Pelletier  
820 Brodie St N  
Thunder Bay, ON P7C 3V2

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Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date.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

Send cheque payable to:

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



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

Account Number      Phone Number      Account Holder  
5194662200      Multiple      Greg Pelletier

Page: 3 of 4

**Summary of Charges Through September 19, 2023**

Monthly Access	Features	Air Time	Long Distance	Other Usage	Discount/Promotion	Misc. Adjs.	Taxes	Total
<b>Account Level Charges</b>								
0.00	0.00	0.00	0.00	0.00	0.00	1.28	0.00	1.28
<b>807-474-6928 Smart 6GB - \$75 Greg Pelletier</b>								
75.00	35.00	0.00	0.00	0.00	0.00	0.00	0.00	110.00
<b>807-629-8564 Tablet Flex Greg Pelletier</b>								
5.00	0.00	0.00	0.00	0.00	0.00	0.00	0.65	5.65
<b>TOTAL</b>								
<b>80.00</b>	<b>35.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1.28</b>	<b>0.65</b>	<b>116.93</b>



**Account Number**      **Phone Number**      **Account Holder**  
5194662200      Multiple      Greg Pelletier

---

**Monthly Charges****Account Level Charges****LATE PAYMENT CHARGE**

Late Payment Charge 08/21      1.28  
**Total Late Payment Charge**      **\$1.28**

**Total Account Level Detail**      **\$1.28**

---

**MONTHLY SERVICES FOR 807-474-6928**

Smart 6GB - \$75	08/20->09/19	75.00
3-Way Calling	08/20->09/19	0.00
Block Data Roaming Intl	08/20->09/19	0.00
Call Display	08/20->09/19	0.00
Call Forward Busy	08/20->09/19	0.00
Call Forward No Answer	08/20->09/19	0.00
Call Waiting	08/20->09/19	0.00
Data Add-On 5GB 08/20		35.00
Text/MMS Unlimited CAN/INT	08/20->09/19	0.00
Toll Free Canada	08/20->09/19	0.00
Unl. WiFi at Tbaytel Hotspots	08/20->09/19	0.00
Unlimited Call Forwarding	08/20->09/19	0.00
Voicemail Enhanced - Free	08/20->09/19	0.00
6GB SMART Data	08/20->09/19	0.00
<b>Total Monthly Services</b>		<b>\$110.00</b>

**USAGE FOR 807-474-6928**

6pm Evenings/Weekends Unltd.	Used 456	0.00
Call Forwarding Unltd.	Used 0	0.00
In Plan Free Minutes	Used 393	0.00
Other Free Minutes	Used 17	0.00
Toll Free Canada	Used 414	0.00
100 Free US Roaming SMS	Used 0	0.00
Incoming Text Messages Unltd.	Used 147	0.00
Text/MMS CAN/INT Unltd.	Used 153	0.00
Data Add-On 5GB 5242880	Used 2879343	0.00
Data In Plan Free Usage 6291456	Used 6291456	0.00
<b>Total Usage</b>		<b>\$0.00</b>

**Total Phone Charges**      **\$110.00**

---

**MONTHLY SERVICES FOR 807-629-8564**

Tablet 10MB - Base Flex	08/20->09/19	5.00
Block Data Roaming Intl	08/20->09/19	0.00
Block Voice	08/20->09/19	0.00
Text 300 Canada	08/20->09/19	0.00
Unl. WiFi at Tbaytel Hotspots	08/20->09/19	0.00
<b>Total Monthly Services</b>		<b>\$5.00</b>

**USAGE FOR 807-629-8564**

Other Free Minutes Unltd.	Used 0	0.00
100 Free US Roaming SMS	Used 0	0.00
Incoming Text Messages Unltd.	Used 0	0.00
Text 300 Canada 300	Used 0	0.00
Data In Plan Free Usage 10240	Used 0	0.00
<b>Total Usage</b>		<b>\$0.00</b>

HST (R121396592)      0.65  
**Total Taxes**      **\$0.65**

**Total Phone Charges**      **\$5.65**