



Account Summary

Your Last Bill

Balance from previous statement brought forward	\$90.40
Payment - Thank you	-\$90.40
Credit	\$0.00
Other charges	\$0.00
Late charges and interest	\$0.00
	\$0.00

Your Current Bill

Charges for - Mrs Caitlin Riden (613) 720-3619	\$80.00
Charges for - Mr Thaila Riden (613) 306-3453	\$0.00
	\$80.00

Taxes

ON HST #81578 1448 RT0001	\$10.40
---------------------------	---------

Current Bill **\$90.40**

Total Amount Due **\$90.40**

**Something new
for you or your
loved ones?**



**Call or visit our
website to see
our current
promotions!**

For statement inquiries
please call:
1-888-281-3334

DO NOT PAY. THE TOTAL AMOUNT DUE WILL BE CHARGED TO YOUR CREDIT CARD ON OR AROUND THE DUE DATE.



Box 19372 Metrotown PO
Burnaby, BC V5H 4J8

Miss Caitlin Ross
3440 County Road 10
Vankleek Hill, ON K0B 1R0

Account Number: 1102521
Invoice Number: 200200012635
Invoice Date: 01/02/2020

**If you pay your wireless bill via cheque
or online banking, please make your
payment payable to CITYFONE.**

Your Last Bill: \$0.00
Your Current Bill: \$90.40
Total Amount Due: \$90.40

STATEMENT DUE DATE: 19/02/2020

How to Pay Your Bill?

Cityfone is the program service provider, reseller and biller for the SimplyConnect program. All customer service support in connection with the SimplyConnect program is provided to you by Cityfone.

If you pay your wireless bill via preauthorized payments, your monthly invoice will be conveniently charged to your credit card on the 19th of each month. When you receive your statement, your charge will be identified as 'Cityfone'. If you pay your wireless bill via cheque or online banking, please make your payment payable to 'Cityfone' before the 19th of each month.

CCTS Complaints Process

CCTS is an independent agency whose mandate is to resolve complaints of consumers about their telecom and TV services, and complaints of small business customers about their telecom services, free of charge. If you have a complaint about your telephone, wireless, internet or TV 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.

To learn more about CCTS, you may visit its website at www.ccts-cprst.ca or call toll-free at 1-888-221-1687.

Contact Us

SimplyConnect
Box 19372 Metrotown PO
Burnaby, BC V5H 4J8

TOLL FREE: 1-888-281-3334
FAX: 1-888-213-4836
EMAIL: support@simplyconnect.ca
WEB: www.simplyconnect.ca

911 Service

When calling 911 emergency service always provide the operator with

- your full name,
- your 10 digit wireless phone number and
- the specific location you are calling from.

Calls to 911 are free, so stay on the line as long as the operator requires.

For more information about the 911 emergency service please visit our website.

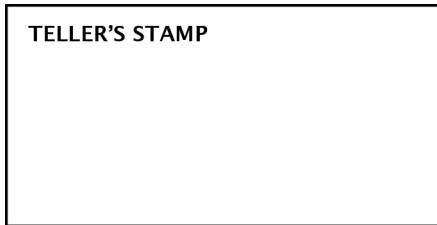
Sign up for My Account!

Get 24/7 online access to your wireless usage, service, billing and profile information. Simply visit the My Account section of our website, and follow a few simple steps to get started. Once registered, you can use My Account to view your wireless account and billing information.

We encourage you to go green! If you are currently receiving paper bills, you will no longer receive them once registered for My Account.

Hours of Operation

MONDAY - FRIDAY: 8:30am-10:00pm (EST)
SATURDAY: 10:00am-7:00pm (EST)
SUNDAY & HOLIDAYS: 11:00am-7:00pm (EST)
CLOSED: December 25th & January 1st



ALL PAYMENTS MUST BE PAYABLE TO CITYFONE.

SimplyConnect
Box 19372 Metrotown PO
Burnaby, BC V5H 4J8

(613) 720-3619

Mrs Caitlin Riden

Mobile Details

Plan: Canada-wide Family Data Share 1 GB

Features Included

Mini Voicemail
Conference Calling
Call Display
Call Waiting
Name Display

Usage Included

1 GB Shared Data
400 Daytime Minutes (7AM-6PM)
UNLIMITED Evenings and Weekends: 6PM-7AM
UNLIMITED Family Text Messages
UNLIMITED Family Calling
UNLIMITED Incoming Text Messages
UNLIMITED Text & MMS (Canada/INTL)

Add-Ons

1 GB Data (BONUS)
2 GB Shared Data (PROMOTIONAL BONUS)
400 Weekday Minutes to 6PM (BONUS)
LTE Tethering Access

Monthly Service Details

Regular Charges Feb. 01 - Feb. 29

Canada-wide Family Data Share 1 GB **\$80.00**

Additional Usage

		Domestic	Roaming	
Voice	82 Minutes	\$0.00	\$0.00	\$0.00
Text	91 Messages	\$0.00	\$0.00	\$0.00
Data	253098 KB	\$0.00	\$0.00	\$0.00
				<hr/> \$0.00

Taxes

ON HST #81578 1448 RT0001 **\$10.40**

Total **\$90.40**

Domestic Usage

Voice

Date	Start	From	To	Number	Duration	Airtime	LD	Total
07-01-20	14h18	Vankleek Hill	Hawkesbury	(613) 632-0605	00:10:00	\$0.00	\$0.00	\$0.00
07-01-20	14h27	Vankleek Hill	Hawkesbury	(613) 632-0605	00:01:00	\$0.00	\$0.00	\$0.00
07-01-20	14h28	Vankleek Hill	Hawkesbury	(613) 632-0605	00:04:00	\$0.00	\$0.00	\$0.00
08-01-20	14h41	Incoming	Vankleek Hill	(613) 632-1111	00:34:00	\$0.00	\$0.00	\$0.00
13-01-20	11h08	Vankleek Hill	Hawkesbury	(613) 632-0605	00:07:00	\$0.00	\$0.00	\$0.00
13-01-20	12h00	Vankleek Hill	Family	(613) 306-3453	00:01:00	\$0.00	\$0.00	\$0.00
15-01-20	12h46	Incoming	Vankleek Hill	20561316057	00:01:00	\$0.00	\$0.00	\$0.00
15-01-20	18h12	Vankleek Hill	Family	(613) 306-3453	00:01:00	\$0.00	\$0.00	\$0.00
20-01-20	12h27	Incoming	Vankleek Hill	(613) 632-1111	00:01:00	\$0.00	\$0.00	\$0.00
25-01-20	18h22	Vankleek Hill	Hawkesbury	(613) 632-2457	00:01:00	\$0.00	\$0.00	\$0.00
28-01-20	09h18	Vankleek Hill	Hawkesbury	(613) 632-0605	00:04:00	\$0.00	\$0.00	\$0.00
28-01-20	09h37	Incoming	Vankleek Hill	(613) 632-9052	00:01:00	\$0.00	\$0.00	\$0.00
29-01-20	10h27	Vankleek Hill	Ottawa-Hull	(613) 700-3670	00:15:00	\$0.00	\$0.00	\$0.00
30-01-20	14h37	Vankleek Hill	Family	(613) 306-3453	00:01:00	\$0.00	\$0.00	\$0.00
Total					01:22:00	\$0.00	\$0.00	\$0.00

Text

Description	# of Messages	Additional Usage	Rate	Total
Text Messages Received	40	0	\$0.00	\$0.00
Family Text Messages Sent	18	0	\$0.00	\$0.00
Text Messages Sent to Canada	18	0	\$0.00	\$0.00
Family Text Messages Received	15	0	\$0.00	\$0.00
Total				\$0.00

Data

Date	Description	Duration(KB)	Total
01-01-20	Mobile Internet	3	\$0.00
02-01-20	Mobile Internet	191	\$0.00
03-01-20	Mobile Internet	6038	\$0.00
04-01-20	Mobile Internet	268	\$0.00
05-01-20	Mobile Internet	106	\$0.00
06-01-20	Mobile Internet	442	\$0.00
07-01-20	Mobile Internet	1227	\$0.00
08-01-20	Mobile Internet	42	\$0.00
09-01-20	Mobile Internet	11916	\$0.00
10-01-20	Mobile Internet	5759	\$0.00
11-01-20	Mobile Internet	558	\$0.00
12-01-20	Mobile Internet	177	\$0.00
13-01-20	Mobile Internet	178	\$0.00
14-01-20	Mobile Internet	13021	\$0.00
15-01-20	Mobile Internet	227	\$0.00
16-01-20	Mobile Internet	2732	\$0.00
17-01-20	Mobile Internet	154	\$0.00
18-01-20	Mobile Internet	67	\$0.00
19-01-20	Mobile Internet	210	\$0.00
20-01-20	Mobile Internet	555	\$0.00
21-01-20	Mobile Internet	1177	\$0.00
22-01-20	Mobile Internet	5232	\$0.00
23-01-20	Mobile Internet	24864	\$0.00
24-01-20	Mobile Internet	119	\$0.00
25-01-20	Mobile Internet	1598	\$0.00
26-01-20	Mobile Internet	168141	\$0.00
27-01-20	Mobile Internet	233	\$0.00
28-01-20	Mobile Internet	119	\$0.00
29-01-20	Mobile Internet	2442	\$0.00
30-01-20	Mobile Internet	5131	\$0.00

Account Holder
Miss Caitlin Ross

Account #
1102521

Invoice #
200200012635

Invoice Date
01/02/2020

Page
5 - 10

31-01-20

Mobile Internet

171

\$0.00

Total

\$0.00

Total Domestic Usage

\$0.00

(613) 306-3453

Mr Thaila Riden

Mobile Details

Plan: Canada-wide Family Data Share 1 GB Secondary

Features Included

Mini Voicemail
Conference Calling
Call Display
Call Waiting
Name Display

Usage Included

Add-Ons

LTE Tethering Access

Monthly Service Details

Regular Charges Feb. 01 - Feb. 29

Canada-wide Family Data Share 1 GB Secondary **\$25.00**

Additional Usage

		Domestic	Roaming	
Voice	238 Minutes	\$0.00	\$0.00	\$0.00
Text	306 Messages	\$0.00	\$0.00	\$0.00
Data	891481 KB	\$0.00	\$0.00	\$0.00
				\$0.00

Credits & Adjustments

Additional User Credit (Canada-wide Family Data Share 1 GB Secondary) **-\$25.00**

Total **\$0.00**

Domestic Usage

Voice

Date	Start	From	To	Number	Duration	Airtime	LD	Total
01-01-20	19h14	Vankleek Hill	Grenville	(819) 242-1040	00:03:00	\$0.00	\$0.00	\$0.00
02-01-20	11h31	Vankleek Hill	Grenville	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
03-01-20	20h33	Vankleek Hill	Hawkesbury	(613) 307-0264	00:02:00	\$0.00	\$0.00	\$0.00
03-01-20	22h51	Lachute	Ottawa-Hull	(613) 983-1336	00:02:00	\$0.00	\$0.00	\$0.00
04-01-20	12h35	Incoming	Vankleek Hill	(438) 927-0158	00:04:00	\$0.00	\$0.00	\$0.00
04-01-20	14h46	Incoming	Vankleek Hill	(438) 927-0158	00:04:00	\$0.00	\$0.00	\$0.00
04-01-20	16h45	Incoming	Vankleek Hill	(438) 927-0158	00:01:00	\$0.00	\$0.00	\$0.00
06-01-20	10h44	Vankleek Hill	Voicemail	(647) 530-1104	00:01:00	\$0.00	\$0.00	\$0.00
06-01-20	10h45	Vankleek Hill	Montreal	(514) 865-5997	00:02:00	\$0.00	\$0.00	\$0.00
06-01-20	11h31	Vankleek Hill	Hawkesbury	(613) 307-8089	00:03:00	\$0.00	\$0.00	\$0.00
06-01-20	13h27	Vankleek Hill	Hawkesbury	(613) 632-2457	00:01:00	\$0.00	\$0.00	\$0.00
06-01-20	17h07	Vankleek Hill	Hawkesbury	(613) 632-2457	00:01:00	\$0.00	\$0.00	\$0.00
06-01-20	17h12	Vankleek Hill	Vankleek Hill	(613) 676-4295	00:02:00	\$0.00	\$0.00	\$0.00
06-01-20	17h26	Vankleek Hill	Hawkesbury	(613) 307-8089	00:01:00	\$0.00	\$0.00	\$0.00
06-01-20	17h28	Vankleek Hill	Montreal	(514) 290-1727	00:02:00	\$0.00	\$0.00	\$0.00
06-01-20	17h29	Incoming	Vankleek Hill	(613) 677-1181	00:02:00	\$0.00	\$0.00	\$0.00
06-01-20	17h31	Vankleek Hill	Grenville	(819) 242-1040	00:01:00	\$0.00	\$0.00	\$0.00
06-01-20	17h32	Incoming	Vankleek Hill	(819) 242-1040	00:05:00	\$0.00	\$0.00	\$0.00
06-01-20	17h39	Vankleek Hill	Montreal	(514) 290-1727	00:02:00	\$0.00	\$0.00	\$0.00
06-01-20	18h47	Lachute	Montreal	(514) 290-1727	00:01:00	\$0.00	\$0.00	\$0.00
07-01-20	14h44	Vankleek Hill	Grenville	(819) 242-1040	00:01:00	\$0.00	\$0.00	\$0.00
07-01-20	14h45	Vankleek Hill	Grenville	(819) 242-1040	00:01:00	\$0.00	\$0.00	\$0.00
07-01-20	14h46	Vankleek Hill	Grenville	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
07-01-20	17h29	Vankleek Hill	Family	(613) 720-3619	00:01:00	\$0.00	\$0.00	\$0.00
08-01-20	11h22	Vankleek Hill	Grenville	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
08-01-20	11h26	Vankleek Hill	Voicemail	(647) 530-1104	00:01:00	\$0.00	\$0.00	\$0.00
08-01-20	11h27	Incoming	Vankleek Hill	(613) 678-0164	00:19:00	\$0.00	\$0.00	\$0.00
08-01-20	17h59	Vankleek Hill	Grenville	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
09-01-20	08h31	Vankleek Hill	Voicemail	(647) 530-1104	00:01:00	\$0.00	\$0.00	\$0.00
09-01-20	12h14	Vankleek Hill	Grenville	(819) 242-1040	00:01:00	\$0.00	\$0.00	\$0.00
09-01-20	12h15	Vankleek Hill	Grenville	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
09-01-20	12h22	Incoming	Vankleek Hill	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
09-01-20	20h21	Vankleek Hill	Voicemail	(647) 530-1104	00:01:00	\$0.00	\$0.00	\$0.00
10-01-20	10h48	Incoming	Vankleek Hill	(438) 927-0158	00:05:00	\$0.00	\$0.00	\$0.00
10-01-20	15h00	Incoming	Vankleek Hill	(613) 306-2055	00:05:00	\$0.00	\$0.00	\$0.00
10-01-20	18h21	Vankleek Hill	Grenville	(819) 242-1040	00:03:00	\$0.00	\$0.00	\$0.00
11-01-20	22h39	Incoming	Vankleek Hill	(613) 276-4492	00:02:00	\$0.00	\$0.00	\$0.00
12-01-20	22h40	Vankleek Hill	Grenville	(819) 242-1040	00:03:00	\$0.00	\$0.00	\$0.00
12-01-20	22h45	Vankleek Hill	Hawkesbury	(613) 307-8089	00:06:00	\$0.00	\$0.00	\$0.00
13-01-20	10h45	Incoming	Vankleek Hill	(613) 307-8089	00:04:00	\$0.00	\$0.00	\$0.00
13-01-20	12h00	Family In	Vankleek Hill	(613) 720-3619	00:01:00	\$0.00	\$0.00	\$0.00
13-01-20	12h14	Vankleek Hill	Grenville	(819) 242-1040	00:05:00	\$0.00	\$0.00	\$0.00
13-01-20	13h27	Incoming	Vankleek Hill	(613) 676-1215	00:02:00	\$0.00	\$0.00	\$0.00
15-01-20	14h09	Vankleek Hill	Grenville	(819) 242-1040	00:01:00	\$0.00	\$0.00	\$0.00
15-01-20	14h10	Vankleek Hill	Voicemail	(647) 530-1104	00:01:00	\$0.00	\$0.00	\$0.00
15-01-20	15h45	Incoming	Vankleek Hill	(613) 594-5323	00:02:00	\$0.00	\$0.00	\$0.00
15-01-20	18h12	Family In	Vankleek Hill	(613) 720-3619	00:01:00	\$0.00	\$0.00	\$0.00
16-01-20	16h18	Incoming	Vankleek Hill	(613) 872-2461	00:05:00	\$0.00	\$0.00	\$0.00
17-01-20	17h41	Incoming	Vankleek Hill	(613) 872-2461	00:08:00	\$0.00	\$0.00	\$0.00
18-01-20	14h14	Incoming	Vankleek Hill	(613) 872-2461	00:03:00	\$0.00	\$0.00	\$0.00
18-01-20	16h10	Incoming	Vankleek Hill	(613) 872-2461	00:10:00	\$0.00	\$0.00	\$0.00
18-01-20	17h17	Incoming	Vankleek Hill	(613) 872-2461	00:01:00	\$0.00	\$0.00	\$0.00
18-01-20	18h36	Vankleek Hill	Ottawa-Hull	(613) 618-4358	00:01:00	\$0.00	\$0.00	\$0.00
19-01-20	13h24	Vankleek Hill	Vankleek Hill	(613) 872-2461	00:03:00	\$0.00	\$0.00	\$0.00
19-01-20	15h06	Vankleek Hill	Vankleek Hill	(613) 872-2461	00:01:00	\$0.00	\$0.00	\$0.00
23-01-20	13h00	Vankleek Hill	Grenville	(819) 242-1040	00:03:00	\$0.00	\$0.00	\$0.00
23-01-20	16h41	Vankleek Hill	Montreal	(514) 290-1727	00:01:00	\$0.00	\$0.00	\$0.00
23-01-20	18h52	Vankleek Hill	Vankleek Hill	(613) 676-1215	00:01:00	\$0.00	\$0.00	\$0.00
23-01-20	19h08	Incoming	Vankleek Hill	(613) 306-2111	00:07:00	\$0.00	\$0.00	\$0.00
24-01-20	12h52	Vankleek Hill	Russell	(613) 496-0115	00:02:00	\$0.00	\$0.00	\$0.00
24-01-20	13h10	Incoming	Vankleek Hill	(613) 261-6216	00:02:00	\$0.00	\$0.00	\$0.00
24-01-20	15h45	Vankleek Hill	Grenville	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
24-01-20	15h49	Vankleek Hill	Hawkesbury	(613) 307-0491	00:06:00	\$0.00	\$0.00	\$0.00
24-01-20	16h10	Vankleek Hill	Ottawa-Hull	(613) 818-3992	00:01:00	\$0.00	\$0.00	\$0.00
24-01-20	17h22	Incoming	Vankleek Hill	(416) 486-6161	00:01:00	\$0.00	\$0.00	\$0.00
24-01-20	17h24	Vankleek Hill	Ottawa-Hull	(613) 276-4492	00:02:00	\$0.00	\$0.00	\$0.00
24-01-20	17h46	Incoming	Vankleek Hill	(613) 496-0115	00:05:00	\$0.00	\$0.00	\$0.00
25-01-20	13h09	Incoming	Vankleek Hill	(613) 306-2111	00:07:00	\$0.00	\$0.00	\$0.00
25-01-20	13h17	Vankleek Hill	Ottawa-Hull	(613) 818-3992	00:02:00	\$0.00	\$0.00	\$0.00

Data

Date	Description	Duration(KB)	Total
01-01-20	Mobile Internet	2109	\$0.00
02-01-20	Mobile Internet	405	\$0.00
03-01-20	Mobile Internet	6779	\$0.00
04-01-20	Mobile Internet	2276	\$0.00
05-01-20	Mobile Internet	4135	\$0.00
06-01-20	Mobile Internet	827	\$0.00
07-01-20	Mobile Internet	193334	\$0.00
08-01-20	Mobile Internet	5099	\$0.00
09-01-20	Mobile Internet	14841	\$0.00
10-01-20	Mobile Internet	46830	\$0.00
11-01-20	Mobile Internet	18367	\$0.00
12-01-20	Mobile Internet	94633	\$0.00
13-01-20	Mobile Internet	90991	\$0.00
14-01-20	Mobile Internet	12613	\$0.00
15-01-20	Mobile Internet	5717	\$0.00
16-01-20	Mobile Internet	3895	\$0.00
17-01-20	Mobile Internet	751	\$0.00
18-01-20	Mobile Internet	3634	\$0.00
19-01-20	Mobile Internet	2328	\$0.00
20-01-20	Mobile Internet	719	\$0.00
21-01-20	Mobile Internet	79080	\$0.00
22-01-20	Mobile Internet	2441	\$0.00
23-01-20	Mobile Internet	3593	\$0.00
24-01-20	Mobile Internet	141789	\$0.00
25-01-20	Mobile Internet	26963	\$0.00
26-01-20	Mobile Internet	14466	\$0.00
27-01-20	Mobile Internet	26435	\$0.00
28-01-20	Mobile Internet	21499	\$0.00
29-01-20	Mobile Internet	49484	\$0.00
30-01-20	Mobile Internet	12146	\$0.00
31-01-20	Mobile Internet	3302	\$0.00

Total **\$0.00**

Total Domestic Usage **\$0.00**

Account Holder
Miss Caitlin Ross

Account #
1102521

Invoice #
200200012635

Invoice Date
01/02/2020

Page
10 - 10