



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	\$2.79
	\$82.79

Taxes

ON HST #81578 1448 RT0001	\$10.76
	\$10.76

Current Bill

Total Amount Due	\$93.55
-------------------------	----------------

Sharing is rewarding!

With our **Refer and Earn** program, you and anyone you successfully refer can both receive a **\$50 credit*** towards your wireless service fee!

Log in to My Account to start referring today!

*Offer shown expires March 31, 2020. Some conditions apply, call for details.

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: 200300012528
Invoice Date: 01/03/2020

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:	\$93.55
Total Amount Due:	\$93.55

STATEMENT DUE DATE: 19/03/2020

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

TELLER'S STAMP

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 Mar. 01 - Mar. 31

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

Additional Usage

		Domestic	Roaming	
Voice	74 Minutes	\$0.00	\$0.00	\$0.00
Text	56 Messages	\$0.00	\$0.00	\$0.00
Data	234086 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
03-02-20	19h12	Incoming	Ottawa-Hull	(613) 276-4492	00:02:00	\$0.00	\$0.00	\$0.00
06-02-20	09h04	Vankleek Hill		(888) 815-4514	00:07:00	\$0.00	\$0.00	\$0.00
10-02-20	12h10	Family In	Vankleek Hill	(613) 306-3453	00:01:00	\$0.00	\$0.00	\$0.00
20-02-20	16h32	Incoming	Lachute	(613) 632-1111	00:02:00	\$0.00	\$0.00	\$0.00
21-02-20	10h51	Vankleek Hill	Hawkesbury	(613) 632-0605	00:04:00	\$0.00	\$0.00	\$0.00
21-02-20	12h36	Family In	Vankleek Hill	(613) 306-3453	00:01:00	\$0.00	\$0.00	\$0.00
21-02-20	12h38	Family In	Vankleek Hill	(613) 306-3453	00:01:00	\$0.00	\$0.00	\$0.00
21-02-20	12h43	Family In	Vankleek Hill	(613) 306-3453	00:08:00	\$0.00	\$0.00	\$0.00
22-02-20	16h10	Incoming	Vankleek Hill	(613) 841-7375	00:11:00	\$0.00	\$0.00	\$0.00
22-02-20	22h32	Incoming	Vankleek Hill	(613) 725-4634	00:16:00	\$0.00	\$0.00	\$0.00
24-02-20	18h10	Family In	Vankleek Hill	(613) 306-3453	00:01:00	\$0.00	\$0.00	\$0.00
24-02-20	20h30	Incoming	Vankleek Hill	(613) 632-1111	00:01:00	\$0.00	\$0.00	\$0.00
26-02-20	16h10	Family In	Vankleek Hill	(613) 306-3453	00:01:00	\$0.00	\$0.00	\$0.00
28-02-20	09h56	Family In	Vankleek Hill	(613) 306-3453	00:09:00	\$0.00	\$0.00	\$0.00
29-02-20	13h42	Incoming	Ottawa-Hull	(613) 806-7571	00:08:00	\$0.00	\$0.00	\$0.00
29-02-20	19h00	Incoming	Ottawa-Hull	(613) 806-7571	00:01:00	\$0.00	\$0.00	\$0.00

Total **01:14:00** **\$0.00** **\$0.00** **\$0.00**

Text

Description	# of Messages	Additional Usage	Rate	Total
Text Messages Received	30	0	\$0.00	\$0.00
Family Text Messages Sent	4	0	\$0.00	\$0.00
Text Messages Sent to Canada	19	0	\$0.00	\$0.00
Family Text Messages Received	3	0	\$0.00	\$0.00

Total **\$0.00**

Data

Date	Description	Duration(KB)	Total
01-02-20	Mobile Internet	416	\$0.00
02-02-20	Mobile Internet	1242	\$0.00
03-02-20	Mobile Internet	22811	\$0.00
04-02-20	Mobile Internet	48391	\$0.00
05-02-20	Mobile Internet	9782	\$0.00
06-02-20	Mobile Internet	1643	\$0.00
07-02-20	Mobile Internet	685	\$0.00
08-02-20	Mobile Internet	11691	\$0.00
09-02-20	Mobile Internet	9837	\$0.00
10-02-20	Mobile Internet	363	\$0.00
11-02-20	Mobile Internet	16077	\$0.00
12-02-20	Mobile Internet	6094	\$0.00
13-02-20	Mobile Internet	3736	\$0.00
14-02-20	Mobile Internet	275	\$0.00
15-02-20	Mobile Internet	185	\$0.00
16-02-20	Mobile Internet	50	\$0.00
17-02-20	Mobile Internet	235	\$0.00
18-02-20	Mobile Internet	1662	\$0.00
19-02-20	Mobile Internet	14577	\$0.00
20-02-20	Mobile Internet	1412	\$0.00
21-02-20	Mobile Internet	144	\$0.00
22-02-20	Mobile Internet	423	\$0.00
23-02-20	Mobile Internet	80	\$0.00
24-02-20	Mobile Internet	244	\$0.00
25-02-20	Mobile Internet	123	\$0.00
26-02-20	Mobile Internet	1826	\$0.00
27-02-20	Mobile Internet	48582	\$0.00
28-02-20	Mobile Internet	9308	\$0.00

Account Holder	Account #	Invoice #	Invoice Date	Page
Miss Caitlin Ross	1102521	200300012528	01/03/2020	5 - 9
29-02-20	Mobile Internet		22192	\$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 Mar. 01 - Mar. 31

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

Additional Usage

		Domestic	Roaming	
Voice	228 Minutes	\$2.79	\$0.00	\$2.79
Text	286 Messages	\$0.00	\$0.00	\$0.00
Data	1162540 KB	\$0.00	\$0.00	\$0.00
				\$2.79

Credits & Adjustments

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

Taxes

ON HST #81578 1448 RT0001 **\$0.36**

Total **\$3.15**

Domestic Usage

Voice

Date	Start	From	To	Number	Duration	Airtime	LD	Total
02-02-20	01h22	Vankleek Hill	Voicemail	(647) 530-1104	00:02:00	\$0.00	\$0.00	\$0.00
02-02-20	08h14	Vankleek Hill	Montreal	(438) 927-0158	00:01:00	\$0.00	\$0.00	\$0.00
02-02-20	09h56	Vankleek Hill	Montreal	(438) 927-0158	00:01:00	\$0.00	\$0.00	\$0.00
02-02-20	09h56	Incoming	Vankleek Hill	(438) 927-0158	00:01:00	\$0.00	\$0.00	\$0.00
02-02-20	13h30	Vankleek Hill	Voicemail	(647) 530-1104	00:02:00	\$0.00	\$0.00	\$0.00
03-02-20	18h28	Ottawa-Hull	Ottawa-Hull	(613) 204-0004	00:01:00	\$0.00	\$0.00	\$0.00
03-02-20	18h47	Ottawa-Hull	Ottawa-Hull	(613) 680-1325	00:01:00	\$0.00	\$0.00	\$0.00
04-02-20	14h49	Vankleek Hill	Hawkesbury	(613) 307-0491	00:02:00	\$0.00	\$0.00	\$0.00
04-02-20	16h43	Montebello	Grenville	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
05-02-20	12h49	Vankleek Hill	Voicemail	(647) 530-1104	00:02:00	\$0.00	\$0.00	\$0.00
07-02-20	12h26	Vankleek Hill	Grenville	(819) 242-1040	00:07:00	\$0.00	\$0.00	\$0.00
08-02-20	11h25	Vankleek Hill	Vankleek Hill	(613) 872-0992	00:01:00	\$0.00	\$0.00	\$0.00
09-02-20	00h39	Ottawa-Hull	Belleville	(613) 242-3483	00:03:00	\$0.00	\$0.00	\$0.00
10-02-20	12h10	Vankleek Hill	Family	(613) 720-3619	00:01:00	\$0.00	\$0.00	\$0.00
10-02-20	12h52	Incoming	Vankleek Hill	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
12-02-20	19h19	Incoming	Vankleek Hill	(613) 676-1215	00:04:00	\$0.00	\$0.00	\$0.00
13-02-20	11h42	Incoming	Vankleek Hill	(819) 242-1040	00:04:00	\$0.00	\$0.00	\$0.00
13-02-20	12h03	Vankleek Hill	Grenville	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
14-02-20	10h33	Incoming	Vankleek Hill	(613) 307-8089	00:12:00	\$0.00	\$0.00	\$0.00
14-02-20	11h48	Vankleek Hill	Grenville	(819) 242-1040	00:05:00	\$0.00	\$0.00	\$0.00
15-02-20	13h55	Vankleek Hill	Voicemail	(647) 530-1104	00:01:00	\$0.00	\$0.00	\$0.00
15-02-20	16h50	Incoming	Vankleek Hill	(613) 678-0164	00:04:00	\$0.00	\$0.00	\$0.00
16-02-20	22h16	Vankleek Hill	Voicemail	(647) 530-1104	00:01:00	\$0.00	\$0.00	\$0.00
16-02-20	22h37	Vankleek Hill	Grenville	(819) 242-1040	00:03:00	\$0.00	\$0.00	\$0.00
17-02-20	13h55	Vankleek Hill	Montreal	(438) 836-3081	00:15:00	\$0.00	\$0.00	\$0.00
17-02-20	14h12	Vankleek Hill	Grenville	(819) 242-1040	00:08:00	\$0.00	\$0.00	\$0.00
17-02-20	15h57	Incoming	Vankleek Hill	(613) 872-2461	00:19:00	\$0.00	\$0.00	\$0.00
17-02-20	20h21	Vankleek Hill	Grenville	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
18-02-20	15h54	Vankleek Hill	Voicemail	(647) 530-1104	00:01:00	\$0.00	\$0.00	\$0.00
19-02-20	18h58	Vankleek Hill	Vankleek Hill	(613) 676-1215	00:01:00	\$0.00	\$0.00	\$0.00
19-02-20	21h59	Vankleek Hill	Grenville	(819) 242-1040	00:05:00	\$0.00	\$0.00	\$0.00
20-02-20	19h32	Vankleek Hill	Montreal	(514) 290-1727	00:05:00	\$0.00	\$0.00	\$0.00
21-02-20	11h57	Vankleek Hill	Ottawa-Hull	(613) 818-3992	00:05:00	\$0.00	\$0.00	\$0.00
21-02-20	12h02	Vankleek Hill	Vankleek Hill	(613) 678-0164	00:01:00	\$0.00	\$0.00	\$0.00
21-02-20	12h33	Vankleek Hill	Voicemail	(647) 530-1104	00:01:00	\$0.00	\$0.00	\$0.00
21-02-20	12h34	Incoming	Vankleek Hill	(613) 678-5306	00:01:00	\$0.00	\$0.00	\$0.00
21-02-20	12h36	Vankleek Hill	Family	(613) 720-3619	00:01:00	\$0.00	\$0.00	\$0.00
21-02-20	12h38	Vankleek Hill	Family	(613) 720-3619	00:01:00	\$0.00	\$0.00	\$0.00
21-02-20	12h43	Vankleek Hill	Family	(613) 720-3619	00:08:00	\$0.00	\$0.00	\$0.00
21-02-20	13h10	Vankleek Hill	Jamaica(L)	(876) 501-2823	00:03:00	\$0.00	\$2.79	\$2.79
21-02-20	13h13	Incoming	Vankleek Hill	(876) 501-2823	00:02:00	\$0.00	\$0.00	\$0.00
22-02-20	01h19	Vankleek Hill	Ottawa-Hull	(613) 818-3992	00:01:00	\$0.00	\$0.00	\$0.00
22-02-20	01h19	Vankleek Hill	Ottawa-Hull	(613) 818-3992	00:01:00	\$0.00	\$0.00	\$0.00
22-02-20	21h36	Incoming	Vankleek Hill	(613) 676-1215	00:03:00	\$0.00	\$0.00	\$0.00
23-02-20	10h54	Incoming	Vankleek Hill	(613) 307-8089	00:03:00	\$0.00	\$0.00	\$0.00
23-02-20	15h05	Vankleek Hill	Grenville	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
24-02-20	10h18	Incoming	Vankleek Hill	(514) 272-8822	00:04:00	\$0.00	\$0.00	\$0.00
24-02-20	11h58	Vankleek Hill	Montreal	(514) 272-8822	00:01:00	\$0.00	\$0.00	\$0.00
24-02-20	12h19	Vankleek Hill	Voicemail	(647) 530-1104	00:01:00	\$0.00	\$0.00	\$0.00
24-02-20	12h20	Vankleek Hill	Montreal	(514) 272-8822	00:04:00	\$0.00	\$0.00	\$0.00
24-02-20	13h29	Vankleek Hill	Montreal	(514) 272-8822	00:01:00	\$0.00	\$0.00	\$0.00
24-02-20	13h30	Vankleek Hill	Montreal	(514) 272-8822	00:01:00	\$0.00	\$0.00	\$0.00
24-02-20	18h10	Montreal	Family	(613) 720-3619	00:01:00	\$0.00	\$0.00	\$0.00
25-02-20	20h10	Vankleek Hill	Grenville	(819) 242-1040	00:09:00	\$0.00	\$0.00	\$0.00
26-02-20	11h13	Vankleek Hill	Grenville	(819) 242-1040	00:01:00	\$0.00	\$0.00	\$0.00
26-02-20	14h18	Incoming	Vankleek Hill	(514) 272-8822	00:02:00	\$0.00	\$0.00	\$0.00
26-02-20	15h36	Vankleek Hill	Montreal	(514) 272-8822	00:01:00	\$0.00	\$0.00	\$0.00
26-02-20	16h10	Montreal	Family	(613) 720-3619	00:01:00	\$0.00	\$0.00	\$0.00
27-02-20	12h56	Incoming	Vankleek Hill	(819) 242-1040	00:02:00	\$0.00	\$0.00	\$0.00
27-02-20	14h35	Vankleek Hill	Grenville	(819) 242-1040	00:01:00	\$0.00	\$0.00	\$0.00
28-02-20	09h56	Vankleek Hill	Family	(613) 720-3619	00:09:00	\$0.00	\$0.00	\$0.00
28-02-20	10h36	Vankleek Hill	Vankleek Hill	(613) 678-1223	00:09:00	\$0.00	\$0.00	\$0.00
28-02-20	18h54	Ottawa-Hull	Ottawa-Hull	(613) 806-7571	00:02:00	\$0.00	\$0.00	\$0.00
28-02-20	18h58	Incoming	Ottawa-Hull	(613) 806-7571	00:03:00	\$0.00	\$0.00	\$0.00
28-02-20	19h10	Incoming	Ottawa-Hull	(613) 242-3483	00:03:00	\$0.00	\$0.00	\$0.00
29-02-20	09h45	Incoming	Vankleek Hill	(613) 307-8089	00:03:00	\$0.00	\$0.00	\$0.00
29-02-20	10h06	Incoming	Vankleek Hill	(613) 307-8089	00:03:00	\$0.00	\$0.00	\$0.00
29-02-20	12h52	Vankleek Hill	Vankleek Hill	(613) 678-0164	00:05:00	\$0.00	\$0.00	\$0.00
29-02-20	16h25	Vankleek Hill	Vankleek Hill	(613) 678-0164	00:01:00	\$0.00	\$0.00	\$0.00

Account Holder
Miss Caitlin Ross

Account #
1102521

Invoice #
200300012528

Invoice Date
01/03/2020

Page
9 - 9

