

From: Paul Bernard [REDACTED]

Sent: August 31, 2026 2:13 PM

To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Penney, Nicole
<Nicole.Penney@novascotia.ca>

Subject:

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

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Hi there,

I've reviewed the NSP response, it doesn't contain or warrant any rebuttal or acknowledge anything pertaining to the complaints against them.

It appears comprehensive but just displays bills from an unrelated address, account usage and notes, then reiterates the DRO's correspondence.

There was mention of attempting to contact us so I'll address that. I've attached the disconnection notice and Koodo confirmed their auto-message has been active since then which can be heard to this day, this invalidates NSP's claim to legitimately contact us.

With that aside NSP confirmed not sending one letter to the address, not one email or even calling the alternate number once.

In addition to that our primary concern is being told we wouldn't receive any penalties for late payment. Only to be promptly sent to collections, impacting our credit score.

I've linked this quote from their website:

"No Penalties

To ease the transition, we are continuing to not apply late charges or penalties on outstanding balances and your credit score will not be impacted. We will provide notice before reintroducing any late fees."

<https://www.nspower.ca/about-us/articles/details/articles/2026/02/12/our-commitment-to-you--billing>

Thank you



Account number: <***9691

We're sorry to see you go.

You recently scheduled to cancel your wireless service on September 15, 2025, for the following phone number(s):

*** - *** - 8486

What to expect on your next bill:

- **Prorated recurring monthly charges:** recurring charges such as your monthly plan and tab charge will be prorated to reflect only the portion of the month in which your wireless service was still active. Discounts, promotions, benefits and credits are earned for each full month of service and do not apply to partial billing periods.
- **Tab Debit:** you'll see this charge only if you have a remaining Tab balance (subject to any applicable adjustments).
- **Tab Bonus Debit:** you'll see this charge only if you have a remaining Tab Bonus balance (subject to any applicable adjustments). You may receive an additional bill for this.
- **Additional usage charges:** any extra calls, texts and data charges not included with your monthly plan.
- **Roaming:** if you've recently used your phone outside of Canada, roaming charges may not immediately show up on your bill. You may receive an additional bill if this happens.

View and pay your bill with Self Serve:

- You'll receive an email alert when your bill is ready to view with Self Serve. You can continue to view your E-Bill online up to 90 days after your cancellation date.
- Pay easily and quickly with your credit card or Visa Debit card for payment to immediately reflect on your account.

Paying your bill at your financial institution:

- All you need for this is your Koodo account number. Bank payments typically take 3 days to process through.

Are you sure you're ready to cancel? If you change your mind about this, schedule a convenient time for a rep to personally contact you at koodo.com/chat

We appreciate your business and hope to see you again in the future.

All the best,
The Koodo Team

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