

TELECOMMUNICATIONS

Invoice Information

Account Holder:	Tracey Beth Coultis
Invoice Date:	December 15, 2023
Account Number:	1112239900
Phone Number:	807-451-6174
Due Date:	January 10, 2024
TOTAL AMOUNT DUE:	\$219.16

Summary of Charges

Previous Balance:	\$219.16
Payment(s) - Thank you	219.16CR
Balance Forward:	0.00
Monthly Services:	129.95
Equipment Rental:	3.95
Internet Services:	111.95
Discounts / Promotions:	51.90CR
HST (R121396592):	25.21
Total Current Charges:	219.16
 Total Amount Due by January 10, 2024:	 \$219.16

Important Messages

Effective January 1, 2024, Tbaytel will be implementing a rate increase on select TV Plans, TV Theme Pack Add-Ons and Individual Channel Add-Ons. Effective February 1, 2024, Tbaytel will also be implementing a \$5 rate increase to residential Internet plans, excluding fixed wireless plans, as well as select business Internet plans. If you are currently in a commitment with price guarantee, this increase will not affect the monthly fees until the commitment period ends. Visit tbaytel.net/notifications for details on these rate changes.

Try the Tbaytel WiFi app today!

Powered by Connect Hub & Connect Hub+

Prioritize bandwidth, limit screen time, block harmful sites, and protect your network, right from your phone.

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



PO Box 10074
Thunder Bay, ON P7B 6T6

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TOTAL AMOUNT DUE:	\$219.16
Amount Enclosed:	\$ _____

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

Tracey Beth Coultis
103 Sherbrooke St
Thunder Bay, ON P7C 4R5

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.

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.



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.

LEGEND (monthly charges)

D = Day, E = Evenings, W = Weekends, N = Nights

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**
 1112239900 807-451-6174 Tracey Beth Coultis

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Summary of Charges Through January 14, 2024

Monthly Access	Features	Equipment Rental	Internet Services	Discount/Promotion	Toll	Usage Adjs.	Misc. Adjs.	Taxes	Total
Account Level Charges									
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8071128388 Plan - Fibre 400 Tracey Beth Coultis									
0.00	0.00	0.00	111.95	-31.95	0.00	0.00	0.00	10.40	90.40
807-451-6174 Plan - Ultimate TV Tracey Beth Coultis									
129.95	0.00	3.95	0.00	-19.95	0.00	0.00	0.00	14.81	128.76
TOTAL									
129.95	0.00	3.95	111.95	-51.90	0.00	0.00	0.00	25.21	219.16



Account Number **Phone Number** **Account Holder**
1112239900 807-451-6174 Tracey Beth Coultis

Monthly Charges

Account Level Charges**USAGE**

Best Rate Savings Plan 12/15->01/14 0.00
Total Usage **\$0.00**

Total Account Level Detail **\$0.00**

MONTHLY FEATURES FOR 8071128388

Internet Renewal - 2 Year 12/15->01/14 0.00
Total Monthly Features **\$0.00**

INTERNET SERVICES FOR 8071128388

ExperienceIQ enhanced controls 12/15->01/14 0.00
Plan - Fibre 400 12/15->01/14 111.95
ProtectIQ network protection 12/15->01/14 0.00
Res Gateway - Connect Hub+ 12/15->01/14 0.00
Tbaytel Home WiFi 12/15->01/14 0.00
Total Internet Services **\$111.95**

DISCOUNTS / PROMOTIONS FOR 8071128388

Fibre 400 - 2 Year Discount 12/15->01/14 -13.95
Internet 12 Month Loyalty Cr 12/15->01/14 -13.00
Promo - Bundle Fibre Internet 12/15->01/14 -5.00
Total Discounts / Promotions **\$-31.95**

HST (R121396592) 10.40
Total Taxes **\$10.40**

Total Phone Charges **\$90.40**

MONTHLY SERVICES FOR 807-451-6174

Plan - Ultimate TV 12/15->01/14 129.95
Whole Home PVR 12/15->01/14 0.00
Total Monthly Services **\$129.95**

MONTHLY FEATURES FOR 807-451-6174

Specialty-Crave+Movies&HBO Ult 12/15->01/14 0.00
Theme Pack-Adventure 12/15->01/14 0.00
Theme Pack-Entertainment 12/15->01/14 0.00
Theme Pack-Family 12/15->01/14 0.00
Theme Pack-Hollywood Suite 12/15->01/14 0.00
Theme Pack-Information 12/15->01/14 0.00
Theme Pack-Knowledge 12/15->01/14 0.00
Theme Pack-Lifestyle 12/15->01/14 0.00
Theme Pack-Movies 12/15->01/14 0.00
Theme Pack-News 12/15->01/14 0.00
Theme Pack-Superstations 12/15->01/14 0.00
Theme Pack-Trend 12/15->01/14 0.00
Theme Pack-Variety 12/15->01/14 0.00
Total Monthly Features **\$0.00**

EQUIPMENT RENTAL FOR 807-451-6174

HD PVR Free Rental 12/15->01/14 0.00
HD STB Wireless Rental-FREE 12/15->01/14 0.00
HD STB Wireless Rental-FREE 12/15->01/14 0.00
HD STB Wireless-Rental 12/15->01/14 3.95
Total Equipment Rental **\$3.95**

DISCOUNTS / PROMOTIONS FOR 807-451-6174

Promo-Digital TV Bundle 12/15->01/14 -5.00
Ultimate TV - \$110/ 24 months 12/15->01/14 -14.95
Total Discounts / Promotions **\$-19.95**

HST (R121396592) 14.81
Total Taxes **\$14.81**

Total Phone Charges **\$128.76**