

TELECOMMUNICATIONS

Invoice Information

Account Holder:	Terri Zoccole
Invoice Date:	December 01, 2021
Account Number:	5348279600
Phone Number:	807-451-2147
Due Date:	December 29, 2021
TOTAL AMOUNT DUE:	\$466.18

Summary of Charges

Previous Balance:	\$190.61
Payment(s) - Thank you	0.00
Balance Forward:	190.61
Late Payment Charge:	4.77
Monthly Services:	123.95
Internet Services:	105.95
Discounts / Promotions:	40.00CR
Other Charges & Credits:	49.75
HST (R121396592):	31.15
Total Current Charges:	275.57
 Total Amount Due by December 29, 2021:	 \$466.18

Important Messages

Effective January 1, 2022, Tbaytel will be implementing a rate increase to select TV and Internet plans. If you are currently in a promotion, this increase will not affect the monthly fees for your services until the promotional period ends. Visit tbaytel.net/notifications for details on the rate change.



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:	\$466.18

Amount Enclosed: \$ _____

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

Terri Zoccole
421 York St
Thunder Bay, ON P7A 7S1

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.net/mytbaytel

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.

IN PERSON

Thunder Bay locations only

- Victoriaville Civic Centre, 125 Syndicate Ave.

Payment Kiosks - Cash not accepted

- Tbaytel Store, 959 Fort William Rd.

- Teleco, 601 Central Ave.

- The Power Centre, 707 Memorial Ave.

- Touch Unwired, 1080 Lithium Dr.

- Touch Unwired, 540 Arthur St. W.

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Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date.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

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

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.

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**
5348279600 807-451-2147 Terri Zoccole

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Summary of Charges Through December 31, 2021

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	4.77	0.00	4.77
8071123576 Plan - Fibre 400 Terri Zoccole									
0.00	0.00	0.00	105.95	-26.00	0.00	0.00	0.00	10.39	90.34
807-451-2147 Plan - Ultimate TV Terri Zoccole									
123.95	0.00	0.00	0.00	-14.00	0.00	0.00	49.75	20.76	180.46
TOTAL									
123.95	0.00	0.00	105.95	-40.00	0.00	0.00	54.52	31.15	275.57



Account Number **Phone Number** **Account Holder**
5348279600 807-451-2147 Terri Zoccole

Monthly Charges

Account Level Charges**LATE PAYMENT CHARGE**

Late Payment Charge 12/01 4.77
Total Late Payment Charge \$4.77

Total Account Level Detail \$4.77

MONTHLY FEATURES FOR 8071123576

Internet-Advantage 2 yr commit 12/01->12/31 0.00
Total Monthly Features \$0.00

INTERNET SERVICES FOR 8071123576

Plan - Fibre 400 12/01->12/31 105.95
Res Gateway - Connect Hub 12/01->12/31 0.00
Tbaytel Home WiFi 12/01->12/31 0.00
Total Internet Services \$105.95

DISCOUNTS / PROMOTIONS FOR 8071123576

Internet-2yr Advantage(24 mos) 12/01->12/31 -21.00
Promo - Bundle Fibre Internet 12/01->12/31 -5.00
Total Discounts / Promotions \$-26.00

HST (R121396592) 10.39
Total Taxes \$10.39

Total Phone Charges \$90.34

MONTHLY SERVICES FOR 807-451-2147

Plan - Ultimate TV 12/01->12/31 123.95
Whole Home PVR 12/01->12/31 0.00
Total Monthly Services \$123.95

MONTHLY FEATURES FOR 807-451-2147

Specialty-Crave+Movies&HBO Ult 12/01->12/31 0.00
TV-Advantage 2 yr commit 12/01->12/31 0.00
Theme Pack-Adventure 12/01->12/31 0.00
Theme Pack-Entertainment 12/01->12/31 0.00
Theme Pack-Family 12/01->12/31 0.00
Theme Pack-Hollywood Suite 12/01->12/31 0.00
Theme Pack-Information 12/01->12/31 0.00
Theme Pack-Kids 12/01->12/31 0.00
Theme Pack-Knowledge 12/01->12/31 0.00
Theme Pack-Lifestyle 12/01->12/31 0.00
Theme Pack-Movies 12/01->12/31 0.00
Theme Pack-News 12/01->12/31 0.00
Theme Pack-Trend 12/01->12/31 0.00
Theme Pack-Variety 12/01->12/31 0.00
Total Monthly Features \$0.00

EQUIPMENT RENTAL FOR 807-451-2147

HD PVR Free Rental 12/01->12/31 0.00
HD STB Wireless Rental-FREE 12/01->12/31 0.00
Total Equipment Rental \$0.00

DISCOUNTS / PROMOTIONS FOR 807-451-2147

Promo-Digital TV Bundle 12/01->12/31 -5.00
TV-2 yr Advantage plan(24 mos) 12/01->12/31 -9.00
Total Discounts / Promotions \$-14.00

OTHER CHARGES & CREDITS FOR 807-451-2147

NFL Sunday Ticket Split - 4 12/01->12/31 49.75
Total Other Charges & Credits \$49.75

HST (R121396592) 20.76
Total Taxes \$20.76

Total Phone Charges \$180.46