

**TELECOMMUNICATIONS**

**Invoice Information**

Account Holder: Kenneth Sackaney  
 Invoice Date: August 08, 2023  
 Account Number: 5360024900  
 Phone Number:  
 Due Date: September 5, 2023  
**TOTAL AMOUNT DUE: \$137.80**

**Summary of Charges**

Previous Balance: \$137.80  
 Payment(s) - Thank you 137.80CR  
 Balance Forward: 0.00  
  
 Internet Services: 121.95  
 HST (R121396592): 15.85  
 Total Current Charges: 137.80  
  
 Total Amount Due by September 05, 2023: \$137.80

**Important Messages**

**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: \$137.80**  
 Amount Enclosed: \$ \_\_\_\_\_

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

**Kenneth Sackaney**  
 69 Mona St  
 Thunder Bay, ON P7A 6Y2

**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](http://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Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date.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](http://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](http://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](mailto:customercare@tbaytel.net)  
 [www.tbaytel.net](http://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](http://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
5360024900		Kenneth Sackaney

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### Monthly Charges

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#### INTERNET SERVICES FOR 8071129819

Plan - Fibre Gigabit	08/08->09/07	121.95
Res Gateway - Connect Hub	08/08->09/07	0.00
Tbaytel Home WiFi	08/08->09/07	0.00
<b>Total Internet Services</b>		<b>\$121.95</b>

HST (R121396592)	15.85
<b>Total Taxes</b>	<b>\$15.85</b>

<b>Total Phone Charges</b>	<b>\$137.80</b>
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