

**TELECOMMUNICATIONS**

**Invoice Information**

Account Holder:	Terri Zoccole
Invoice Date:	May 01, 2022
Account Number:	5348279600
Phone Number:	807-451-2147
Due Date:	May 26, 2022
<b>TOTAL AMOUNT DUE:</b>	<b>\$267.13</b>

**Summary of Charges**

Previous Balance:	\$230.43
Payment(s) - Thank you	200.00CR
Balance Forward:	30.43
Late Payment Charge:	0.76
Monthly Services:	75.95
Monthly Features:	34.90
Internet Services:	107.95
Discounts / Promotions:	10.00CR
HST (R121396592):	27.14
Total Current Charges:	236.70
 Total Amount Due by May 26, 2022:	 \$267.13

**Important Messages**



**More services,  
more savings. Smart.**

Simplify your life with the only  
five-service bundle in town

[tbaytel.net](http://tbaytel.net)

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

**Invoice Information**

Account Holder:	Terri Zoccole
Invoice Date:	May 01, 2022
Account Number:	5348279600
Phone Number:	807-451-2147
Due Date:	May 26, 2022
<b>TOTAL AMOUNT DUE:</b>	<b>\$267.13</b>

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'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.

**IN PERSON**

Victoriaville Civic Centre, 125 Syndicate Ave. Thunder Bay

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Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date.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

**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](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.

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

Page: 3 of 4

### Summary of Charges Through May 31, 2022

Monthly Access	Features	Equipment Rental	Internet Services	Discount/ Promotion	Toll	Usage Adjs.	Misc. Adjs.	Taxes	Total
<b>Account Level Charges</b>									
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.76	0.00	0.76
<b>8071123576 Plan - Fibre 400 Terri Zoccole</b>									
0.00	0.00	0.00	107.95	-5.00	0.00	0.00	0.00	13.38	116.33
<b>807-451-2147 Plan - Deluxe TV Terri Zoccole</b>									
75.95	34.90	0.00	0.00	-5.00	0.00	0.00	0.00	13.76	119.61
<b>TOTAL</b>									
<b>75.95</b>	<b>34.90</b>	<b>0.00</b>	<b>107.95</b>	<b>-10.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.76</b>	<b>27.14</b>	<b>236.70</b>



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

---

**Monthly Charges**

---

**Account Level Charges****LATE PAYMENT CHARGE**

Late Payment Charge 05/02      0.76  
Total Late Payment Charge      \$0.76

**Total Account Level Detail      \$0.76**

**INTERNET SERVICES FOR 8071123576**

Plan - Fibre 400      05/01->05/31      107.95  
Res Gateway - Connect Hub      05/01->05/31      0.00  
Tbaytel Home WiFi      05/01->05/31      0.00  
Total Internet Services      \$107.95

**DISCOUNTS / PROMOTIONS FOR 8071123576**

Promo - Bundle Fibre Internet      05/01->05/31      -5.00  
Total Discounts / Promotions      \$-5.00

HST (R121396592)      13.38  
Total Taxes      \$13.38

**Total Phone Charges      \$116.33**

---

**MONTHLY SERVICES FOR 807-451-2147**

Plan - Deluxe TV      05/01->05/31      75.95  
Whole Home PVR      05/01->05/31      0.00  
Total Monthly Services      \$75.95

**MONTHLY FEATURES FOR 807-451-2147**

Add On-Knowledge      05/01->05/31      6.95  
Ind-Adult Swim HD      05/01->05/31      3.95  
Specialty-Crave+Movies & HBO      05/01->05/31      24.00  
Theme Pack-Entertainment      05/01->05/31      0.00  
Theme Pack-Hollywood Suite      05/01->05/31      0.00  
Theme Pack-Kids      05/01->05/31      0.00  
Theme Pack-News      05/01->05/31      0.00  
Total Monthly Features      \$34.90

**EQUIPMENT RENTAL FOR 807-451-2147**

HD PVR Free Rental      05/01->05/31      0.00  
HD STB Wireless Rental-FREE      05/01->05/31      0.00  
Total Equipment Rental      \$0.00

**DISCOUNTS / PROMOTIONS FOR 807-451-2147**

Promo-Digital TV Bundle      05/01->05/31      -5.00  
Total Discounts / Promotions      \$-5.00

HST (R121396592)      13.76  
Total Taxes      \$13.76

**Total Phone Charges      \$119.61**