

**TELECOMMUNICATIONS**

**Invoice Information**

Account Holder: Tracey Beth Coultis  
 Invoice Date: November 15, 2023  
 Account Number: 1112239900  
 Phone Number: 807-451-6174  
 Due Date: December 11, 2023  
**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 December 11, 2023: \$219.16

For more information regarding your account, please call us at  
623-4400 or 1-800-264-9501.

**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. Visit [tbaytel.net/notifications](http://tbaytel.net/notifications) for details on the rate change.

**10-Digit Dialing  
COMING SOON**

Home Phone & Business Voice



Starting on November 15, Tbaytel Home Phone and Business Voice customers will be required to dial 10-digits (807 + 7 digit phone number) for all local calls. This change is mandated by the CRTC to support the new national 9-8-8 emergency number for mental health and suicide prevention services.

For a seamless transition to 10-digit dialing, add the 807 area code to all local programmed numbers in your telecommunications equipment.

To learn more, visit [tbaytel.net/10digitdialing](http://tbaytel.net/10digitdialing)

Please detach and return portion below with your payment



PO Box 10074  
Thunder Bay, ON P7B 6T6

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

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

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**Summary of Charges Through December 14, 2023**

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	0.00	0.00	0.00
<b>8071128388 Plan - Fibre 400 Tracey Beth Coultis</b>									
0.00	0.00	0.00	111.95	-31.95	0.00	0.00	0.00	10.40	90.40
<b>807-451-6174 Plan - Ultimate TV Tracey Beth Coultis</b>									
129.95	0.00	3.95	0.00	-19.95	0.00	0.00	0.00	14.81	128.76
<b>TOTAL</b>									
<b>129.95</b>	<b>0.00</b>	<b>3.95</b>	<b>111.95</b>	<b>-51.90</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>25.21</b>	<b>219.16</b>



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**Monthly Charges**

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**Account Level Charges****USAGE**

Best Rate Savings Plan      11/15->12/14      0.00  
**Total Usage**      **\$0.00**

**Total Account Level Detail**      **\$0.00**

**MONTHLY FEATURES FOR 8071128388**

Internet Renewal - 2 Year      11/15->12/14      0.00  
**Total Monthly Features**      **\$0.00**

**INTERNET SERVICES FOR 8071128388**

ExperienceIQ enhanced controls      11/15->12/14      0.00  
Plan - Fibre 400      11/15->12/14      111.95  
ProtectIQ network protection      11/15->12/14      0.00  
Res Gateway - Connect Hub+      11/15->12/14      0.00  
Tbaytel Home WiFi      11/15->12/14      0.00  
**Total Internet Services**      **\$111.95**

**DISCOUNTS / PROMOTIONS FOR 8071128388**

Fibre 400 - 2 Year Discount      11/15->12/14      -13.95  
Internet 12 Month Loyalty Cr      11/15->12/14      -13.00  
Promo - Bundle Fibre Internet      11/15->12/14      -5.00  
**Total Discounts / Promotions**      **\$-31.95**

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

**Total Phone Charges**      **\$90.40**

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**MONTHLY SERVICES FOR 807-451-6174**

Plan - Ultimate TV      11/15->12/14      129.95  
Whole Home PVR      11/15->12/14      0.00  
**Total Monthly Services**      **\$129.95**

**MONTHLY FEATURES FOR 807-451-6174**

Specialty-Crave+Movies&HBO Ult      11/15->12/14      0.00  
Theme Pack-Adventure      11/15->12/14      0.00  
Theme Pack-Entertainment      11/15->12/14      0.00  
Theme Pack-Family      11/15->12/14      0.00  
Theme Pack-Hollywood Suite      11/15->12/14      0.00  
Theme Pack-Information      11/15->12/14      0.00  
Theme Pack-Knowledge      11/15->12/14      0.00  
Theme Pack-Lifestyle      11/15->12/14      0.00  
Theme Pack-Movies      11/15->12/14      0.00  
Theme Pack-News      11/15->12/14      0.00  
Theme Pack-Superstations      11/15->12/14      0.00  
Theme Pack-Trend      11/15->12/14      0.00  
Theme Pack-Variety      11/15->12/14      0.00  
**Total Monthly Features**      **\$0.00**

**EQUIPMENT RENTAL FOR 807-451-6174**

HD PVR Free Rental      11/15->12/14      0.00  
HD STB Wireless Rental-FREE      11/15->12/14      0.00  
HD STB Wireless Rental-FREE      11/15->12/14      0.00  
HD STB Wireless-Rental      11/15->12/14      3.95  
**Total Equipment Rental**      **\$3.95**

**DISCOUNTS / PROMOTIONS FOR 807-451-6174**

Promo-Digital TV Bundle      11/15->12/14      -5.00  
Ultimate TV - \$110/ 24 months      11/15->12/14      -14.95  
**Total Discounts / Promotions**      **\$-19.95**

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

**Total Phone Charges**      **\$128.76**