|  |  |
| --- | --- |
| Account Holder: | Lucie Longpeter |
| Invoice Date: | June 08, 2022 |
| Account Number: | 5340297800 |
| Phone Number: | 807-450-9078 |
| Due Date: | July 4, 2022 |
| **TOTAL AMOUNT DUE:** | **$318.82** |
| **Summary of Charges** |  |
| Previous Balance: | $472.14 |
| Payment(s) - Thank you | 310.86CR |
| Balance Forward: | 161.28 |
| Late Payment Charge: | 4.03 |
| Monthly Services: | 55.95 |
| Monthly Features: | 3.95 |
| Internet Services: | 85.95 |
| Discounts / Promotions: | 10.00CR |
| HST (R121396592): | 17.66 |
| Total Current Charges: | 157.54 |
| Total Amount Due by July 04, 2022: | $318.82 |

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

**TELECOMMUNICATIONS**

**Invoice Information**

Page: 1 of 4

**Important Messages**

 Please detach and return portion below with your payment

Invoice Information

PO Box 10074

|  |  |
| --- | --- |
| Thunder Bay, ON P7B 6T6 Invoice Date: | June 08, 2022 |
| Account Number: | 5340297800 |
| Phone Number: | 807-450-9078 |
| Due Date: | July 4, 2022 |
| **TOTAL AMOUNT DUE:** | **$318.82** |
| Amount Enclosed: | $  |

# Account Holder: Lucie Longpeter

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

**Lucie Longpeter 23-33 Walkover St**

**Thunder Bay, ON P7B 1L1**

# 10 5340297800 00031882 6

Page: 2 of 4

### PAYEE NAME

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Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date.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

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](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**

**Account Number Phone Number Account Holder**

5340297800

807-450-9078

Lucie Longpeter

Page: 3 of 4

**Summary of Charges Through July 7, 2022**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Monthly** |  | **Equipment** | **Internet** | **Discount/** |  | **Usage** | **Misc.** |  |
| **Access** | **Features** | **Rental** | **Services** | **Promotion** | **Toll** | **Adjs.** | **Adjs.** | **Taxes** | **Total** |

## Account Level Charges

0.00 0.00 0.00 0.00 0.00 0.00 0.00 4.03 0.00 4.03

## 8071121096 Stand Alone DSL - Max Lucie Longpeter

0.00 0.00 0.00 85.95 -5.00 0.00 0.00 0.00 10.52 91.47

## 807-450-9078 Plan - Basic TV Lucie Longpeter

55.95 3.95 0.00 0.00 -5.00 0.00 0.00 0.00 7.14 62.04

**TOTAL**

**55.95 3.95 0.00 85.95 -10.00 0.00 0.00 4.03 17.66 157.54**



|  |  |  |
| --- | --- | --- |
| **Account Number** | **Phone Number** | **Account Holder** |
| 5340297800 | 807-450-9078 | Lucie Longpeter Page: 4 of 4 |
|  |  |  |
| **Monthly Charges** |  |  |
| **Account Level Charges** |  |  |
| **LATE PAYMENT CHARGE** |  |  |
| Late Payment Charge 06/08 |  | 4.03 |
| Total Late Payment Charge |  | $4.03 |
| **Total Account Level Detail** |  | **$4.03** |
| **INTERNET SERVICES FOR** | **8071121096** |  |
| DSLS - High Speed Max | 06/08->07/07 | 85.95 |
| Internet Equip-Modem/Router | 06/08->07/07 | 0.00 |
| Total Internet Services |  | $85.95 |
| **DISCOUNTS / PROMOTIONS FOR 8071121096** |
| Internet DSLS - Bundle Credit | 06/08->07/07 | -5.00 |
| Total Discounts / Promotions |  | $-5.00 |
| HST (R121396592) |  | 10.52 |
| Total Taxes |  | $10.52 |
| **Total Phone Charges** |  | **$91.47** |

|  |  |  |
| --- | --- | --- |
| **MONTHLY SERVICES FOR**Plan - Basic TV | **807-450-9078**06/08->07/07 | 55.95 |
| Whole Home PVR | 06/08->07/07 | 0.00 |
| Total Monthly Services |  | $55.95 |
| **MONTHLY FEATURES FOR 807-450-9078** |
| Ind-CNN HD | 06/08->07/07 | 3.95 |
| Total Monthly Features |  | $3.95 |
| **EQUIPMENT RENTAL FOR 807-450-9078** |
| HD PVR Free Rental | 06/08->07/07 | 0.00 |
| HD STB Wireless Rental-FREE | 06/08->07/07 | 0.00 |
| Total Equipment Rental |  | $0.00 |
| **DISCOUNTS / PROMOTIONS FOR 807-450-9078** |
| Promo-Digital TV Bundle | 06/08->07/07 | -5.00 |
| Total Discounts / Promotions |  | $-5.00 |
| HST (R121396592) |  | 7.14 |
| Total Taxes |  | $7.14 |
| **Total Phone Charges** |  | **$62.04** |