

**TELECOMMUNICATIONS**

**Invoice Information**

Account Holder:	Hailey Debungee
Invoice Date:	December 08, 2022
Account Number:	5355586600
Phone Number:	
Due Date:	January 3, 2023
<b>TOTAL AMOUNT DUE:</b>	<b>\$378.57</b>

**Summary of Charges**

Previous Balance:	\$260.25
Payment(s) - Thank you	0.00
Balance Forward:	260.25
Late Payment Charge:	6.51
Internet Services:	98.95
HST (R121396592):	12.86
Total Current Charges:	118.32
 Total Amount Due by January 03, 2023:	 \$378.57

**Important Messages**

Effective January 1, 2023, Tbaytel will be implementing a rate increase to select Internet and TV plans. If you are currently in a commitment with price guarantee, this increase will not affect the monthly fees for your services until the promotional period ends. Visit [tbaytel.net/notifications](http://tbaytel.net/notifications) for details on the rate change.



Limited Time

**\$100 for you,  
\$50 for them**

Refer a friend and you'll both get rewarded.

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

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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Amount Enclosed: \$ \_\_\_\_\_

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

Hailey Debungee  
105 Redwood Ave W  
Thunder Bay, ON P7C 1Z3

**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Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date.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  
5355586600                                      Hailey Debungee

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**Summary of Charges Through January 7, 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	6.51	0.00	6.51
<b>8071125505 Plan - Fibre 150 Hailey Debungee</b>									
0.00	0.00	0.00	98.95	0.00	0.00	0.00	0.00	12.86	111.81
<b>TOTAL</b>									
<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>98.95</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>6.51</b>	<b>12.86</b>	<b>118.32</b>

