

TELECOMMUNICATIONS

Invoice Information

| | |
|--------------------------|-----------------|
| Account Holder: | Taina Martin |
| Invoice Date: | May 08, 2023 |
| Account Number: | 5357627000 |
| Phone Number: | |
| Due Date: | June 5, 2023 |
| TOTAL AMOUNT DUE: | \$120.85 |

Summary of Charges

| | |
|--|--------------|
| Previous Balance: | \$95.39 |
| Payment(s) - Thank you | 95.39CR |
| Balance Forward: | 0.00 |
| Internet Services: | 111.95 |
| Discounts / Promotions: | 5.00CR |
| HST (R121396592): | 13.90 |
| Total Current Charges: | 120.85 |
| Total Amount Due by June 05, 2023: | \$120.85 |

Important Messages

tbaytel for good.
COMMUNITY FUND **NEW**
To learn more and apply for funding
visit tbaytel.net/communityfund

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

Taina Martin
457 Merrill St
Thunder Bay, ON P7A 1E9

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Have your payment automatically withdrawn from your bank account or charged to your credit card on the due date.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

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
 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 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

