



## Payment Options

TBayTel provides several convenient and easy ways for you to pay your monthly bill. Whichever option you prefer, please ensure that your account number is correctly entered or marked so that we can process your payment quickly and efficiently.

### myAccount

Manage all your TBayTel accounts online from the convenience of your home or office, including telephone, Internet, long distance, data, mobility and security. Pay your TBayTel bills online, set up a pre-authorized payment plan, view your current and past bills and your complete payment history.

### E-Bill

Subscribe to E-Bill service to view your TBayTel bills online.  
[www.tbaytel.net/myaccount](http://www.tbaytel.net/myaccount)

### By epost™

Pay online with epost, Canada's Post's free electronic bill presentation service, visit [www.epost.ca](http://www.epost.ca)

### Pre-Authorized Payment Plan

Your payment will be automatically withdrawn from your bank account or charged to your credit card on the due date. Find Pre-Authorization request forms at [www.tbaytel.net/paymentoptions](http://www.tbaytel.net/paymentoptions).

### By Mail

Mail cheque payable to TBayTel:  
**TBayTel**  
P.O. Box 10074  
Thunder Bay, ON P7B 6T6

### Where You Bank

Make your payment by teller at most financial institutions (bill stub required) as well as through automated bank machines, telephone banking and Internet banking.

### In Person

VictoriaVille Civic Centre  
111 Syndicate Avenue S  
Thunder Bay, ON P7E 6S4

### By Phone

Call Customer Care at 623-4400 to pay by credit card: Visa, Mastercard or American Express



## Important Information

### Customer Dialed Long Distance Calls

Dial direct from a residential or business phone and pay only for the minutes your call is connected. A minimum charge of one minute applies.

### Operator Assisted Calls

Operator assisted calls are more expensive than direct dialed calls. There is a charge in addition to the long distance rates. For operator assisted calls dial 00.

### Directory Assistance

You are charged for each call requesting a local or long distance number. This includes calls to all points in Canada and in the United States. TBayTel listings for both residential and business customers are provided free of charge with Canada411™ service available on the Internet.

### International Directory Assistance Charge

There is an access charge on all International Directory Assistance requests. No charge applies if the Foreign Directory Service cannot be reached. Customers may request up to two listings per call, if supplied by the same Foreign Directory Operator at the same time.



Customer Care  
**623-4400**  
or 1-800-264-9501  
[www.tbaytel.net](http://www.tbaytel.net)