



Toll indicates your Long Distance Rate Savings Plan and detailed Long Distance charges.

Toll		ACCOUNT HOLDER	ACCOUNT NUMBER	BILL DATE	DUE DATE			
Page 6 of 6		JOHN SMITH	1234567800	April 01, 2007	April 26, 2007			
DATE	CONNECT TIME	RATE PERIOD	CALL TYPE	ST/FR	PROV. STATE	NUMBER	CALL DURATION	AMOUNT
Toll - TBayTel Take 5 Savings Plan								
001	03/01/07 02:24:58P	EVE	DIR DIAL TO	WINNIPEG	MB		14:00	1.00
002	03/03/07 02:13:00P	DAY	DIR DIAL TO	BRANDON	MB		2:00	0.00
003	03/04/07 11:29:00P	EVE	DIR DIAL TO	WINNIPEG	MB		6:00	0.00
004	03/05/07 08:59:56P	EVE	DIR DIAL TO	WINNIPEG	MB		3:00	0.00
005	03/06/07 02:05:41P	EVE	DIR DIAL TO	WINNIPEG	MB		3:00	0.00
006	03/06/07 10:42:54P	EVE	DIR DIAL TO	BRANDON	MB		2:00	0.00
007	03/06/07 12:34:01A	NTE	DIR DIAL TO	BRANDON	MB		21:00	0.00
008	03/06/07 12:48:26P	DAY	DIR DIAL TO	WINNIPEG	MB		1:00	0.00
009	03/06/07 05:47:20P	EVE	DIR DIAL TO	BRANDON	MB		2:00	0.00
010	03/06/07 12:48:30P	EVE	DIR DIAL TO	BRANDON	MB		7:00	0.00
011	03/11/07 12:44:55A	NTE	DIR DIAL TO	BRANDON	MB		29:00	0.00
012	03/11/07 04:45:50P	DAY	DIR DIAL TO	BRANDON	MB		2:00	0.00
013	03/11/07 12:14:10P	DAY	DIR DIAL TO	WINNIPEG	MB		11:00	0.00
014	03/11/07 10:58:14P	EVE	DIR DIAL TO	BRANDON	MB		1:00	0.00
015	03/13/07 01:00:20P	DAY	DIR DIAL TO	WINNIPEG	MB		1:00	0.00
016	03/14/07 07:19:26P	EVE	DIR DIAL TO	WINNIPEG	MB		1:00	0.00
017	03/14/07 01:03:06P	EVE	DIR DIAL TO	WINNIPEG	MB		1:00	0.00
018	03/18/07 12:52:53P	DAY	DIR DIAL TO	WINNIPEG	MB		1:00	0.00
019	03/20/07 06:52:00P	EVE	DIR DIAL TO	WINNIPEG	MB		1:00	0.00
020	03/23/07 07:36:20P	EVE	DIR DIAL TO	WINNIPEG	MB		2:30	0.00
Total								
001	03/01/07 01:42:53P	DAY	COLLECT FROM	WINNIPEG	MB		4:00	0.00
002	03/16/07 12:16:08P	DAY	COLLECT FROM	WINNIPEG	MB		1:00	0.00
Total								
PHONE NUMBER	NUMBER OF CALLS	DURATION	AMOUNT					

**Make a Note**  
 TBayTel's new store will open in the Fall, 2007 at the Thunder Centre, at 959 Fort William Road.

# How to Read your TBayTel Bill



## Payment Options

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

### By epost™

Pay online with epost, Canada Post's free electronic bill presentation service.

### Pre-Authorized Payment Plan

Your payment is automatically withdrawn from your bank account or charged to your credit card on the due date.

### 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 as well as through automated bank machines, telephone banking or Internet banking.

### In Person

**City of Thunder Bay**  
 City Hall - 500 Donald Street East

### By Phone

Call us to pay by credit card. We accept Visa, MasterCard and American Express.



## Customer Service

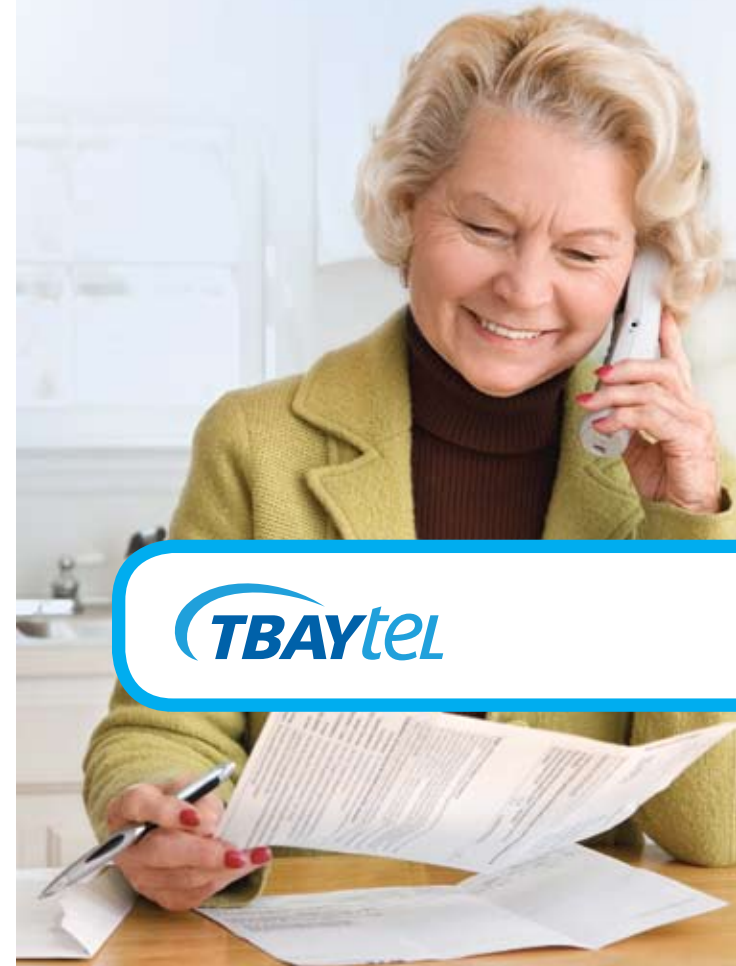
CALL

**623-4400**

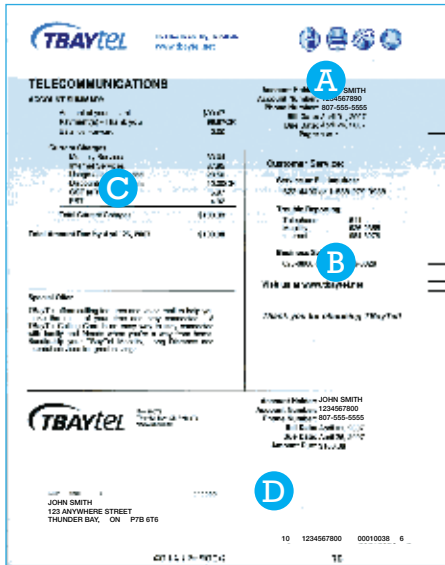
or 1-888-279-9988

Monday to Friday 8:00 am to 8:00 pm  
 Saturday 10:00 am to 6:00 pm

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



TBayTel's bill for residential services provides clear information regarding your account. The billing format accommodates Landline, Internet and Long Distance services. Mobility services are billed separately.



## A Customer Account Information

The 10-digit Account Number identifies your account. Please write this number on your cheque every month.

This is also important to remember if you use online or telephone banking services to pay your bill.

"Phone Number" shows the phone number on your account, or reads "multiple" if you have more than one phone number on your account.

## B Customer Service

We're here to help you. If you have a question or concern, contact the appropriate service area for prompt, high-quality Customer Service.

General Information About Your Invoice is on the reverse side. It includes How to Pay Your Bill, Payment/ Late Payments, and Billing Inquiries.

## C Account Summary

A summary of your total activity for all services on your account, total payments, balance from last month, and your total amount due.

## D Remittance Form

To pay your bill, detach this bottom portion and return it with your payment. If you require a change to your name or billing address, please call us.

Payment Due Date indicates the date your payment is to be received before late charges may apply.

Amount Due indicates the total amount due. If you are on a pre-authorized payment plan, no payment is required.



## E Service Summary

A summary of all services with an itemization of charges for each service on your account.

### Monthly Service

Detailed monthly service charges for each service, plan and phone on your account.

### Internet Service

Detailed monthly package charges for your Internet service.

### Usage/Long Distance Summary

The total amount of long distance charges.

### Other Charges & Credits

Includes other adjustments or service charges to your bill.

### Discount/Promotions

Charges for Bundle Up residential services, Internet promotional periods or other applicable discounts or promotional credits.

### Taxes

Taxes are calculated in accordance with the appropriate tax laws.

## F Description of Charges

A detailed description of each service and plan on your account. Each service is itemized separately.

Description of Charges	Qty	Amount	Section
<b>Account Level Charges</b>			
Discounts / Promotions			
Banking Promotion Credit 0308		10.00CR	
<b>Total Discounts / Promotions Charges</b>		10.00CR	
Toll			
TBayTel Take 5 Savings Plan 0401 - 0400	1	0.00	
<b>Total Toll Charges</b>		0.00	
<b>TOTAL Account Level Charges (including Taxes)</b>		\$16.00CR	
<b>MONTHLY CHARGES</b>			
<b>Monthly Access</b>			
Exchange 01 Service 0401 - 0430	1	0.21	
Fixed Fee Monthly Rental Service 0401 - 0430	1	0.33	
Local Line Residential Call 0401 - 0430	1	20.55	
Toll Service 0401 - 0430	1	1.95	
<b>Total Monthly Access Charges</b>		22.84	
<b>Equipment Rental</b>			
Modem 8050	1	2.95	
<b>Total Equipment Rental Charges</b>		2.95	
<b>Features</b>			
Call Waiting	1	0.75	
Number Display 0323 - 0301	1	1.10CR	
Voice Mail	1	0.95	
<b>Total Features Charges</b>		2.80	
<b>Internet Services</b>			
Internet DSL - Residential Pkg	1	37.55	
Internet Equipment Month	1	6.00	
<b>Total Internet Services Charges</b>		43.55	

