

Important Information

Annual System Access Fee

To assist TBayTel in maintaining improved network quality and extensive coverage, a non-refundable Annual System Access fee (per mobile number) and a one-time connection charge apply to all packages. This fee takes effect on the anniversary of the start date of your mobility service.

Wireless Long Distance

Enjoy free Long Distance on all cell phone to cell phone calls anywhere on TBayTel's network.*

*Some restrictions may apply.

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.

myAccount

Manage all of your TBayTel accounts on-line. Visit www.tbaytel.net/myaccount to register.

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Your payment is automatically withdrawn from your bank account or charged to your credit card on the due date.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



Roaming Charges

When your phone displays 'roam' on incoming and outgoing calls, you are picking up service from a provider other than TBayTel and will be charged 'roaming charges'. Charges may vary.

Automatic Roaming

Use your mobility phone across North America with Automatic Roaming. To find out if it is available at your destination, call Customer Service at 623-4400 before you travel.



One Company One Number

623-4400

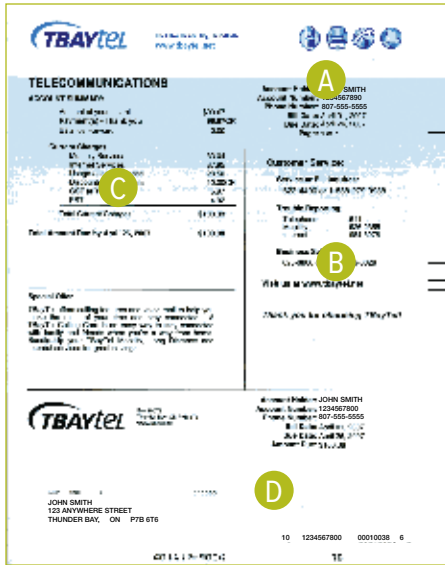
or 1-800-264-9501

All TBayTel Service and Product Inquiries

How to Read your
Mobility Bill



TBayTel's bill for residential mobility services provides clear information regarding your account.



A Customer Account Information

The **10-digit Account Number** identifies your mobility account. Write the number on your cheque every month.

Mobile Number shows the mobile number of the single mobility phone on your account, or reads "multiple" if you have more than one mobility phone on your account.

B Customer Service

We're here to help you. If you have a question or concern, contact TBayTel Mobility for prompt, high-quality Customer Service.

General Information About Your Invoice is on page 2. It includes **How to Pay Your Bill**, **Payment/Late Payments**, and **Billing Inquiries**.

C Account Summary

A summary of your total activity for all mobile phones 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 your name and billing address are incorrect, 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, an asterisk shows that no payment is required.



E Service Summary

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

Monthly Services

Summary of the monthly service charges for each plan your account.

Usage Summary

The total number of allowed minutes on your plan and the actual total number of minutes used during the billing period. Includes usage charges on airtime.

Other Charges & Credits

Includes other adjustments or service charges to your mobility bill.

Discount/Promotions

Charges for bundles, promotional periods and other applicable discounts.

Taxes

Taxes are calculated in accordance with the appropriate tax laws.

F Description of Charges

A detailed description of monthly services for each mobility plan on your account. Includes features, usage summary and itemized usage changes (minutes used - Peak, Off Peak).

Description of Charges	Qty	Amount	Service
Account Level Charges			
Discounts / Promotions			
Bundling Promotion Credit (Q30)		19.00CR	
Total Discounts / Promotions Charges		19.00CR	
Tax			
TBayTel Tax 5 Savings Plan (Q401 - Q403)	1	0.00	
Total Tax Charges		0.00	
TOTAL Account Level Charges (including Taxes)			\$16.00CR
Monthly Services			
Monthly Access			
Enhanced 911 Service (Q401 - Q420)	1	0.21	
Fast of Heavy Usage Service (Q401 - Q430)	1	0.32	
Single Line Post-Paid Service (Q401 - Q430)	1	25.55	1234567800
Taxation (Q401 - Q430)		1.55	
Total Monthly Access Charges		27.63	
Equipment Rental			
Modem (Q50)	1	2.95	
Total Equipment Rental Charges		2.95	
Features			
Call Waiting	1	3.79	
Number Display (Q323 - Q324)	1	1.50CR	
Visual - Basic	1	5.95	
Total Features Charges		11.24	
Internet Services			
Internet DSL - Residential Pay	1	27.65	
Internet Equipment Modem	1	6.90	
Total Internet Services Charges		34.55	

