

TBayTel connects the people of Northern Ontario to each other and to the world

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Message from the President and CEO



Welcome to the inaugural issue of TBayTel's quarterly newsletter, *Connect*. My team and I are pleased to offer an innovative way for our current and prospective customers, our employees and the communities in Northern Ontario to find out how TBayTel is connecting the people of the North to each other and to the world.

From helping the community inspire young people make positive choices, to supporting the growth of angioplasty services in Northern Ontario saving more lives of cardiac patients, TBayTel is here. TBayTel is expanding Broadband – high capacity Internet – to communities across our region and making upgrades to the North's largest digital cellular communications network. We are providing more services and greater coverage to our Mobility customers and introducing convenient, online services with the new 'myTBayTel'. *Connect* will tell you our stories and show you how TBayTel's skilled team is driving TBayTel's vision for the future.

TBayTel is the #1 Communications Solutions Provider in Northern Ontario. With over a century of contributing to the quality of life, infrastructure and economic health of the North, TBayTel's commitment to the region is exceptional. Our dedicated employees are not only focused on the consistent delivery of high quality customer service, innovation, and unparalleled expansion in services and in service area, we are also deeply committed to being a part of the progress, success and sustainability of the North.

Connect gives each and every one of you an opportunity to find out how our values make TBayTel unique and valuable to you. Please join us as we continue to grow, to focus on our strengths, and to yield significant results for all of our customers, our company, our communities and our region.

Peter Diedrich
President and CEO
TBayTel

TBayTel Assists Dilico's New Youth Outreach Services Program

Working With the Community to Inspire Young People to Make Positive Choices



Celeste Pedri

Back Row: Left to Right: Rose Pittis Director Mental Health and Addictions, Rick MacLeod, Sheli Matthews, the Honourable Mary Anne Chambers Minister of Child and Youth Services, Pam DeGuns, Kim Ducharme Manager. **Front Row:** Kristal Gushulak, Renee Boucher

Dilico's Youth Outreach Services workers in Thunder Bay utilize TBayTel's BlackBerry wireless devices so that they can keep connected, informed and productive while on the job. The BlackBerry wireless devices are essential tools for workers whose jobs demand a high level of reliable connectivity with a dependable, secure network.

Youth Outreach Services is intended to help any young person, both Aboriginal and non- Aboriginal living in difficult circumstances, to make positive life choices. The program's Youth Outreach Workers (YOWs) are specifically trained and experienced to deliver support that addresses the needs of these youth and to work in partnership with their families, other community programs and agencies and educators. Services occur through direct engagement with the youth and depend upon the availability of YOWs in the community.

TBayTel is proud to provide the Youth Outreach Services workers with the benefits of its agile communications solutions infrastructure and to be a part of advancing positive efforts in our community.

Dilico Anishinabek Family Care provides a range of responsive individual, family and community programs and services for the complete life journey of all Anishinabek people. The agency promotes the physical health, the mental health and the health of the communities where Anishinabek people live by promoting wellness, and providing diagnosis, treatment and rehabilitation.

Dilico
Anishinabek Family Care



TBayTel Expands Data Roaming Service

Stay Fully Connected Travelling in Canada and the United States

TBayTel wireless data device users now have the convenience of connectivity when they travel. Carrier agreements have been established to offer continuous data service across Canada and the United States. TBayTel customers can automatically make and receive voice calls, send and receive data, or access other services, including home data services, when travelling outside the TBayTel network. So, what are you waiting for, hit the road!



Keeping You Up To Speed

Delivering High Speed Internet to Northern Ontario

Now more Northern Ontario communities than ever before can connect to the World Wide Web with TBayTel's High Speed Internet service. This year, wireless Internet service was deployed to numerous locations including: Morson, Bergland, Pinewood, Nipigon, Terrace Bay, Nakina, Longlac. Our wireless technology is a cost-effective solution that allows customers to enjoy all the benefits of High Speed Internet in the absence of a traditional wired network.

In addition, hundreds more homes are now connected to DSL by TBayTel's use of new innovative technologies and cable upgrades. Along with the increased coverage of DSL, TBayTel has deployed wireless technology to extend High Speed Internet service to residences in the Thunder Bay area such as Neebing, Sistonen's Corners and South Gillies. Both of these methods were used to address areas that were previously limited to dial-up service. More areas are scheduled for the remainder of 2007 and into 2008.

Access the Internet while you're on the go. TBayTel offers WiFi Hotspots in Thunder Bay locations such as The Keg, Intercity Shopping Centre Food Court, Starbucks-Thunder Centre and more. As well, TBayTel's WiFi solutions are perfect for the business owner interested in increasing their revenue and service level.

TBayTel also offers Internet access via our Mobility Network on devices such as the Blackberry and 1X data cards for laptop computers. We are introducing two-way Satellite Internet service as part of our customer commitment.

TBayTel is proud to have the highest percentage of customers with access to High Speed Internet in Canada. We are continually expanding coverage as new cost-effective technologies become available. TBayTel is your connection for residential and business access to the Internet in Northern Ontario.

TBayTel's New Retail Store to Open in Winter, 2007

Located at 959 Fort William Road at the Thunder Centre, TBayTel's new store will provide multiple sales areas for data, voice, wireless and Internet products and services. We invite our current and prospective customers to visit and celebrate our opening.

One Company One Number

623-4400

or 1-800-264-9501

All TBayTel Service and Product Inquiries



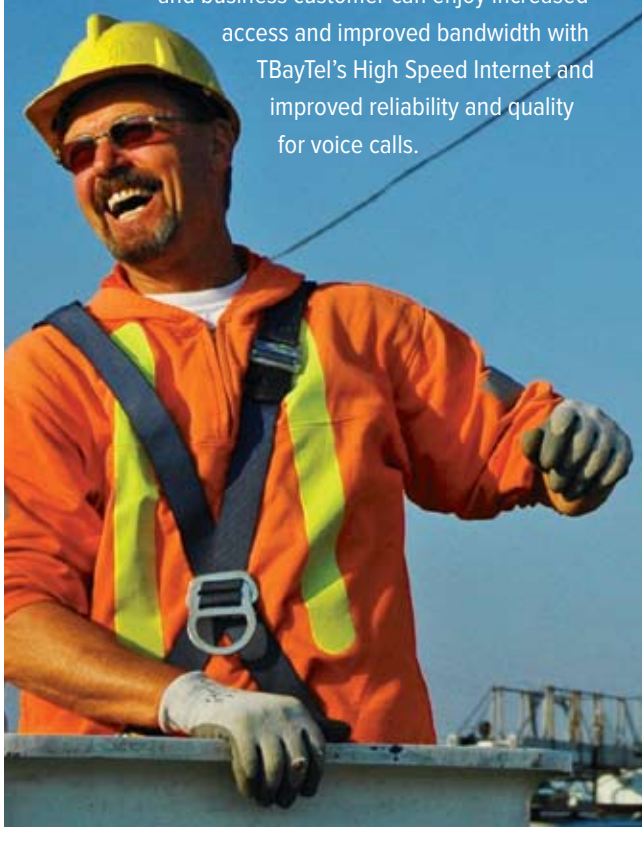
TBayTel's Path to Stronger Operational Performance

Keeping Our Digital Communications Network Solid and Responsive

We've been keeping busy! At TBayTel, we work hard to bring you high quality customer service, dynamic and efficient innovations, and unparalleled expansion in service and in service area. Here's our most recent upgrades and accomplishments.

Network Upgrades in Thunder Bay

TBayTel continues to upgrade the network throughout our coverage area. Through network improvements and fibre expansion our residential and business customer can enjoy increased access and improved bandwidth with TBayTel's High Speed Internet and improved reliability and quality for voice calls.



Upgrades included six Thunder Bay neighbourhoods - Empire Avenue, Tarbutt Street, Sprague Street, Adams Street, Merrill Street, and Albany Street – where old cables were removed and replaced with new copper cable and fibre optics.

Larger fibre optic cables with state-of-the-art electronics have been placed between several Central Offices throughout Thunder Bay. The Central Offices are buildings which house electronic network equipment so that improving the connection between Central Offices also improves the reliability of landline and Internet services.

Mobility Upgrades in Northern Ontario

In September 2006, TBayTel purchased Superior Wireless Inc. to bring our customers an expanded regional services package network across Northern Ontario. TBayTel's network is now completely integrated and enhanced by the addition and upgrade of 24 new cell sites throughout Thunder Bay and Northern Ontario. These investments provide more services and greater coverage to all of our customers.

This summer, a data-roaming project was completed to establish agreements with Canadian and US carriers. These agreements provide continuous data service across Canada and the United States so that BlackBerry or other data devices will work across both countries allowing our customers to stay fully connected as they travel.

Wireless Number Portability and Local Number Portability

TBayTel successfully launched Wireless Number Portability (WNP) and Local Number Portability (LNP) in the Thunder Bay market. Working with the entire Canadian Wireless Industry and wireless service providers over the past year, TBayTel has implemented a vast number of network changes necessary to provide these services.

WNP enables wireless customers to keep the same phone number when changing service providers within the same local serving area. LNP allows TBayTel wireline customers to move across Thunder Bay without having to change their number. So, what are you waiting for? Bring your number to TBayTel from Rogers Wireless, Telus Mobility or Bell Wireline.

TBayTel Offers Revolutionary BlackBerry 8830 World Edition smartphone

Phone, Email, Instant Messaging, GPS, Organizer, Browser, and Media Player - All in One

TBayTel is pleased to introduce the newest BlackBerry 8830 World Edition smartphone to its wireless line-up. Get essential BlackBerry features including email, text messaging, personal organizer and web browser in a sleek new design. Plus, with the BlackBerry 8830, you get incredible new features including GPS, BlackBerry Maps, a multi-media player, expandable memory, voice-activated dialing, trackball navigation and global network capability.*

Now you can make an impact on the way you take care of business with your BlackBerry 8830 with data roaming across Canada and the US. Along with TBayTel's comprehensive Business Solutions services, excellent customer service, and best coverage; the possibilities are endless.

TBayTel is committed to offering better and more innovative ways for our customers to stay connected. Our expanded digital cellular network extends as far west as the Manitoba border, north past Red Lake and as far east as Chapleau - an area of over 300,000 square kilometres. For your added convenience, TBayTel now has authorized BlackBerry dealers throughout Northern Ontario.

Try out a BlackBerry wireless handheld device and the TBayTel network for yourself. From flexible and affordable rate plans, to convenient features, to the latest phones, we'll keep you on the leading edge.

*Additional service plans must be purchased. Connect to the TBayTel website for more information.



BlackBerry 8830™

It's Simple to Hook Up with a BlackBerry 8830 World Edition smartphone

Locate a TBayTel Mobility dealer near you.

Call 807-623-4400 or Toll-Free 1-800-264-9501

Visit www.tbaytel.net/blackberry

Contact TBayTel Business Solutions in Thunder Bay.

Call Toll-Free at 1-866-999-0626 or 807-623-8800.

E-mail blackberry@tbaytel.net

TBayTel Launches myTBayTel For Online Customer Convenience

A New Easy and Secure Way to Manage your TBayTel Services



TBayTel is pleased to introduce the new myTBayTel account page, with convenient online services. All the power of the Internet with the services you need, from the convenience of your home or office computer, 24 hours a day, 7 days a week.

Manage your TBayTel accounts online when you sign up at **www.tbaytel.net/myaccount**. Once registered you will be able to:

View Your Bill

View your current and past bills, including Landline, Internet, Long Distance, Data and Mobility.

Pay Your Bill

Pay your TBayTel bills online by Interac, Visa, MasterCard or American Express and set up pre-authorized payments. View your current balance and complete payment history as well as access receipts for online payments.

Subscribe to E-Bill Service

You can choose to receive your TBayTel bills electronically only, no more paper bills in the mail each month. An e-mail will be sent to you each month when your bill is ready for viewing and payment.

Sign up for E-Bill before December 31/07, and you will automatically be entered to win a laptop computer.

All you need to register is your personal information including an email address and a recent TBayTel bill (from the last 3 months). Once entered, you will be ready to view and pay your bills online.

TBayTel is committed to providing our customers with the best service possible, including myTBayTel to manage accounts and pay bills in a simple, convenient way. Visit **www.tbaytel.net/myaccount** to register today.



TBayTel Tamarack House

This is How We Make a Difference

As a corporate citizen, TBayTel's cultural, social and economic responsibilities allow us to build strong relationships and bring about meaningful change. To ensure comfort and peace of mind for cancer patients and families in Northern Ontario, we provide generous support to the TBayTel Tamarack House in Thunder Bay.

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www.tbaytel.net | Call 623-4400 or 1-800-264-9501

TBayTel Commits to Funding Angioplasty Services at the Thunder Bay Regional Health Sciences Centre

Meeting the Needs of Cardiac Patients in Northern Ontario



Peter Diedrich President and CEO TBayTel with Melvin Bushby one of the first patients to receive angioplasty.

On October 12th, 2007, TBayTel announced a $150,000 donation in support of a second Cardiac Catheterization Lab at the Thunder Bay Regional Health Sciences Centre. This important contribution to the Thunder Bay Regional Health Sciences Foundation will help to grow angioplasty service in Northern Ontario, saving more lives.

Peter Diedrich, President and CEO of TBayTel, also issued a challenge to the business community. "If a business makes a donation of $50,000, TBayTel will match that gift, bringing the total of our donation to $200,000," said Diedrich.

Northern Ontario has one of the highest rates of heart disease in any region in Canada and rates have reached critical levels. Almost one out of every two deaths in our community is related to heart disease. Each year, on average 600 people in Thunder Bay and Northern Ontario die from heart disease.

The second Cardiac Catheterization Lab will accommodate the number of patients requiring Angioplasty. The current Catheterization Lab at the Thunder Bay Regional Health Sciences Centre generates high quality images with a high-resolution imaging system, and an electronic case-archiving system that allows immediate access to the patient's image data by the cardiologist and technicians. When both Cardiac Catheterization Labs are fully operational approximately 600 patients will stay in Thunder Bay to receive angioplasty.

Having Angioplasty services available here in Northern Ontario will greatly reduce the incidence of heart failure and improve the survival rate of patients with heart attacks. Wait times for procedures will be greatly reduced, as patients won't have to wait to be transported to other locations. As well, patient travel and accommodation costs will be reduced and stress currently experienced by patients and families will be eliminated.

As a recognized corporate leader throughout Northern Ontario, TBayTel is extremely proud to partner with the Thunder Bay Regional Health Sciences Centre and The Foundation by making a significant leadership gift to the Angioplasty Program. We are pleased to contribute to the quality of life, infrastructure and economic health of the North by bringing about meaningful change.

TBayTel in Northern Ontario

Meet Tom Kinsman in Fort Frances



Tom Kinsman is one of Fort Frances' newest citizens. Tom and his wife Michele recently relocated to the Northern Ontario community from Thunder Bay. A dedicated TBayTel employee for 31 years, Tom, an Installation and Repair Technician, was excited with the opportunity to continue his career full-time in an area reminiscent of his childhood.

"I have many fond memories. Throughout my youth I lived in Emo. It was great! I truly enjoyed all that this part of Northern Ontario had to offer." said Tom, "I was very excited to have the opportunity to live and work in Fort Frances and return to my childhood roots. I'm able to maintain a career I love with TBayTel, a company I'm committed to."

TBayTel is pleased to have Tom Kinsmen serving Fort Frances and the surrounding area.

We're Here to Connect You

To better serve our customers, join TBayTel in welcoming our newest authorized Mobility dealers:

Wal-Mart, Thunder Bay

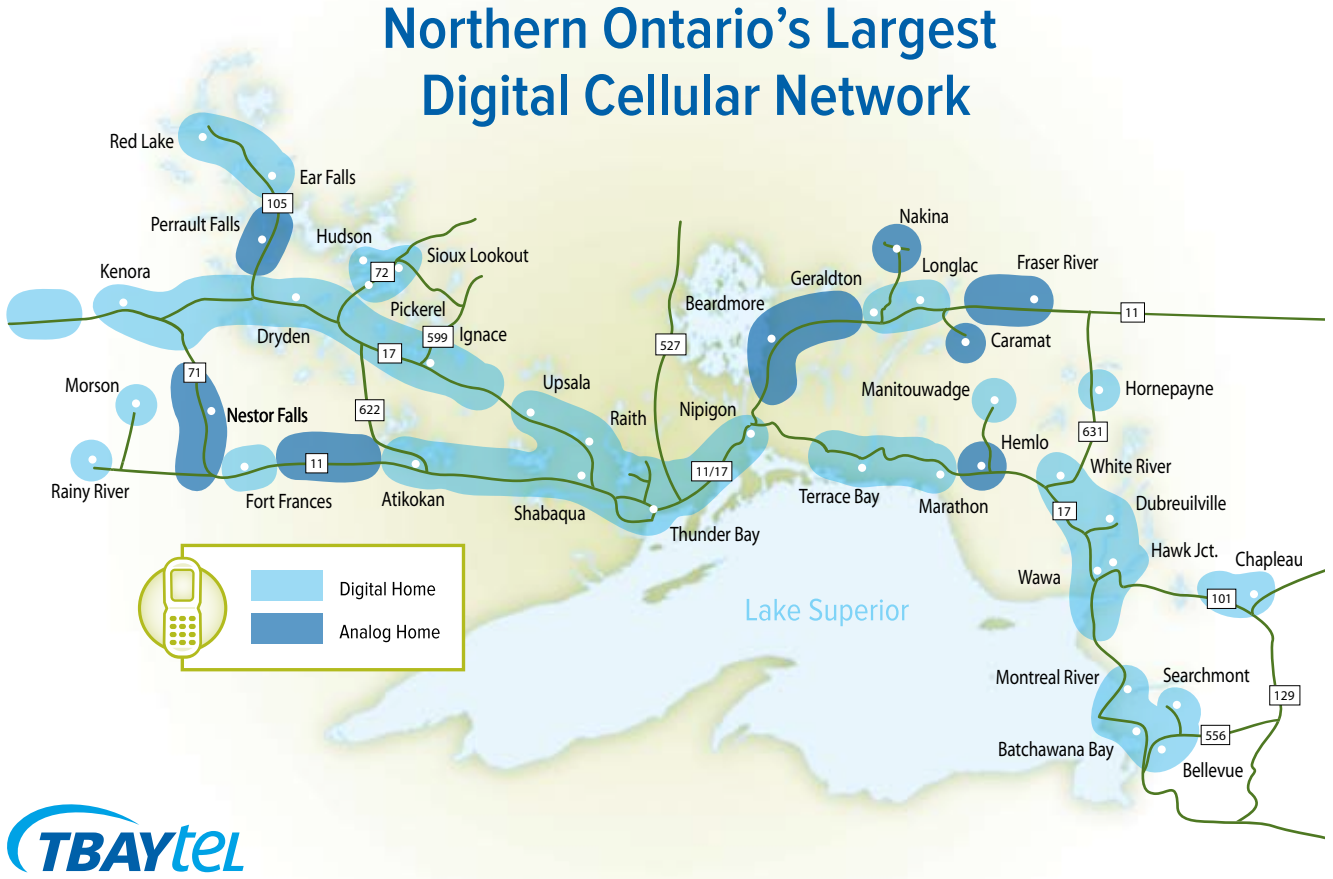
LRC Enterprises, Wawa

The Echo, Manitouwadge

Donny B, Kenora

To locate a dealer in Thunder Bay or Northern Ontario, visit **www.tbaytel.net/dealers** or, call 623-4400 or 1-800-264-9501

Northern Ontario's Largest Digital Cellular Network



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TBayTel welcomes comments from Connect readers. Please send your feedback to: connect@tbaytel.net

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