

## How to receive and pay your NorthernTel bill during the Canada Post work stoppage.

Due to the Canada Post work stoppage customer bills and payments normally sent by mail may be delayed. To keep track of your bills and avoid late fees, we encourage you to register your account on [E-Bill](#).

To sign up, please visit <https://www.northerntel.ca/>, click on My Bill from the top navigation and choose E-Bill. By registering to E-Bill, you will receive an e-mail message every month, a few days after your billing date, notifying you that your bills is available for online viewing free of charge.

You can also make payments through online banking, at an atm or by preauthorized payment.

Here are some questions and answers to help you during the Canada Post work stoppage.

### **I receive my bill in the mail. How can I check my account balance?**

We recommend switching to [E-bill](#) by visiting [www.northerntel.ca](http://www.northerntel.ca) to stay up to date on your account activity, payments amounts and due dates.

### **What are my payment options during a postal disruption?**

- **Online**  
Visit [www.northerntel.ca](http://www.northerntel.ca) and sign up for pre-authorized payments by credit card. You can also make a one-time credit card payment.
- **By preauthorized payment by Direct Debit or Credit card or through your financial institution**
  - For preauthorized payment, please visit the [payment methods](#) section
  - Through your financial institution, you can pay your bill over the phone or online
- **By preauthorized Credit Card payment-** [How to subscribe?](#)
- **By phone**  
Call 1-800-360-8555 to make a one-time payment by credit.

### **Will late payment charges apply if I don't get my bill or can't send a cheque?**

Yes. To avoid late fees, please register for E-bill to stay updated on your account and pay your bill using any of the options outlined above.

### **How should I return my NorthernTel modem/receiver?**

Equipment returns will be handled through Purolator Courier. We will provide instructions as well as a pre-addressed and prepaid return bag in which you simply insert your equipment to return.