

Internet provider Qiniq pays out \$128K after overcharging

'We've done right by the customers I hope,' says Jeff Phillip, CEO of parent company, SSI Micro

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The head of one of the north's biggest internet providers is saying sorry for overcharging customers in Iqaluit.

Qiniq recently discovered a fault in new usage monitors installed in October that resulted in about 600 customers being overcharged for several months.

Earlier this week, Qiniq refunded some monthly fees and extra charges to the tune of \$128,000.

Jeff Philipp, CEO of SSI Micro, Qiniq's parent company, says he's taking the overcharging very seriously and is doing all he can to restore the confidence of Qiniq customers.

"We've done right by the customers I hope," he said. " We've had very good feedback from the customers thus far. You can be sure that if it does happen again, we'll let you know. It's not something we try to hide from."