

**Residential Single Line Terminal Terms of Service**

1. A monthly rental fee which is billed in advance applies for residential single line terminal equipment provided to a Customer on a monthly rental basis.

2. If any SaskTel rental terminals located on the Customer's property or premises are damaged or destroyed other than through normal wear and tear or by persons or causes other than by SaskTel itself or are lost or stolen, the Customer shall pay to SaskTel the cost of restoration or replacement of the SaskTel rental terminals which were damaged, destroyed, lost or stolen.

a) Charges apply when the terminal is:

- i) damaged;
- ii) destroyed;
- iii) lost; *or*
- iv) stolen.

b) SaskTel will charge for any damages that are not considered caused by normal use, such as:

- i) broken piece parts;
- ii) broken handsets;
- iii) damaged cords (i.e. cut, burned or chewed);
- iv) liquid spills;
- v) missing pieces: power adaptors, brandline pieces, cords (handset and line cords) and handsets; *or*
- vi) cracked or smashed display units.

**3. Cancellation of Service by Customer (Set Loss Charge)**

a) When service is cancelled, the Customer must return to SaskTel all terminal products rented from SaskTel which were used by the Customer for that service. If the Customer fails to return the terminal to SaskTel in satisfactory condition within ten days of service cancellation, SaskTel will charge the Customer the set loss charge for that terminal. If the Customer returns the terminal to SaskTel in satisfactory condition, the charge for the terminal will be cancelled.

b) In the event that the rental terminal is subsequently returned by the Customer within a period of 90 days from the date that the rental terminal set loss charge was billed, a credit for the terminal loss charge will be applied to the Customer's account.

**Residential Single Line Terminal Terms of Service - Continued** F

**3. Cancellation of Service by Customer (Set Loss Charge) - Continued**

- c) Charges applied to a Customer's account for a terminal loss will remain on the Customer's account when the returned terminal is: C
  - i) damaged (beyond repair); or |
  - ii) destroyed. F

**4. SaskTel's Obligations and Responsibilities**

What SaskTel provides, maintains and repairs: F

SaskTel will maintain and repair SaskTel rental terminals at no charge to the Customer unless: C

- a) the maintenance or repair is required for reasons other than normal wear and tear;
- b) the Customer asks that the maintenance or repair be done outside of normal business hours; *or* F
- c) the SaskTel Tariff or an agreement with the Customer allows SaskTel to charge. F

**5.** SaskTel reserves the right to provide the Customer with a rental set as determined by SaskTel to Customers not meeting SaskTel's credit guideline criteria or those with known poor credit. F

**6.** SaskTel's Non-tariffed Products and Services Terms of Service apply to the rental of single line residential terminals. F

*End*

(Reserved for future use)

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