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USE OF CUSTOMER-PROVIDED EQUIPMENT WITH THE COMPANY'S FACILITIES

1. GENERAL

- 1.01 Equipment, apparatus or devices provided by a customer shall only be attached to or connected to or used with the Company's facilities in accordance with the requirements stated herein or such further and other requirements as may be specified from time to time by the Company.
- 1.02 Such equipment, apparatus or devices shall be suitable for operation or use with the Company's facilities.
- 1.03 Any such attachment, or connection to or use with the Company's facilities shall be such that, in the Company's opinion, it does not damage, interfere with or create a hazard of damage or impair the functioning of the Company's service, equipment or channels or create a hazard of danger to the users of the Company's service, equipment or channels, its employees or the public.
- 1.04 The customer shall not have, acquire, secure or derive any property or patent right in or control over the Company's equipment, apparatus, lines, channels or devices to which such attachment, connection or use is made or any property or patent right in or control over the design, function, operation or layout of the Company's equipment, apparatus, lines, channels or devices. The Company reserves the right to change, in whole or in part, the design, function, operation or layout of its equipment, apparatus, lines, channels or devices as it considers necessary. The Company shall not be responsible to the customer for any of his equipment, apparatus or devices, either in whole or in part, which ceases to be compatible with the Company's facilities or become inoperative because of such changes to the Company's equipment, apparatus, lines, channels or devices.
- 1.05 The Company does not make any representation that its facilities are adapted to the use of the customer-provided equipment, apparatus or devices.
- 1.06 The Company may make such tests and inspections, as it considers necessary to determine whether the customer is complying with any or all requirements herein. If, in the Company's judgment, such attachments or connections or use with the Company's facilities do not conform with these requirements, the Company may, at any time, take such action as necessary or remove the attachment or interrupt or terminate the connection or use with the Company's facilities.

Authority: CRTC Order 2004-390 November 23, 2004

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- 1.07 When such attachment or connection to or use with the Company's facilities causes the Company to incur any unusual expense or any loss or damage, it may recover any such unusual expense or any such loss or damage from the customer.
- 1.08 The limitation of the Company's liability in the attachment, connection or use by a customer or any other person of such customer-provided equipment, apparatus or devices is specified in Section 80-15.
- 1.09 Only customer-provided terminal equipment certified under the Terminal Attachment Program of the Government of Canada may be connection to the Company's facilities.

2. SINGLE LINE SERVICE

2.01 Individual Line Service

Individual line business and residential customers may provide and connect certified terminal equipment (item 1.09) to the Company's jack connection. Customers may also provide and attach terminal equipment by means of an acoustical or induction connection.

3. MULTI LINE SERVICE

- 3.01 Multi-line customers may provide and attach to the Company's facilities certified terminal equipment (item 1.09). The equipment is connected at the demarcation point on the customer's premises.
- 3.02 Customers may also provide and attach terminal equipment by means of an acoustical or induction connection.

4. DIAGNOSTIC CHARGE

The customer, residence or business is responsible for the operation and maintenance of customer-provided equipment, apparatus or devices attached or connected to or used with the Company's facilities. When diagnostic testing is made to determine the source of a trouble and only if the source of the trouble is found to be within the customer-provided equipment, apparatus or devices, a service charge of \$36.00 applies for each trouble reported.

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