

General Terms and Conditions

Customer Responsibility

The installation covers getting the connection to outside of the house (or building). The customer is responsible for the indoor wiring. Should the indoor wiring have to be completed by Satel technicians there will be a \$40.00 per hour fee for this service plus the cost of all materials used. The same goes for the replacement of all indoor wiring. The customer is also responsible for the burial of all pipes leading to new homes from the main road. Additional and replacement phone & modems can be purchased at the Satel office as we provide a selection of cordless and corded phones.

Security deposits:

All non residents are required to pay a security deposit which is refundable upon termination of the account and all outstanding invoices have been paid in full. Non residents are medical students, teachers, and persons coming to the island for temporary employment or vacation. Residents are local residents with valid residency papers and or persons owning homes on the island and who live on the island for part of the year. A nonresident is considered a resident if they have been residing on the island for an uninterrupted period of 5 years. They can then request their deposit to be refunded.

Late Fees: A late fee of \$14.00 will be charges per month for all customers that have outstanding invoices after the due date of an invoice has passed.

Reconnection Fee: Disconnections are done monthly for customers with outstanding invoices. A reconnection fee of \$15.00 is charged per account.

Suspension of Account: A fee of \$50.00 is charged for suspending ones account and included your reconnection fee. The customer will keep all the services attached to the account however they will not be invoiced for the services during the period the account is suspended. A customer's account can be suspended continuously for 1 year only.

Change of Name: A name change can only take place on an account once both parties visit the office together to sign the request and all outstanding invoices on the account in question have been paid up to date in full. The deposit on the account will automatically be transferred over to the new account holder. The fee for this request is \$125.00.

Change of Number:

To change the number on an account there is onetime fee of \$125.00

Transfer of account to a new address:

The fee for transferring your service is \$60. These fees will be charged every time you transfer your service.

Package changes: Upgrading of packages is free of charge Downgrading of packages are charged a fee of \$15 per change.

Customer priority support – Customers who sign up for this support will have priority over regular customers with regards to Trouble Ticket. Static Live IP assignment is also included in this fee upon request. The fee for this service will be \$ 45 per month.

Service Agreements: All trouble tickets have to be called in to the front office in order for the problem to be documented and assigned to the technical department. Customers with priority support will have priority over regular customer tickets. Priority tickets will be handled same business day

Complicated Outages will be resolved within 48 to 72 hours depending on the severity of the problem. ei having to pull new lines ETC. Installations will be completed in 5 working days minimum. This time period can be extended in the event of circumstances beyond our control and during new medical student semesters due to higher than usual installation requests. Transfers of service will be completed in 5 working days minimum. Specific days can be requested by the customer in a timely manner.

For information regarding our packages please see our website www.satelnv.com or email us at info@satelnv.com. You can also call our office and speak directly to a customer representative 4163211.

We are open Monday – Friday 8:00am – 4:00pm