



GENERAL TERMS & CONDITIONS

Information You Need To Know!



Your All In One Communications Provider!

General Terms and Conditions

Phone line connections:

Installation fee: \$123.00 onetime fee includes initial phone set. All additional and replacement phones are for the expense of the customer. The installation fee 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 \$75.00 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 sets can be purchased at the Satel office as we provide a selection of cordless and corded phones. The installation of the phone / fax machine are the customer's responsibility however the assistant of a technician can be requested if there are difficulties and this will be scheduled upon the request of the customer. Additional charges may be applicable.

Plans:

Incoming Only \$ 14.50 per month

With this plan you can only receive incoming local and international calls.

Saba Local Plan \$14.50 per month

With this plan you can call local landline numbers only and not local mobile numbers as well as international fixed and mobile numbers. You will be able to receive incoming local, mobile and international calls for free.

Saba Senior Local Plan \$10.00 per month

The same as the Saba Local Plan. This plan is only applicable to customers 65 years and older.

Saba Local Deluxe Plan \$19.55 per month

With this plan you can call landline, mobile and international numbers and receive local, mobile and international calls for free.

Saba Senior Deluxe Plan \$14.50 per month

The same as the Saba Local Deluxe Plan. This plan is only applicable to customers 65 years and older.

Office Hours: Mon – Fri 8:00am – 4:00pm

Contact information:

Managing Director

Jennifer Zagers

Tel: 4163211

Fax: 4163300

Email: jzagers@satelnv.com

Customer Care:

Sonya Johnson

Tel: 4163211

Fax: 4163200

Email: sjohnson@satelnv.com

Janelie Barnes

Tel:4163211

Fax :4163200

Email: jbarnes@satelnv.com

IT Department / Manager

Tim Van Oosteren

Tel: 4163211

Fax: 4163200

Email: tvanoosteren@satelnv.com

Technical Department

Carl Hassell

Email: chassell@satelnv.com

Lucio Levenstone

Email: llevenstone@satelnv.com

Stephen Hughes

Email: shughes@satelnv.com

Chad Hassell

Email : chadhassell@satelnv.com

Website: www.satelnv.com

ADSL Plans:

Residential Plans:

Basic	1.5Mbps/768Kbps	\$ 55.00 per month
Plus	3Mbps/1Mbps	\$100.00 per month
Power User	5Mbps/1Mbps	\$160.00 per month

Business Plans:

Business Limited	1.5Mbps/1Mbps	\$100.00 per month
Business Standard	3Mbps/1.2Mbps	\$200.00 per month
Business Premium	5Mbps/1.2Mbps	\$300.00 per month
Business Ultra	10Mbps/1.2Mbps	\$900.00 per month

Additional customized ADSL packages are available upon customer's request.

Package changes:

Changing packages can only take place at the beginning of the month. Upgrading of packages is free of charge but has to be a minimum of 1 month. Downgrading of packages are charged a fee of \$14 per change.

Service Agreements

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.

Basic Trouble Tickets will be handled within 24 hours with the exception of large outages caused by storms ect.

Complicated Outages will be resolved within 48 to 72 hours depending on the severity of the problem. For example - having to pull new lines ect.

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.

Features:

Caller ID	Onetime fee \$14.00 monthly fee \$3.35
Call Waiting	Onetime fee \$14.00 monthly fee \$2.80
Call Forwarding	Onetime fee \$14.00 monthly fee \$2.80
Self Block Code	Onetime fee \$14.00 monthly fee \$2.80

Extension line:

Only 1 (one) extension is allowed per line. Any additional extensions will not be serviced by Satel and if requested to do so will be at the customer expense. An hourly fee of \$75.00 will be invoiced to the customer.

Refundable deposits:

All non residents are required to pay a non resident 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 non resident 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.

Non Resident Deposit Local Plan \$350.00

Non Resident Deposit Local Deluxe Plan \$500.00

Contracts:

6 month contract

5 semester contract - Applicable to Medical Students only

Early Termination Fees:

6 month contract \$100.00

5 semester contract \$200.00- Applicable to Medical Students only

Late Fees:

A late fee of \$13.95 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 \$14.00 is charged per account.

Suspension of Account:

A fee of \$42.00 is charged for suspending ones account. The account has to be suspended for a minimum of three months for this request to be granted. 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 reconnection fee of \$14.00 will be charged to reopen the account.

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 out standing 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 \$123.00 onetime fee.

Change of name is not applicable for the 5 Semester Special contract (Medical Students only)

Change of Number: \$123.00 onetime fee

Transfer of account to a new address:

Transfer of telephone line - \$60.00 onetime fee
Transfer of ADSL service - \$60.00 onetime fee
These fees will be charged every time you transfer your service.

Number of Names on an account:

When applying for a new installation only one name will be on the account. That person will assume full responsibility for keeping that account in good standing order. Meaning that the persons whose name is on the account will be responsible for all Installation fees, payments of outstanding invoices and any alterations made to the account. That person will also be the one who has to terminate the account pay off all outstanding invoices in order to collect back the deposit should a deposit have been paid in.

ADSL Installation

In order to have a ADSL connection you must have a phone line.

Installation Fees:

Residential Installation Fee \$150.00 onetime fee
Business Installation Fee \$200.00 onetime fee
Customers with modem \$100.00 onetime fee

These fees includes the initial wireless modem which then becomes ownership of the customer. All replacement modems are at the expense of the customer. The cost of a replacement modem is \$80.

The installation of the modem are the customer's responsibility however the assistant of a technician can be requested if there are difficulties and this will be scheduled upon the request of the customer.

Satel NV is responsible for the installation of phone line and internet. Satel NV is not responsible for the connection or maintenance of additions equipment installed privately by the customer such as wireless router, roku boxes, magic jack, etc. Services on the internet such as Skype, FaceTime, etc are also not the responsibility of Satel NV.

Shared usage with multiple users and or devices may effect internet quality and speed. Satel NV is not responsible for reduction of speed and quality.