
ITEM **Business Service**
100.20

1. Service Description

Service is classified as business when:

- (a) it is used primarily for commercial, industrial, professional, institutional, governmental, vocational, or occupational purposes,
- (b) it may or may not be in a location of habitation, and
- (c) it is used for purposes other than domestic.

Note: This includes non-profit organizations.

2. Conditions of Service

1. Circumstances that require the business classification include, but are not limited to, the following:
 - (a) the service is installed in a location of non-habitation (e.g. a garage, shed, barn, office, workshop, etc.),
 - (b) the information in a directory listing indicates use other than domestic or of a household or family nature,
 - (c) the service is advertised or publicized in SaskTel's Telephone Directory for a business use,
 - (d) a residence customer does not have business service, but requires a business designation or classification in the directory,
 - (e) the service is available for general access, as in the following situations:
 - boarding and rooming houses;
 - in other places where four or more persons may pay for the service;
 - residence quarters in any club, institution, or similar place where guests, boarders, employees, or other persons are not members of the customer's household;

ITEM
100.20**Business Service - Continued****2. Conditions of Service - Continued**

- (f) it is apparent from a reasonable assessment of all the circumstances that the service is being used primarily for business purposes, or
 - (g) SaskTel is made aware that a business classification is required.
(e.g.: When the telephone number is dialed and the person answering the call identifies the number as a business.)
2. In any part of the customer's service is primarily used for a business purpose, then the entire service is classified as business.
 3. When a customer is paying for residence services, but SaskTel finds that the business rate should apply, SaskTel may notify the customer and start charging the applicable business rate.

Reference: Refer to the item on Extra Provisioning Charges, to determine whether or not additional extra provisioning charges apply.

4. When the business service is changed to residence service, the customer's telephone number changes.

Exception: Customers may retain their telephone number if the change coincides with the release of the telephone directory and all the directory advertising associated with the telephone number has been cancelled.