

**SHAW DIRECT WORK CAMP TERMS OF SERVICE**  
**Updated November 29, 2016**

You (the “**Customer**”) acknowledge and agree that by requesting, viewing or paying for any of the Services offered by Shaw Direct, you agree that the following terms and conditions (“**Terms of Service**”) apply to the provision of the Services. If there is any part of the Terms of Service you do not understand or you wish to clarify, please contact our Shaw Direct Support.

1. **Definitions.** In this document, the following words have the meaning set out beside them:

“**Equipment**” means any or all of the Receiver(s), the Satellite Dish and any ancillary equipment necessary to receive the Services;

“**Receiver**” means the integrated receiver decoder/set top box that is connected to your television(s) in order to decode the programming and is associated with your Shaw Direct account;

“**Satellite Dish**” means the dish antenna and related components that are installed on the outside of your building;

“**Service(s)**” means, as the context permits, any or all of the services that Shaw Direct provides to you from time to time, including without limitation, rental of Equipment, programming to one or more Receivers, Pay-Per-View services (“**PPV**”) and Video-On-Demand services (“**VOD**”) and mobile applications to deliver Shaw Direct authorized services.

“**Shaw Direct**”, “**we**”, “**our**” means Star Choice Television Network Incorporated, Shaw Satellite G.P. and any corporation that either of them controls, is controlled by or is under common control, together with their respective officers, directors, employees and authorized agents.

2. **General.** The Terms of Service set out below reflect the manner in which Shaw Direct provides the Services to you. We may find it necessary to change these Terms of Service or the Services from time to time and will provide you with thirty (30) days advance notice of any material changes relating to these Terms of Service and your Services. This notice may be provided to you with or on your monthly statement or by separate notice. Non-material changes to these Terms of Service will appear on the Shaw Direct website at [www.shawdirect.ca](http://www.shawdirect.ca) by way of updated versions of these Terms of Service. YOUR NON-TERMINATION OR CONTINUED USE OF THE SERVICES AFTER YOU ARE NOTIFIED OF THE CHANGES CONSTITUTES YOUR ACCEPTANCE OF THIS AGREEMENT AS MODIFIED BY SUCH CHANGES OR ADDITIONS. If the changes made to the Terms of Service materially and negatively affect the Services you receive, you may cancel the Services without penalty by calling our Shaw Direct Support. Based on operational requirements it may be necessary from time to time to change the content of the programming you receive. If we change the content of any programming, you agree that we have no obligation to replace or supplement the programming previously offered that has been changed or give you any refund or credit, and such change shall not be considered a material change to the Terms of Service or the Services.

3. **Restrictions.** You acknowledge and agree that:

- (a) the Services will only be provided to you in Canada;
- (b) the service address (or location if no address is available) associated with your account is located in Canada;
- (c) you will not directly or indirectly use a single account in connection with more than one (1) service address;

- (d) you will keep Shaw Direct advised of your service address and phone number(s) associated with your account at all times;
- (e) no Shaw Direct – owned Equipment shall be removed from your current service address without the consent of Shaw Direct;
- (f) all Receivers are located at the service address listed on your account.

If any Receivers are located at a location not listed on your account, we may disconnect all or any portion of the Services immediately and we shall have the right to charge you for any Services provided to any location that is not the service address.

4. **Fees and Charges for Services.** You agree to pay in full all amounts billed for Services, including all applicable taxes. All amounts are due on the due date set out in the monthly statement or invoice. We will bill you each month in advance for the Services, unless otherwise indicated in a separate signed service agreement. Amounts not paid by the due date are subject to interest and other charges as more particularly described in your service agreement. If you have any billing-related questions, please contact our Shaw Direct Support.
5. **Other Charges.** In addition to the monthly fees due and payable for Services, you agree to pay the following charges, where applicable:
- (a) Installation fees as set out in your service agreement.
  - (b) Deposit: Where programming has been disconnected due to your breach of these Terms of Service or the services agreement, Shaw Direct may require that you pay a deposit prior to reconnection of the Services. Deposits will appear as credits on the Customer's account and any fees payable will be deducted each billing cycle from the deposit amount. Deposits will not accrue interest.
  - (c) Returned Payment Fee: In the event that any institution on which the Customer's payment is drawn refuses to pay Shaw Direct for any reason and the cheque, money order, credit card payment, or other instrument is returned to Shaw Direct without payment, the Customer agrees to pay Shaw Direct a returned payment fee of at least \$25.00.
  - (d) PPV: When you order PPV movies or events you will be charged a service fee per movie/event ordered. Unless otherwise indicated at the time you place your order for PPV programming, all sales of PPV programming are final.
  - (e) NFL Sunday Ticket™ and NHL® Centre Ice™: When you order NFL Sunday Ticket™ or NHL® Centre Ice™ you will be charged a fee. Unless otherwise indicated at the time you place your order for NFL Sunday Ticket™ or NHL® Centre Ice™, all sales are final and no fees will be refunded if you cancel your Services.
  - (h) Replacement Receiver Non-Return Fee: If Shaw Direct has replaced your Receiver, and you fail to return the old Receiver to Shaw Direct at the address indicated when you received your replacement unit within forty-five (45) days of the replacement order, your account will be charged a Replacement Receiver Non-Return Fee. This fee is based on the retail price of the Equipment and will vary depending on the model of Receiver being replaced. Shaw Direct is not responsible for any Receiver which is stolen, lost in transit or which fails to reach the designated return address.

6. **Other Contracts.** If you are a subscriber under a separate Shaw Direct contract (including a Shaw Direct Work Camp Terms of Service - November 29\_163

contract for equipment), please review that document for additional terms and conditions.

## 7. Termination and Default.

**By You:** You are responsible for payment of all outstanding amounts accrued up to the date of termination, as well, if applicable, any early termination fees payable as set out in a services agreement.

**By Shaw Direct.** We may immediately suspend or disconnect the Services at any time upon the occurrence of any of the following: (1) you fail to make full payment of any amounts owing to Shaw Direct when due and the default in payment has not been cured within fifteen (15) days of written notice to you of such default; (2) a breach by you of any of these Terms of Service or the terms of your services agreement that has not been cured within 10 days after you receive notice of such default; (3) you transfer or relocate any or all of the Services or any Shaw Direct-owned Equipment without the consent of Shaw Direct; or (4) any act of bankruptcy on your part or the commencement of bankruptcy proceedings against you.

8. **Ownership.** If you are participating in any Receiver rental program, you acknowledge and agree that the rental Equipment is and shall remain the exclusive property of Shaw Direct, that you will not sell, transfer, lease, encumber or assign all or any part thereof, and that the applicable Receiver is rented to you as part of your monthly charges. If you rent your Receiver, you acknowledge that you have no right to purchase the rented Receiver or other Equipment at any time. On termination of the Services, you will be required to return the rental Equipment to Shaw Direct in good working order. In the event that the rental Equipment is not returned, you hereby authorize Shaw to charge you for the retail price of such Equipment which may vary depending on the Equipment model.

## 9. Equipment Warranty.

(a) **Receiver(s):** If you own your Receiver(s), you will receive the manufacturer's standard limited warranty applicable for a specified period of time after the date of purchase. In addition, Customers that own no more than one (1) Receiver may purchase from Shaw Direct, for a period no less than one (1) year, optional limited warranty coverage for their Receiver. Customers who receive Services on two (2) or more Receivers will automatically receive additional limited warranty coverage on each of their Receivers. Equipment provided under separate service agreement will remain under warranty for the duration of that agreement term.

(b) **Satellite Equipment:** If installed by an officially authorized Shaw Direct installer, exterior Equipment is covered by a limited lifetime warranty. This warranty covers all outside Equipment, including replacement and labour costs for the Satellite Dish, Low Noise Block ("**LNB**"), and outside wiring, provided that any damage was the result of normal use of the system and not pertaining to vandalism, theft, force majeure, tampering, accidental damage (direct or indirect) by a human or animal, insertion of any equipment not explicitly authorized by Shaw Direct, electrical surges and/or electrical issues not caused by Shaw Direct or use of the system in any manner other than intended by Shaw Direct. Items that are not covered by the warranty include: equipment damage or loss of signal as a result of tampering with the Satellite Dish and outside equipment; the Digital Satellite Radio ("**DSR**") satellite receiver and remote control; replacement and labour costs arising from self installations and Satellite Dish and/or LNB upgrades. Additional travel charges may apply.

(c) **No Warranty for Mobile Services.** Shaw Direct does not warranty any product or service pertaining to the reception of mobile services or applications.

10. **Installation.**

Self-Service Area. Installation may be performed by a Shaw Direct installer; however, if a Shaw Direct installer is not available in your area or you elect to install equipment at your own expense, Shaw Direct may provide a Satellite Dish to you for self-install. At no time is Shaw Direct responsible for any injury to person or damage to property either directly or indirectly resulting from installation of Shaw Direct Services by any individual, party or company that is not an officially approved Shaw Direct installer. Shaw Direct is also not responsible for any portion of costs incurred pertaining to installations made by any individual, party or company that is not an officially approved Shaw Direct installer.

11. **No Waiver.** No failure to exercise and no delay in exercising, on the part of Shaw Direct, any right, power or privilege hereunder will operate as a waiver hereof.
12. **Collections.** In the event that Shaw Direct chooses to use a collection agency or legal counsel to collect any amounts owing by you or to assert any other right Shaw Direct may have against you by virtue of these Terms of Service or a separate signed service agreement, you agree to pay the reasonable costs of collection or other action including, but not limited to the costs of the collection agency, reasonable legal fees, and applicable court costs. You acknowledge that, in the event of your failure to pay amounts owing to Shaw Direct, Shaw Direct may notify credit and/or collection agencies of your non-payment, which may have an adverse effect on your ability to obtain credit.
13. **Content.** Shaw Direct shall have no liability with respect to the content of the programming provided to you.
14. **Liability for Unauthorized Use.** In the event that any of the Equipment is stolen or otherwise removed from your premises, you must notify our Shaw Direct Support immediately, but in no event more than five (5) days after such removal. In the event that we are not notified accordingly, you shall be liable for unauthorized use of the Equipment and the Services until such time as we are notified.
15. **Compliance with Laws by Customer.** It is your responsibility to ensure compliance with all applicable building codes, zoning ordinances, covenants, conditions and restrictions (collectively "**Laws**") related to the installation by you of any Equipment provided under this Agreement, to pay any fees or other charges, and obtain any permits or other authorizations necessary for installation by you of Equipment and reception of the Services. You are solely responsible for any fines or similar charges for installation by you in violation of any Laws. If installation is completed by Shaw Direct, Shaw Direct shall ensure such installation is in compliance with applicable Laws. Removal of any of the Equipment due to your failure to comply with any Laws will not alter or relieve your obligations under these Terms of Service. If you do not own the Equipment location, you represent that the installation of the Equipment has been approved as required by applicable Laws, and that Shaw Direct's interest in the Equipment will not be encumbered by any conflicting interest and you agree to indemnify Shaw Direct if this is not true.
16. **Viewing.** You acknowledge that the Services are to be viewed only at your service address and under no circumstances shall they be exhibited in any common or public area or for any public viewing purposes unless otherwise agreed to by Shaw. Any exhibition other than as set forth above shall constitute a material breach by you and will result in deactivation of the Services. The programming may not be rebroadcast, reproduced, transmitted or performed except as in accordance with these Terms of Service, nor may an admission fee be charged for program viewing. If you are using any of the Services outside of a residential dwelling, you are

responsible to ensure you have the appropriate rights granted to display any and all content.

17. **Blackouts and Temporary Interruptions.** Some of the services contained in the programming, including some subscription services, sports events, and/or broadcast network services, may be blacked out from time to time in your local reception area. Any circumvention of, or attempt to circumvent any such blackout shall constitute a material breach and may also result in legal action against you. Programming may also be subject to temporary interruptions due to natural phenomenon such as weather-related causes (thunderstorms, snowfall, etc.) Shaw Direct will not be liable for any loss, damage or inconvenience which you may suffer as a result of any blackout or temporary interruptions and will not refund charges for the blackout period or temporary interruption.
18. **Warning against Piracy.** It is against the law to receive the programming or any portion thereof, without the applicable payment to Shaw Direct. Any Customer who wilfully causes Equipment modification for the purposes of receiving the programming or any portion thereof without the applicable payment is an accessory to an offence and may be punished accordingly.
19. **Assignment of Account.** Shaw Direct may sell, assign, or transfer your account to a third party without notice to the Customer. In the absence of notice of the transfer, you shall continue to remit all payments to the address listed on the Shaw Direct billing statement.
20. **Applicable Law/Entire Agreement.** These Terms of Service shall be governed by the laws of the Province where your service address is located, and the laws of Canada, including the applicable rules and regulations of the Canadian Radio-television and Telecommunications Commission. The terms and conditions herein are subject to amendment, modification, or deletion if required by, or found to be in conflict with, applicable law or regulation, without affecting the validity or enforceability of the remaining terms and conditions. Subject to section 6 and any separate Shaw Direct contract that you may be under, these Terms of Service constitute the entire agreement between the parties with respect to the subject matter hereof and supersede and replace any and all prior agreements.
21. **Satellite Facilities and Equipment.** You acknowledge that the satellite facilities used by Shaw Direct in the provision of the programming may change from time to time. Similarly, the features, services or hardware and/or software abilities of any or all Equipment may change from time to time. You acknowledge that each time there is a change in the satellite facilities, realignment, replacement or relocation of your Satellite Dish or any of its components may be required. Should Shaw Direct charge Customers a fee to make such adjustments, notice of such fee would be communicated prior to any adjustments. Shaw Direct is not required to provide you with any features, software or hardware that are not essential to the reception of the Services. As such, any revision, removal or addition of features, software or hardware are at the sole discretion of Shaw Direct and do not constitute a breach of these Terms of Service.
22. **Rights and Remedies.** The rights and remedies available to Shaw Direct in these Terms of Service are cumulative and are in addition to any other right or remedy available to Shaw Direct at law or in equity.
23. **Exclusion of Liability.** To the extent permitted by applicable law, none of Shaw Direct, nor its suppliers (including Telesat Canada), will be liable for any interruptions in programming or liable for any delay or failure to perform, if such delay or non-performance arises in connection with any acts of god, fires, earthquakes, floods, power failure, wildfire, satellite failure or malfunction, failure to replace existing technology, acts of any governmental body or any other cause beyond our reasonable control. In no event shall Shaw Direct be liable for any indirect, special, consequential or incidental damages, including but not limited to, loss of programming, loss of use of equipment or any other damages resulting from the breakdown or failure of equipment or mobile application, internet-related data charges, delays in servicing or the inability to service any equipment (or any component thereof) covered by any service warranty provided by Shaw Direct

or otherwise, whether based on negligence or otherwise. We make no express warranties regarding the Services provided to you, and all implied and statutory warranties, including without limitation any warranty of merchantability and fitness for a particular purpose are hereby expressly disclaimed, except in provinces where implied or statutory warranties cannot be disclaimed, waived or limited. No warranty is provided whatsoever for the quality or continuous transmission. In no event shall Shaw Direct's liability to you exceed the total amount paid to Shaw Direct by you for the Services in the one (1) month period preceding the event that is the cause of the liability. The above disclaimer applies to all of Shaw Direct's affiliates, staff, contracted employees, representatives, affiliates, service providers and any authorized party acting as a representative of Shaw Direct. It is your responsibility to impose any restrictions on viewing by you, other persons in your building, or your or their invitees, and we shall have no liability to anyone due to, or based on, the content of any of the programming furnished to you.

24. **No Class Action.** Unless prohibited by law, you agree to waive any right you may have to commence or participate in any class action suit or proceeding against Shaw Direct arising out of or relating to any claim or dispute (whether in contract or tort) arising out of or relating to these Terms of Service, the Services, or any oral or written statements or representations relating to the Services or these Terms of Service (collectively a "**Claim**") and you also agree to opt out of any class proceedings against us. If you have a Claim you will give written notice to us at the address specified in Section 26, with a copy to Executive Vice-President, Chief Legal & Regulatory Officer, Suite 900, 630 – 3<sup>rd</sup> Avenue S.W., Calgary, Alberta, T2P 4L4.
25. **Credit Checks.** Shaw Direct reserves the right to examine your credit records at any time, whether before or after providing you the Services.
26. **Contact.** You may contact Shaw Direct via telephone at 1.888.554.7827, via the Shaw Direct website at [www.shawdirect.ca/contactus](http://www.shawdirect.ca/contactus) or in writing at Suite 100, 2400 – 32<sup>nd</sup> Avenue NE, Calgary, Alberta T2E 9A7. Any contact in writing should include your name, the account number and the account holder's name (if different). Questions relating to billing should include an explanation of the suspected error.