

Company: Plan Name: TOS Version Number: Date: **Terms of Service Checklist**

General TOS Requirements			
1.	Do you have a term of service document for each product or service that is made widely available to residential and small commercial customers?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.	Does each version of a term of service document contain a unique identification/version number on it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.	Are terms of service documents provided to new customers?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.	Are terms of service documents provided to any eligible customer that requests it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.	Are terms of service documents provided to customers anytime there is a material change?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.	Do you provide an additional copy of a customer's terms of service, upon request of the customer?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.	Do you retain a copy of each version of the TOS for the entire time the plan is offered and for two years after the plan is no longer offered, and no customer is being served under that plan/version of the TOS?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Specific TOS Requirements			
8.	Does the TOS contain all of the following: Your certified name Mailing address Internet website address (if you have one) Toll-free telephone number (and hours of operation and time zone reference)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.	Does the TOS include the EFL either as an inclusion or a separate document distributed with the TOS?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.	Does the TOS include a statement as to whether there is: 7. a minimum term of service? 8. automatic renewal provision?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
11.	Does the TOS include a statement: 9. Explaining how to cancel service? 10. Whether there are any fees associated with cancellation of service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
12.	Does the TOS include a statement: 11. Explaining whether there are any early cancellation penalties or fees? 12. If there are early cancellation penalties, the amount of such penalties 13. Any conditions under which early cancellation penalties do not apply?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
13.	If deposits are required from customers, does the TOS include all of the following information? 14. A description of the conditions that may trigger a request for a deposit 15. The maximum amount that will be charged for a deposit 16. The manner in which the deposit amount will be determined 17. A statement that interest will be paid on the deposit at a rate set by the PUCT 18. The conditions under which the customer may obtain a refund of the deposit 19. An explanation of the conditions under which a deposit may be waived 20. The right of a customer who qualifies for the rate reduction program to pay a required deposit in two equal installments 21. The customer's right to post a letter of guarantee in lieu of a deposit (Affiliate REP/POLR obligation only)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
14.	Does the TOS include a description of any charges resulting from a move-in or switch that may be passed through by the TDU and must be paid by the customer (such as off cycle meter read, connection or reconnection fees)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
15.	Does the TOS include an itemization of any services that are included in the terms of service including:	<input type="checkbox"/> Yes	<input type="checkbox"/> No