

## TERMS AND CONDITIONS

- Only Gatineau residents are eligible for the ÉCHO social fare. To enroll, you must present proof of residence to the customer relations agent, or by mail or email. The following documents are accepted as proof:
  - Driver's licence with a valid address
  - Service invoice (e.g. cell phone, electricity, natural gas, internet, etc.)
  - Carnet de réclamation (provided by the Ministère de l'Emploi et de la Solidarité sociale)
  - GST/HST credit notice
  - Solemn declaration or Accommodation Certificate\* signed by a commissioner for oaths (service offered by the Ville de Gatineau and Parrainage Outaouais) \*As a last resort, for people who do not have any of the other proof of residence documents mentioned above.
- Refer to [www.sto.ca/tarifs/tarification-sociale-echo](http://www.sto.ca/tarifs/tarification-sociale-echo) to determine whether you are eligible based on your income according to the Government of Canada.
- ÉCHO has to be loaded onto a personalized MULTI card, which may only be used by the registered user: it may not be shared or transferred.
- The STO reserves the right to revoke the pass. A fraudulent application or use of ÉCHO could lead to a penalty under the STO's Règlement 100, article 24.
- ÉCHO program customers must be familiar with the terms and conditions of use of the pass.
- Customers are responsible for informing the STO of any change in their income, address or personal or family circumstance that could affect their eligibility under the program.
- The STO does not accept original documents, only copies.
- Failure to comply with these terms and conditions, or providing incorrect or incomplete information when applying or re-applying under the ÉCHO program will lead to loss of eligibility under the program.
- By signing, the customer acknowledges that the STO retains the right to approve or deny any application, and attests that the information provided in this form and the supporting documentation are true, complete and accurate.
- The information requested in the form is required to administer the ÉCHO program. It will be used exclusively to determine eligibility under the program, to administer ÉCHO services, and to ensure compliance with the program's terms and conditions. All supporting documentation provided with this application is destroyed as soon as the application has been processed.