



Communication Device Leasing Guide

Who are we?

The Centralized Equipment Pool (CEP) provides timely, cost effective, distribution and support for Augmentative and Alternative Communication (AAC) equipment to eligible residents of Ontario. CEP is funded by the Ontario Ministry of Health, Assistive Devices Program (ADP) and operated by Holland Bloorview Kids Rehabilitation Hospital.

Your AAC clinic team are the direct service providers that meet with clients, assess needs, authorize, and dispense AAC equipment. CEP offers eligible clients/families the opportunity to lease equipment (recycled) or purchase new equipment. Service coverage is included for leased equipment so if repairs are required, there is no charge, unless damage is deliberate.

CEP sends your device to the clinic for set up — CEP owns and manages it

Your device is provided by CEP and loaned through your AAC clinic. The clinic helps you try, choose, and set up your device. All billing, ownership, and service coverage is managed by CEP — not the clinic.

HOW IT WORKS

Step 1 Your AAC Clinic	Step 2 CEP Ships Device	Step 3 Billing Processes*
Assesses your needs and initiates the leasing process when eligible	Requested equipment is sent to the clinic, and set up to meet your needs	Payments can be made at the clinic, by phone, mail, or online

*Your AAC clinic is your first point of contact for billing questions in your first year. From year two onwards, contact CEP directly for billing inquiries.

CEP Contact Information:

Email for billing or general inquiries:

billing@cepp.org, or info@cepp.org

Phone and Fax:

416-698-1305

Toll-free:

1-800-804-7188 (Ontario only)

Your AAC Device Support — Keep This Handy

Your AAC clinic dispenses equipment and supports you with technical questions throughout your lease. Fill in their details below so you always know who to call.

Clinic name _____	Phone number _____
Address _____	Contact person _____

Equipment Options

CEP offers eligible clients the opportunity to lease (recycled) or purchase new equipment. Here is a summary of all lease options:

Option	Details
Preliminary lease	Try equipment at home for up to 8 weeks. One-time \$25 + \$3.25 HST fee. No further charge if returned.
Annual lease	12-month term, auto-renewing. Cost is 5% of purchase value per year, up to \$1,000/year (+ HST where applicable). Full service coverage included.
Lease buyout	Buy out your leased device at any time. Value reduces 20% per year; you pay 25% of remaining value. Ask your clinic for details.
Ownership (5 yr)	Lease transfers automatically to ownership after 5 continuous years with no primary device changes. Extended service contract available at 3%/year (up to \$600 + HST).

Paying for Your Equipment

When do I pay?

When you receive equipment on a preliminary lease, the preliminary lease fee of \$28.25 is due at that time regardless of the decision to lease the equipment. This amount may be owed by the client or a third party, dependent on benefit coverages.

Please discuss payment arrangements with your AAC clinic team and ensure you have a plan in place for payment of the first year of lease should you choose to keep the equipment. If you decide to keep the equipment and move from a preliminary lease to a full lease, the first-year lease payment is due at that time. In following years, you will receive a Statement of Account by mail on your lease renewal date (annually) to notify you of the renewal. Payment is due within 30 days.

Payment options

- ☐ Visa, Visa Debit, or Mastercard (full payment or instalments)
- ☐ Cheques or post-dated cheques will be accepted if you cannot pay by credit card.
- ☐ Third-party funders (e.g. ODSP, ACSD, OW, ALS Society, Easter Seals) — provide a recent letter of support or ODSP/ACSD monthly statement of your benefit to your clinic in year one, and to CEP after that.

When is HST charged?

Many devices provided by CEP are HST-exempt (if manufactured specifically for people with disabilities). HST does apply to administrative fees and to computers and iProducts, as these are general-use devices adapted through software.

Common Questions

I keep getting statements but thought my bill was paid — why?

Statements are sent monthly until all payments are fully received. If you're covered by post-dated cheques or a third-party funder, you will continue to receive statements until CEP has deposited or received those payments. If your '*balance remaining to be paid by you*' shows \$0, nothing is owed by you personally right now.

My device has a problem. What do I do?

Contact your AAC clinic or the manufacturer support line, they will try to resolve the issue by phone or in person at the clinic. If a repair or replacement is needed, the clinic will coordinate this through CEP.

I think I'm being charged for something I don't have.

You can contact your AAC clinic who can answer these questions. If a clinic can't answer your question, they will contact us and get back to you.

I have a credit on my account. Can I get a refund?

Credits are usually applied toward future equipment. If you have returned all leased equipment and your credit balance is over \$5, you can request a refund through your AAC clinic.

Can I cancel my lease?

Yes, at any time. Contact your clinic and return the equipment to them. If you paid for a full year and return before 12 months are up, a credit for the unused period will appear on your next statement.

How can I buy out my device and stop paying lease fees?

You can buy out your equipment at any time at a reduced cost. The value of a lease buyout depends on the equipment purchase value reduced by 20% each year you have leased. You would pay 25% of that cost. Once you buy your equipment all service from CEP stops and repairs will be at your own expense. Equipment lease buyouts may also require you to wait up to 5 years before another device is eligible for ADP coverage. If you're interested in pursuing a lease buy out, please consult your AAC clinic.

What is an Extended Service and Repair contract?

Once your primary device transitions to ownership (after 5 years), you can purchase an annual extended service contract at 3% of the original purchase value (up to \$600 + HST). Your AAC clinic will continue to act as the service hub. If a repair is required, your original device will be sent to CEP to be repaired and returned to you by your clinic once it's fixed. No replacement device is provided during repairs.

Understanding Your Statement

You'll receive a monthly statement whenever there is activity on your account. Here is what the main sections mean:

1	Client number — Your unique account ID. Always have available when contacting CEP.
2	Balance remaining to be paid by you — The amount you personally owe right now. If \$0, nothing is due from you — your portion may be covered by post-dated payments or a third-party funder.
3	Paying by credit card — Contact CEP or your clinic to receive a secure payment link and complete the payment online. Always include your CEP client number and invoice number in any online payments.
4	Post-dated cheques on file — Shows the total covered by cheques not yet cashed. This amount is already factored into your balance remaining.
5	Third-party commitments — The amount a funder (e.g., ODSP, ACSD) has committed but not yet paid. You will keep receiving statements until this is received.

Note: When *'balance remaining to be paid by you'* is \$0, it could mean:

- the full amount owing has been paid,
- is covered by post-dated credit card payments or cheques, or
- is committed by a third-party funder.

However, you will continue to receive statements until full amounts are received by CEP.

When there is a *'balance remaining to be paid by you'* and you have third-party coverage, please note:

- The first annual lease renewal statement will show an amount owed by you. If you have third party coverage, no action is required at this point, CEP will bill the third-party funder.
- If you receive a second statement of account stating the balance is still owed by you, please notify your clinic.

Common Acronyms

ODSP	Ontario Disability Support Program
ACSD	Assistance for Children with Severe Disabilities
OW	Ontario Works

About the Assistive Devices Program

CEP is funded by the Ontario Ministry of Health, Assistive Devices Program (ADP). For more information about ADP eligibility and coverage:

- ☐ Website: health.gov.on.ca/en/public/programs/adp
- ☐ Toronto: 416-327-8804
- ☐ Toll-free: 1-800-268-6021

Appendix: Statement of Account



Centralized Equipment Pool
57 Colville Road
Toronto, ON M6M 2Y2
Phone: (416) 698-1305 Fax: (416) 698-1305

Page 1
 Printed date Aug 17, 2026

Phone: (416) 698-1305 Fax: (416) 698-1305

Statement of Account

Clinic Toronto Rehabilitation Institute
 Toronto Rehabilitation Institute

BALANCE REMAINING to be PAID by YOU:
 (after post dated cheques and 3rd party commitments) **\$19.79 ***

My enclosed payment

Client # 18082

☐ Cheque ☐ Visa ☐ Master Card

Account Number _____ Expiration Date _____ CVV _____

Signature (for credit card payments) _____ Credit card Payment not valid without signature

--- Tear here --- Please Return top half of statement with your payment --- Tear here ---

Page #	1	Client #	18082	Date Printed	Aug 17, 2026	Previous Balance	\$0.00
Transactions against your account for period : Jul 31, 2026 - Jul 31, 2026							
Date	Invoice #	Description	Amount	HST	Total		
07/31/26	IN135608	Writing Aid Access Software - Keyboard and Mouse, Dragon Professional v.16 English, 150937 renewed on lease # L12070 on	18.72	2.43	21.15		
07/31/26	IN135608	Writing Aid Access Hardware, SpeechWare USB TwistMike 30" w/ Adapter , 150971 renewed on lease # L12070 on Aug 1, 2026	12.36	1.61	13.97		
07/31/26	IN135608	Writing Aid - Portable Computer, Laptop Dell 15" 2 in 1, 140311 renewed on lease # L12070 on Aug 1, 2026	57.48	7.47	64.95		
07/31/26	IN135608	Mouse Alternative, Headmouse Nano USB, 143617 renewed on lease # L12070 on Aug 1, 2026	63.72	8.28	72.00		
Totals			152.28	19.79	\$172.07		
Comments Balances under \$5.00 may be carried forward to the next statement period with no penalty.			New Transactions over the previous month			\$172.07	
			Total Balance owing			\$172.07	
Total of remaining post dated cheques on file with us:			\$0.00			5	
Total of 3rd party commitments on file with us not yet credited to your account:			\$152.28			6	
Up to date Ministry of Community and Social Services documentation on file with us (direct bank deposit or cheque stub)			Yes				
Barring any change in your lease, your payment in each of the remaining 3 years will be \$172.07.							

0-30 Days \$172.07 31-60 Days \$0.00 61-90 Days \$0.00 91-120 Days \$0.00 Over 120 Days \$0.00

18082

Clinic TRI

*Note - Credit card payments are charged to Holland Bloorview Kids Rehabilitation Hospital and will be stated so on your credit card statement.

HST Number 87114 2634

1. This is your unique client number.
2. This is the amount owed by the client/family.
3. We encourage you to use our payment link to make payment. Alternatively, you may fill out your credit card information and sign the signature line to authorize payment.
4. If you prefer to pay by mail, rather than online or by phone, ensure to send the top half of the statement by mail so we can match it to your client account.
5. Amount covered by post-dated cheques or credit card payments, which haven't been cashed.
6. Amount covered by a third-party funder (i.e. ACSD, ODSP, Easter Seals, ALS Society)