

SaskTel fusion Internet

Description

SaskTel fusion Internet (“the Service”) is a data-only service fixed to a specific geographic location. The Service requires installation of new equipment at the customer’s premise (antenna, modem, and cables) and does not utilize any phone lines. The Service is only available for purchase from a SaskTel Authorized Dealer.

Definitions

Hard Cap Model - Customers on this model of the Service receive 100 GB of data usage as part of their monthly plan each billing period. Additional usage between 100 GB and 200 GB is charged automatically in 25 GB increments. The Service will be suspended at 200 GB of usage unless the customer opts in to additional data usage beyond 200 GB at pay per use rates. This model does not restrict download or upload speeds.

Soft Cap Model - Customers on this model of the Service pay only their monthly recurring charge and are not subject to overage charges for data usage. Download and upload speeds are restricted at 200 GB or 250 GB of data usage (dependent on the plan) for the remainder of each billing period as per the Soft Cap Internet traffic management policy (ITMP) described in the fusion Internet Fair Access Policy section of this Non-Tariff Item.

Terms of Service

Service Limitations, Performance and Availability

1. You may cancel the Service from the day you enter it until 15 days after your Start Date. You do not need a reason to cancel. To cancel, you must give notice of cancellation by calling 1-800-SASKTEL (727-5835). Alternately, you may give notice of cancellation at any SaskTel Store or Authorized Dealer. If you have self-declared as a person with a disability, you may cancel within 30 days from the start of your service without penalty.
2. SaskTel makes no representation or warranty that the Service will be uninterrupted or error free. The Service is fully dependent upon the maintenance of minimum direct line of site requirements which if not met or maintained may prevent access to the Service.
3. Additionally, the performance and availability of the Service is subject to terrain, atmospheric, and weather factors that are difficult to predict and sometimes cannot be overcome. Accordingly, SaskTel makes no representation or warranty that the Service will be available at all times or, when available, will not be impaired in terms of its performance. Connection speeds described as a part of, or associated with any Service

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plan, including both “up to” download and upload speeds, are based on optimal conditions and may vary depending upon, environmental conditions, age and capability of Customer devices, building wiring, the number of Customer devices connected to the Service at any point in time and internet traffic levels from time to time. SaskTel makes no warranty, guarantee or representation of any kind or nature that when using the Service, the Customer will achieve any connection speeds that are associated with the Service plan the Customer may be subscribing to from time to time.

4. The Service is only available to customers who meet SaskTel-determined signal level requirements and whose premises are located within the serving radius of a fusion Internet tower.
5. The fusion Extra plans with a higher soft cap limit of 250 GB are only available to customers who also have a SaskTel wireless account and subscribe to either the VIP 85, VIP60, Total 5, Total 15, Total 30, Total 125, or shareMORE wireless rate plans which include at least 20 GB of monthly data.

SaskTel Equipment

6. All equipment required for the Service comes with a one (1) year warranty against defects in workmanship when the equipment is used as intended under normal operating conditions, reasonable wear and tear excluded. Any misuse or abuse of the equipment or attempts at repair by anyone other than a SaskTel authorized dealer or with unauthorized parts or failure to provide and maintain an adequate environment for the equipment including adequate electrical power, air conditioning or humidity control, voids such warranty.
7. The warranty does not cover cosmetic damage, damage to the equipment attributable to any act or cause beyond the control of SaskTel, damage to the equipment attributable to any act or omission of any third party other than SaskTel authorized dealer personnel, or damage or loss due to theft, fire, vandalism, water or other peril or for any other cause external to the equipment.
8. Warranty service is obtained by return of the equipment to the SaskTel authorized dealer from whom the equipment was purchased. Proof of purchase from such dealer is required to obtain warranty service.

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9. Warranty service consists of repair or replacement of equipment as determined solely by SaskTel or its authorized dealer. If you require on-site equipment maintenance, removal, or re-installation services, such services will be subject to the dealer's then current applicable charges which will be the customer's sole responsibility.
10. SaskTel fusion equipment and installation charges are eligible for equipment financing. Such financing is made available according to the terms and conditions as set out in the SaskTel Wireless Equipment Financing & Plus Pricing Non-Tariff Item.

Support

11. On-site support for the Service will be provided by an authorized SaskTel dealer and will be subject to the dealer's then current applicable charges which will be the customer's sole responsibility. SaskTel will not provide any equipment install, warranty or maintenance services.

SaskTel fusion Internet Fair Access Policy

The SaskTel fusion Internet fair access policy is designed to provide an optimal network experience for all customers on SaskTel's LTE-TDD Network. Excessive data usage negatively impacts the quality of service for customers by reducing Internet speeds and increasing dropped connections.

12. All SaskTel fusion Internet customers are subject to the fusion Internet fair access policy.
13. SaskTel's fusion Internet fair access policy is subject to change from time to time in order to maintain an ongoing positive experience for all customers on SaskTel's fusion Network. SaskTel will inform you of any changes in this policy by posting such changes to sasktel.com or communicating them to you in such other manner or medium as SaskTel determines is reasonable in the circumstances. SaskTel will give sixty (60) calendar days prior notice of changes in this policy.

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14. While on the SaskTel fusion Internet network:

- a) SaskTel reserves the right to limit throughput or the amount of data transferred, deny, suspend or terminate the Service or any part, component or feature thereof, without notice, to anyone believed to be using SaskTel fusion Internet service or feature in any manner that adversely impacts SaskTel's network or its service levels, as determined by SaskTel.
- b) SaskTel reserves the right to apply additional usage charges should the customer's total data usage exceed the included data for the Hard Cap model of the Service in a given monthly bill cycle. The additional usage charges are detailed in the Rates section below.
- c) SaskTel reserves the right to apply an ITMP to the Soft Cap model of the fusion Extended plans. To ensure fair access to all customers, the Soft Cap model of the Service currently has a 200 GB usage limit within a monthly bill cycle. Once the Customer reaches the 200 GB monthly usage threshold, the Customer's speeds will be reduced to 2 Mbps download and 256 Kbps upload until the end of the Customer's monthly bill cycle. Speeds will be reinstated at the beginning of the Customer's next monthly bill cycle. Such usage and speed limits are subject to change by SaskTel from time to time.
- d) SaskTel reserves the right to apply an ITMP to the Soft Cap model of the fusion Extra plans. To ensure fair access to all customers, the Soft Cap model of the fusion Extra plans currently have a 250 GB usage limit within a monthly bill cycle. Once the Customer reaches the 250 GB monthly usage threshold, the Customer's speeds will be reduced to 2 Mbps download and 256 Kbps upload until the end of the Customer's monthly bill cycle. Speeds will be reinstated at the beginning of the Customer's next monthly bill cycle. Such usage and speed limits are subject to change by SaskTel from time to time.

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Rates

Hard Cap Model

Customers on the Hard Cap model of the Service shall pay to SaskTel rates associated with the following data thresholds. Such rates and charges are in addition to any other rates and charges that may be applicable. Rates are competitive and subject to change, please refer to www.sasktel.com/fusion.

Data	Data Threshold	Details
Included Data	100 GB per month	100 GB of data to use for the month (this is included in your plan and no additional charges apply).
Data Top-up (Note 1)	Each additional 25 GB of data	If customers exceed the 100 GB of included data they will automatically be charged for each additional 25 GB of data they use, up to a maximum of 100 GB of additional usage for a combined maximum data usage of 200 GB.
Data Overage (Note 2)	200 GB+	If customers use 200 GB of data in a billing period, they can opt-in to get additional data at per GB pay per use rates by calling 1-844-SASKTEL (727-5835). Customers can opt-in permanently or just for the remainder of one billing period. If customers do not opt-in, their Service will be suspended for the remainder of their billing period so they do not incur any additional data charges.

Note 1 - The charge for each data top up tier is applied in full and will not be pro-rated based on the amount of days or data used within the tier. Any unused data expires at the end of the current billing period.

Note 2 - There is no maximum data overage charge for customers who opt-in to additional data at pay per use rates. Usage will continue for the remainder of the billing period.

Soft Cap Model

Customers on the Soft Cap model of the Service pay only their monthly recurring charge. They are subject only to the Soft Cap ITMP and do not pay any overages for data usage.

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