

SaskTel News

December 2012

Issue 62

New Year: New Way to Dial for Local Calls in Saskatchewan

The transition period to mandatory 10-digit dialing begins February 25, 2013.

Beginning May 11, 2013, it will be a requirement that SaskTel customers making a local call in Saskatchewan dial 10 digits, the area code plus the 7 digit local number. This change is a result of a decision by the Canadian Radio-television and Telecommunications Commission (CRTC) to add a new Saskatchewan area code, 639, in 2013.

A second area code is necessary due to the increase in competitive activity among existing and new service providers, and the growth of wireless services. To help customers make the move to local 10-digit dialing, SaskTel will have in place a transition period from February 25, 2013 to May 11, 2013 to help prepare customers for the move to mandatory 10-digit dialing.

Starting February 25, 2013, SaskTel customers will hear a phone message if they dial 7 digits for a local call reminding them that they must dial 10 digits in the future (the area code plus the local 7 digit number). The call will be automatically completed for the customer.

Beginning May 11, 2013, callers must dial 10 digits for local calls; the area code plus the phone number. Callers who dial only 7 digits will hear a phone message reminding them that they must dial 10 digits for local calls, however, the call will not be completed as dialed and customers will need to complete the call on their own.

SaskTel's networks have been ready to accept 10 digit local dialing since December 2011, so you can dial 10 digits for local calls today.

It is also important to remember to update the programmed numbers in your communications equipment such as: home phones, cell phones (will require 10 digits for local calling and texting), fax machines, modems, equipment for the hearing impaired, security systems, etc. If you have any questions about your security system's 10-digit dialing readiness, contact your security provider. Customers should also make any necessary changes to calling features such as: speed dial, call forwarding and call blocking.

Remember to provide your 10 digit phone number in all instances where you need to provide a contact number such as: personal cheques, medical forms, stationary, insurance forms, etc. Business customers should begin making changes to their communications equipment, advertising materials, business cards, signage, websites and any other places where business phone numbers are listed.

Special 3 digit numbers such as 911, 611 and 411 will continue to be 3 digit numbers and won't be affected. Local calling areas and long distance calls will also stay the same. Customers will continue to dial 1 plus the area code and phone number for long distance calls. For complete details on the move to 10 digit local dialing and the new area code, visit www.sasktel.com/dial10.

SaskTel Calling Card: Telephone Card Use

When using your SaskTel *Calling Card* to make a long distance call within Canada or the U.S., please remember to begin the call with the calling card access number, 1-888-934-8888, to ensure you receive the best possible rate. Should you ever encounter problems using this access number, call the number found on the back of the calling card, 1-888-999-8797, for assistance. If you would like information on long distance plans, please call SaskTel at 1-800-727-5835.

Lost or Stolen Cards

SaskTel *Calling Card* customers can choose their own Personal Identification Number (PIN), making it easy to remember the number, and providing additional security

if cards are lost or stolen. If your SaskTel *Calling Card* is lost or stolen, please call 1-888-999-8797 (within North America) immediately as cardholders are liable for all charges incurred until their loss has been reported.

Overseas Destinations

Are you planning any overseas travel? If so, SaskTel encourages you to use the Canada Direct service when making long distance calls in another country. Using Canada Direct with your SaskTel *Calling Card* to place calls while overseas, will provide billing at Canada Direct rates, including a \$2.99 per call surcharge. To request a Canada Direct Wallet Card, please call SaskTel at 1-800-727-5835.

SaskTel 

Your Life. Connected.

Know your short codes: Premium Text Messaging

Text messaging short codes are unique numbers that are associated with a particular brand or campaign. Premium text messages, or short codes, are numbers to which a text message can be sent. They are typically shorter than the ten digit wireless phone numbers used to send text messages from one individual to another. A text message addressed to a short code is received by a web-based application instead of another cellular number. These text messages allow customers to receive specialized content and participate in interactive promotions and games. Common short codes are generally associated with a particular brand or campaign and are common for all Canadian carriers.

While some short codes are free to use, such as SaskTel's short code 43210, many carry premium charges over and above a customer's regular text messaging package. Charges are billed through the subscriber's cellular carrier. The amount charged is up to the program provider to decide and customers are informed of the price of sending a text to the short code when the campaign is promoted. Customers will also be notified of the additional charge before sending an entry to a premium number.

Customers who subscribe to monthly subscriptions that send a "Joke a Day" or answers from "Ask Me Now" can range in price from \$.50 to \$5.00 for messages sent or received, to a maximum of \$40.00 per month per subscription.

Short code users can 'opt-out' from a shortcode by texting 'STOP' to the shortcode. Other opt-out words may be identified at the time of subscription which may include: CANCEL, TERMINATE or END. If this is not successful, please contact SaskTel.

Terms and conditions for each individual short code program can generally be found through the short code provider's website. Current short code programs being offered and links to information about each program, including how to subscribe to or stop service, can be found at www.txt.ca.



Know Your Long Distance Plan

SaskTel reminds our customers that unlimited long distance plans apply to 'voice' calls only. 'Data' calls are not eligible for savings or discounts and will be charged at regular long distance rates.

A data call is any non-voice call, typically between electronic equipment, such as a fax transmission, or dialing any long distance Internet service provider other than SaskTel. This includes calls from your modem at home, or dialing into a remote Internet account.

It is also important to remember that when you download data from a web site for which long distance charges apply, you are responsible for those charges. Customers should also pay special attention to any dial-up Internet usage to avoid unnecessary charges. It can be as simple as ensuring you log off of the Internet when you have completed surfing, since Internet charges continue as long as the dial-up Internet connection is left on. If you would like information on long distance plans please call 1-800-727-5835.

Toll-Free Numbers

SaskTel would like to remind you that only numbers with the prefix 800, 855, 866, 877, and 888 are toll-free.

These prefixes, which are not interchangeable, are used by simply dialing 1, followed by the appropriate prefix,

followed by the seven-digit number.

Please note that all other prefixes, including 809, are not toll-free prefixes and long distance charges will apply on your telephone bill.