

# SaskTel News

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## Recent SaskTel upgrades improving 4G service

If you are a 4G customer, in recent months you may have noticed dropped calls or some delays when sending or receiving text messages. The cause of these issues is network congestion. Like other network operators throughout North America, SaskTel has experienced unprecedented customer demand for 4G data services and data usage that has surpassed forecasts.

There are several reasons for the high demand for 4G wireless data. Customers are using the 4G network as a high speed Internet alternative for their laptops through the use of mobile Internet sticks. 4G provides fully mobile coverage at speeds similar to, or better than, the services some customers have in their homes. Combine that phenomenon with new online video services, and the development of smart phones and tablets that have the computing power of desktop computers, and the result is an increase in individual customer data usage that is four times that of earlier cell phone networks like CDMA. This rapid growth in the demand for data services has been causing some network congestion.

The good news is recent upgrades to the network have begun to reduce network congestion in communities across the province. Our customers should be noticing improved service including fewer dropped calls, fewer delays in sending and receiving text messages, higher Internet speeds, and improved battery life.

SaskTel employees have been working hard to deploy engineering solutions to address the capacity challenges, including adding additional radio spectrum, adding additional antennas, deploying portable cellular towers called COWS (Cellular on Wheels - pictured below), doubling our base stations to handle radio traffic, and generally enhancing all existing infrastructure. SaskTel will continue to improve the network in 2012 by adding antennas, towers and other equipment to meet the tremendous customer demand.

SaskTel would like to thank all 4G customers for their patience as we continue to improve the 4G network. For more information, including a schedule of upcoming improvements, please visit [www.sasktel.com](http://www.sasktel.com).



## 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.



## Local 10-digit dialing & a new area code are coming in 2013

The way you dial local phone calls will soon change. Local 10-digit dialing will become mandatory in Saskatchewan in May 2013.

This change is a result of a recent 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.

The new 639 area code will be overlaid on top of the existing 306 area code. That means you'll need to start entering 10 digits – the area code plus the phone number – instead of just 7 digits when placing local calls.

You'll need to know the area code of the person you're calling and include your area code whenever you provide your home, cell, business and fax numbers. Businesses will need to provide the area code in their advertising and may need to reprogram their telecommunications equipment.

Once 639 is introduced, the 306 and 639 area codes will be assigned to new phone numbers interchangeably throughout the province. For example, your new next-door neighbour could have a different area code than

you. Some things will stay the same though. Special 3-digit numbers such as 911, 611 and 411 will continue to be 3-digit numbers. Long distance calling and local calling areas will remain the same. And you'll keep your current area code and phone number.

SaskTel will keep you informed as the date gets closer, providing tips and information to help you prepare for local 10-digit dialing. For more information, visit [www.sasktel.com/dial10](http://www.sasktel.com/dial10).



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## 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.

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## WireWatch® and Inside Wire

SaskTel would like to remind our customers that we provide basic telephone service to a single point on a premise and that the premise owners are responsible for the cost and maintenance of their inside wiring.

Customers must ensure all telephone wiring and jacks are CSA (Canadian Standards Association) approved and placement of all wire conforms to the Canadian Electrical Code. On construction of all new single dwelling buildings, customers are responsible for providing an access hole from the inside of their premise to the area near the power meter, the ground wire from the main building grounding system to the main telephone service connection box, and a wooden backboard for the mounting of the telephone service connection box, if required.

WireWatch® is an optional maintenance plan for SaskTel single line residential subscribers covering the "simple wire" portion of inside wire and jacks in residential homes. For more information on WireWatch please call SaskTel, toll-free, at 1-800-727-5835.