

# SaskTel News

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## National “Do Not Call” List

Canadians may sign up to reduce the number of telemarketing calls they receive by registering their home phone, cellular or fax number on the National Do Not Call List (NDNCL). Telemarketers have 31 days in which to stop calling after a number is registered. In April, 2009, the Canadian Radio-television and Telecommunications Commission (CRTC) changed the duration of existing and future numbers registered on the NDNCL to be five years. Registration must be renewed every five years.

For information about the NDNCL, or to register or file complaints about telemarketers, go to their website at [www.LNNT-NDNCL.gc.ca](http://www.LNNT-NDNCL.gc.ca), or call their toll free number 1-866-580-3625. Hearing impaired customers should call 1-888-362-5889. You must be calling from the number you would like to register on the NDNCL. SaskTel is not authorized to register a customer on the NDNCL, nor file a complaint on behalf of a customer, nor does SaskTel make Do Not Call requests.

Registering on the NDNCL will reduce but not eliminate telemarketing calls and faxes. Certain kinds of telemarketing calls and faxes are exempt from the NDNCL including: those made by or on behalf of registered charities seeking donations, newspapers looking for subscriptions, political parties and their candidates, non-party candidates, and companies with whom you have an existing business relationship.

Telemarketers making exempt calls must still maintain their own Do Not Call Lists. If you do not want to be called by these telemarketers, you can ask them directly to be put on their internal Do Not Call List. They are obligated to do so within 31 days.

The CRTC will investigate complaints and can penalize telemarketers found to be in violation of the Unsolicited Telecommunications Rules, which include the Telemarketing Rules, NDNCL Rules and Automatic Dialing and Announcing Device Rules.

SaskTel encourages all our customers to explore the options and limitations of the new National Do Not Call List at: <http://www.LNNT-NDNCL.gc.ca>



## 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 Wire Watch please call SaskTel, toll free, at 1-800-727-5835.

## SaskTel 2009 Scholarship Recipients

SaskTel would like to congratulate all of the successful recipients of SaskTel's 2009 scholarships.

For more information on the scholarships and the recipients please visit [www.sasktel.com](http://www.sasktel.com).

2009 SaskTel Scholarship Recipients:



Benson Wambululu  
Electronic Engineering  
Technology  
SIAST Palliser



Breanna Grill  
Finance  
University of Regina



Daylene Boulding  
Business Office Education  
SIAST Wascana



Ghia Schell  
Marketing  
University of Regina



Jordan Robertson  
Electronic Engineering  
Technology  
SIAST Palliser



Larissa Hunt  
Computer Science  
University of Regina



Richard Lalonde  
Accounting  
University of Saskatoon



Stephanie Prefontaine  
Marketing  
University of Saskatchewan

## SaskTel Calling Card: Telephone Card Usage

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.