SaskTel News

Fraud Awareness Month

Awareness is the key to protecting yourself from fraud, and it starts by you taking steps to protect your personal information.

Shred or burn all documents that include your name, address, Social Insurance Number, financial information or other sensitive personal information. Do not recycle papers containing personal information.

Information posted on social networking sites may be seen by just about anyone. Always read the privacy statement and policies and use privacy settings to limit who may view your information. Also please read web site privacy statements before submitting personal, financial or medical information.

Do not send personal information over a wireless connection. Ensure personal information is deleted before discarding or selling a computer. Use overwrite software or destroy the hard drive because information can remain on the hard drive even after deleting files from folders.

Further information can be found on the website of the Federal Office of the Privacy Commissioner at www.privcom.gc.ca, the Office of the Saskatchewan Information and Privacy Commissioner at www.oipc.sk.ca, your bank's website, and the department of health at www.health.gov.sk.ca.

New Cellular Legislation

Wireless devices or cellular phones have become another useful communications tool in our everyday lives, but cellular usage while driving is now limited in Saskatchewan. The new law prohibits all drivers from using hand-held cell phones to talk, text, email or surf the internet while driving.

As of January 1, 2010, the legislation states drivers must use a hands-free device of some kind. This means the device can be a wired headset or Bluetooth headset. SaskTel encourages our customers to review the new cell phone legislation found at http://www.gov.sk.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. Data calls include calls from your modem at home, or dialing into a non-SaskTel remote internet account from your computer.

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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Internet Protection

The internet is an invaluable resource for many SaskTel customers but unfortunately, it can also be a source of unintended risk in the form of malicious software (malware) such as viruses, Trojan downloaders, worms, or spyware or malicious users such as those who send Spam or Phishing attacks.

Malware is becoming increasingly sophisticated. In the past malware was primarily delivered through email, while today any number of sites on the internet can be a source of malware. Once installed, most malware is automatically executed and can have effects such as stealing personal information, credit card and Social Insurance Numbers, or login information. Still others, can email duplicates of themselves to your contacts, display annoying pop-up windows, or damage installed software, the operating system, or hardware of the computer itself.

Spamming and Phishing attacks have become especially prevalent on the internet. Spam is unsolicited bulk messages, usually attempting to sell a product or service or promote a website. Phishing is a message pretending to be from a trustworthy source such as a bank, or other reputable company, attempting to acquire sensitive information such as usernames, passwords or credit card details or other personally identifiable information. The majority of Spam and Phishing is delivered via email, but can also occur via instant messaging, mobile phones, and social networking websites.

SaskTel would suggest that you be wary of the contents of all email, even when you recognize the sender, as many spammers today are "spoofing" or pretending to send email from valid email addresses. We also strongly suggest that that you not open any email where you do not recognize the sender, if the email appears to be in a strange language or has jumbled characters, or if extra letters have been added into words, or there is an

attachment with a .VBS, .EXE, or .PIF, extension or an unsolicited attachment with a .DOC, .DOCX, or .PDF extension. Do not open the attached file and delete the email immediately. Please be aware that files of virtually any extension may carry malware.

Additionally, do not accept unsolicited downloads through instant messaging systems like MSN Live, Yahoo or AOL Messenger, or Peer to Peer applications such as eDonkey, BearShare, Limewire, or BitTorrent. Be aware that if you participate in filesharing, many of these files could be delivering malware to your computer or even to your mobile phone.

SaskTel highly recommends that users install and maintain up to date anti-virus and anti-spyware programs and that operating system updates and critical security patches are applied as soon as they are available.

Security is a priority at SaskTel. The "Support" section of our website, at www.sasktel.com, provides information about new email threats and security issues as they may arise.

Sask 1st Call : Dial Before You Dig

For free cable locates before you dig, contact Sask 1st Call at 1-866-828-4888. The cable path will be marked, but SaskTel cannot guarantee the cable depth since ground cover may have been removed by past work or by erosion. Requests must be made at least 48 hours in advance of the work start date so the locate can be scheduled.

Locates are only valid for ten working days after which a new locate request must be submitted. It is the responsibility of the person or company requesting the cable locate to remove marking flags after the completion of the work. SaskTel appreciates your cooperation to help prevent cable damages.

Toll-Free Numbers

SaskTel would like to remind you that only numbers with the prefix 800, 866, 877, and 888 are toll-free. The 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 other prefixes, including 809, are not toll-free prefixes and long distance charges will apply on your telephone bill.

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