

SaskTel News

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Internet Protection

The Internet is a valuable tool, but it's important to remember that using it can pose risks that we need to guard against. Sophisticated spyware or malware can be delivered via email or unintentionally installed by surfing a website. These rogue programs can steal personal or financial information and in some cases, damage installed software, the operating system, or your computer's hardware.

Some of the most common attacks are carried out by spamming and phishing email; however, other exploits may leverage instant messaging services, mobile phones, and social networking websites. Spam email are unsolicited bulk messages; they usually attempt to sell a product or service or promote a website. Phishing email pretend to be from a trustworthy source such as a bank, or other reputable company, and attempt to fraudulently obtain sensitive information such as usernames, passwords, credit card details or some other personally identifiable information.

Follow these tips to help protect your personal information:

If you receive an email or instant message that appears suspicious, delete it and contact the sender with whom it appears to have originated, and check whether they are really trying to make contact with the you.

Be wary of email and instant messages from originators you don't recognize, especially if the message directs you to click a link, or open an attachment. Attachments of all types have the potential to carry malware. Instead of clicking links in an email, navigate to reputable websites by typing the address into your browser's address bar, or use a search engine to locate the website and use the link in the search results provided.

Be sure to use anti-virus and anti-malware/spyware programs and install operating system updates and critical security patches as soon as they are available.

If you access the Internet using Wi-Fi, SaskTel strongly recommends that you configure your wireless network to



utilize the stronger WPA2 security protocol. If your wireless network is currently configured to utilize WEP security protocol, please be aware that WEP is no longer considered secure and is easily compromised. The bottom line is that using WEP increases the risk of your security and privacy being breached. If you need assistance making the change to WPA2, instructions are provided on www.sasktel.com.

It is also important to use a strong and unique password for each website or service you access. Phishing campaigns and malware often target email account (or other) credentials. Using the same username and password with several of your web based service accounts increases the likelihood of a serious breach such as all services using those credentials becoming vulnerable.

Users should also consider using unique passphrases instead of passwords. Passphrases are much easier to remember and ultimately much stronger than passwords. Visit sasktel.com/strongpasswords for more information on creating strong passphrases.

Security is a priority at SaskTel. The "Support" section of our website provides information about new email threats and security issues as they arise. However, it's your cyber savvy that is the single most effective tool in protecting your security.

Toll-Free Numbers

SaskTel would like to remind you that only numbers with the prefix 800, 844, 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 and 876, are not toll-free prefixes and long distance charges will apply on your telephone bill.

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Your Life. Connected.

Know Your Short Codes: Text Messaging

Text messaging short codes are unique five or six digit numbers that are associated with a particular brand or campaign. Unlike 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.

Text messaging short codes allow customers to receive specialized content or participate in interactive promotions and games. 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. Premium charges are billed through the customer's cellular carrier.



The program provider determines the charge. Program providers must clearly state the cost of the service in their advertising material.

When a customer subscribes, program providers must send a free text message to the customer with the cost of the service, message frequency, and a website address for more information.

Chargeable text messages are only sent after a customer replies YES to the initial text message.

Customers who subscribe to monthly subscriptions that send a "Joke a Day" or answers from "As Me Now" can range in price from \$.15 to \$10.00 per message sent or received, to a maximum of \$40.00 per month per subscription.

Short code users can 'opt-out' from a short code by texting STOP to the short code.

Other opt-out words may be identified by the provider to the customer at the time of subscription and 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.

Currently offered short code programs and links to information about each program, including how to subscribe or stop service, can be found at www.txt.ca.

Wire Watch & Inside Wire

SaskTel would like to remind our customers that we provide basic telephone service to a single point in 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 Canadian Standards Association (CSA) 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.

SaskTel's **Wire Watch**® service is an optional maintenance plan for SaskTel single line residential subscribers. It is designed to help customers avoid unexpected and potentially costly repair bills associated with damage to their inside wire and jacks that results from normal wear and tear.

For more information please call SaskTel, at 1-800-727-5835. **Wire Watch**® service is a registered trademark of Manitoba Telecom Services Inc.