

SaskTel News

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National "Do Not Call" List Launched in September 2008

Canadians may now 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. Registration must be renewed every three years.

For information about the NDNCL, or to register or file complaints about telemarketers, please contact the NDNCL website at www.LNNT-NDNCL.gc.ca. Alternatively, call their toll-free number 1-866-580-3625. Hearing impaired customers should call 1-888-362-5889. When calling in, 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 National DNCL will reduce but not eliminate telemarketing calls and faxes. Certain kinds of telemarketing calls and faxes are exempt from the National DNCL including; those made by or on behalf of registered charities seeking donations, newspapers

looking for subscriptions, political parties and their candidates, and companies with whom you have an existing business relationship. For example, if you have done business with a company in the previous 18 months, such as a carpet-cleaning company, that company may still call you.

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 Canadian Radio-television and Telecommunications Commission (CRTC) will investigate complaints and can penalize telemarketers found to be in violation of the Unsolicited Telecommunications Rules, which include the Telemarketing Rules, National DNCL 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 website: <http://www.LNNT-NDNCL.gc.ca>

Internet Protection: Malicious Software

The internet is both an invaluable resource for many SaskTel customers and a source of uninvited malicious software and that is simply an inescapable reality for internet users worldwide. Viruses have become more sophisticated and the internet itself is now the launching pad. Once installed, many of them can be automatically executed and create effects that range from annoying pop-up windows, to serious damage to software or even the Operating System of the computer itself.

When using email, we would suggest that you not open any email where you do not recognize the sender, or if the email has an unknown and or unsolicited attachment or extension, especially with a .VBS, .EXE, .SIS or .PIF extension - DO NOT OPEN IT. Please be aware that other extensions may also carry viruses. Never accept unsolicited downloads through other online chat systems like ICQ, IRC, AOL or MSN Instant Messenger. Be aware that if you participate in file-sharing, many of these files could be delivering a virus to your computer or even your mobile phone.



SaskTel highly recommends that users regularly update anti-virus and anti-spyware programs. Most of the "big name" anti-virus companies have automatic update options. Windows users need to ensure that updates and critical security patches are applied, especially if you are using Outlook Express or Microsoft Outlook as your email program. Security is a priority at SaskTel. The "Support" section of our website at www.sasktel.com provides information about new email threats and other security issues as they may arise. For more tips please visit www.sasktel.com.

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.



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 2008 Scholarship Recipients

SaskTel would like to congratulate all of the successful recipients of SaskTel's 2008 and Centennial Scholarships. For more information on the scholarships and the recipients please visit www.sasktel.com.

2008 SaskTel Scholarship Recipients

Adam Bryant
Jesse Johnston
Jordan Kennedy

Megan Spence
Mitch Villeneuve
Richard Lalonde

Geoffrey Greif
Stephanie Prefontaine
Ru Dan Gao

Brittany Hoffman
Jordan Gareau

2008 SaskTel Centennial Scholarship Recipients

Haydee Iglesias (SaskTel employee)
Connor Wright

Bradley Vermeersch
Kent Peterson