

# SaskTel News

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## Understanding Wireless Roaming Charges

Even if you are not actively using your 4G wireless device, if your data features are turned on, your device is likely using a data service (e.g. receiving emails, automatic application downloads or updating weather and location services). To avoid data usage roaming charges, you must turn off the data features on your wireless device so only voice and text messaging services work. Please be advised that SaskTel notifies customers via text message when they leave the SaskTel network and does not provide credits for data roaming charges.

If you need access to data services while travelling, using Wi-Fi networks can allow access to data for no charge or for a nominal fee to the provider of the service. If you lose the Wi-Fi connection, or there are no Wi-Fi networks available, please ensure you are aware of the data usage rates that you will be billed, depending on your location.

Examples of activities that use data: email usage, browsing the Internet, downloading or using applications like Google Maps, posting to social media like Facebook or Twitter, watching or listening to streaming video or music, and playing online games. For more information please visit <http://sasktel.com/4gbilling>.



## Toll-Free Numbers

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

## 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.



## Internet Protection

Internet users must remember that although the Internet is a valuable tool, it also presents unintended risks that need to be guarded against. Sophisticated spyware or malware, delivered via email or unintentionally installed by surfing a website, can result in various losses ranging from personal or financial information, to damaging installed software or the operating system.

Spamming and phishing attacks are an everyday occurrence with email, but can also occur via instant messaging, mobile phones, and social networking websites. 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, credit card details or other personally identifiable information.

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 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. Do not accept unsolicited downloads through instant messaging systems or Peer to Peer file-sharing applications. Be aware that file-sharing could deliver malware to your computer or mobile phone.

SaskTel highly recommends that users install and maintain up to date anti-virus and anti-malware/spyware programs and that operating system updates and critical

security patches are applied as soon as they are available.

If you access the Internet using Wi-Fi, SaskTel strongly recommends that you encrypt your wireless connection using WPA2 encryption to reduce the likelihood of security or privacy issues. If your wireless network is currently encrypted using WEP encryption, please be aware that WEP is no longer considered a secure form of encryption and is easily compromised, potentially resulting in a breach of your home network and resulting in a loss of security or privacy. WPA2 can substantially increase the security of your wireless network. If you need assistance making the change to WPA2, instructions are provided on [sasktel.com/support](http://sasktel.com/support) by searching for "Wi-Fi Security" in the search bar on the support page.

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



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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.