

SaskTel News

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Lost or Stolen Devices

SaskTel launched its Lost and Stolen Mobile Device Service on September 30, 2013. The purpose of the service is to reduce the number of thefts of these devices by making it difficult to reconnect a lost or stolen device to our wireless network.

SaskTel, along with all Canadian wireless carriers and participating U.S. carriers, will interconnect with the GSMA database to black-list reported devices.

The CWTA website www.ProtectYourData.ca will allow anyone to check the International Mobile Equipment Identifier (IMEI), a unique registered number imbedded in the device, to see if the device has been black-listed in Canada. If the IMEI number has been black-listed, that device will not be able to be used on any Canadian network.

SaskTel has deployed an Equipment Identity Register (EIR) on its network to keep its own internal list of blacklisted IMEIs. The EIR will connect to the IMEI database to share the latest list of black-list devices with other carriers. The IMEI database takes black-list data from U.S. and Canadian carriers that subscribe to the GSMA and compiles it into one national black-list registry.

When the SaskTel EIR downloads the latest black-list, all devices reported as lost or stolen share the most current information to the IMEI database. In this way any device reported lost or stolen by other carriers, up to the

previous day, would also be capable of being blocked on the SaskTel network.

Customers may call 1-800-727-5835, visit a SaskTel Store, or visit a SaskTel Authorized Dealer to inquire as to whether or not a SaskTel mobile device has been black-listed, add a device to the black-list should it be lost or remove a device from the black-list should it be found.

Additional information can be found at:
http://support.sasktel.com/app/answers/detail/a_id/10944.



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. Mechanical digging within one meter of marked flags is not permitted.

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.

Removal of the marking flags after the completion of the work is the responsibility of the person or company requesting the cable locate.

SaskTel appreciates your cooperation to help prevent cable damages

Wireless 9-1-1 Awareness

With wireless technology, phones, and features changing and improving all the time, customers can sometimes overestimate the safety capabilities and reach of their mobile devices.

A wireless phone will not provide a traveler with all their security and safety needs. While SaskTel wireless serves 98% of the population, it is impossible to cover 100% of the land base. Line of sight requirements and manmade obstacles may also limit coverage.

Customers need to remember that a wireless device must be connected to a local wireless network to place a 9-1-1 call. Another concern is that device batteries wear down more quickly in remote areas because they are constantly searching for a network connection.

The locating system employs wireless triangulation using the three nearest towers. Triangulation does not allow 9-1-1 centers to accurately locate a wireless device except under optimal conditions.

1. The caller's device must be compatible with the local network.
2. The call must be more than 15 seconds long.
3. The device must be able to "see" or receive signals from three different towers.

However, in rural areas a single tower covers a large geographic area, and there are many places where there may only be one or two towers available. If there is only a single tower the 9-1-1 center can only determine which tower is closest to you and your distance from that tower.

The system cannot provide a specific street address or apartment number in rural or urban areas. When making a wireless 9-1-1 call, be prepared to provide the location of the emergency, the nature of the emergency, and your wireless call back number, with as much detail as possible.

Remain on the line with the 9-1-1 telecommunicator until they advise you to hang up, and remember to leave your wireless device turned on in case the 9-1-1 telecommunicator calls back.

Make safe choices, be prepared for unexpected weather, and always make sure that someone knows your route and arrival time when traveling in remote areas.



Understanding Roaming Charges

Even if you are not actively using your 4G wireless device, if your data features are turned on, your device is still using a data service.

To avoid data usage roaming charges, you can turn off the data feature on your wireless device so that only voice and text messaging services work. Please review your device manual as different devices have different settings.

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 charged, 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, software updates, watching or listening to streaming video or music, and playing online games.

To help manage your wireless bill SaskTel offers U.S. and International data travel add-on packages.

To learn more please go to www.sasktel.com.