

# SaskTel News

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## 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 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.



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## 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 and 876, are not toll-free prefixes and long distance charges will apply on your telephone bill.

## 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 automatically activate functions ranging from theft of personal or financial information, to damaging installed software, the operating system, or computer hardware.

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, trying to acquire sensitive information such as usernames, passwords, credit card details or other personally identifiable information.

SaskTel strongly suggests 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. SaskTel 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 [www.sasktel.com](http://www.sasktel.com).

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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## 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](http://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 Corporate Store, or visit a SaskTel Authorized Dealer to inquire as to whether or not a mobile device has been black-listed, add a device to the black-list should it be lost or stolen, or remove a device from the black-list should it be found.