

Customer Information Requests and Wiretap Services

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Description

SaskTel will provide customer name and address information associated with a specific listed telephone number, address, or customer name to authorized Emergency Services Agencies and Public Law Enforcement upon request (the “service”).

- **Confidential information:** Information consisting of names, addresses and telephone numbers of customers whose listings are not published in directories or listed in SaskTel’s Directory Assistance records is confidential and are provided pursuant to a legal power, in accordance with Item 69 ‘Confidentiality of Customer Records’ of SaskTel’s Terms of Service.

Special Requests: Requests for other confidential information by Public Law Enforcement Agencies such as Customer record information, call details, copies of Customer bills, and Wiretap Service (cellular/wireline wiretap service). This type of confidential information/service is only provided after receipt by SaskTel of a court order, search warrant or equivalent legal authorization specifying the confidential information/service to be released or provided.

Definitions

For the purposes of this Non-Tariff Item:

“*Company*” refers to SaskTel.

“*Emergency Services Agencies*” refers to the public law enforcement, fire and ambulance services.

“*Public Law Enforcement Agencies*” refers to the federal, provincial and municipal police services as well as federal and provincial government departments who have the legislative authority to issue warrants and/or subpoenas.

“*Private Line*” refers to a non-network connecting voice communication service on a two-point or multi-point basis.

Customer Information Requests and Wiretap Services - *Continued*

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Terms and Conditions

1. Customer information requests may only be made by Emergency Services Agencies/Public Law Enforcement Agencies where there is a risk of loss of life or property to the general public, or for use by Public Law Enforcement Agencies in investigations for violations under the Canadian Criminal Code or other criminal offenses.
2. Emergency Services Agencies subscribing to the service will take all necessary steps to protect and safeguard Customer information and take all necessary steps to ensure that no unauthorized person has access to the service.
3. Information accessed through Customer information requests may not be shared, sold, rented or otherwise disposed of to third parties.

Rates

The Emergency Service Agency shall pay the following service rates and charges for the Services. Such rates and charges are in addition to other rates and charges that may be applicable pursuant to SaskTel's Tariffs.

The following rates and charges apply for each information/service request.

Service Item	Confidential (Note 1)	Set Up Charge (One Time)
SaskTel Corporate Security Look Ups:		
Verbal/per Telephone Number	\$3.00	N/A
Fax/per Telephone Number	2.00	
Request by Address/Name	10.00	
Electronic File Transfer	N/A	

The following rates and charges apply per special request for confidential information/service such as: Customer record information, call details and copies of Customer bills.

Service Item	Rate
Special Request (Note 1)	\$50.00 per hour (minimum ½ hour) then billed in 15 minute increments.

Customer Information Requests and Wiretap Services - *Continued*

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Rates - *Continued*

The following rates and charges apply per special request for wiretap service.

Service Item	Rate
Wiretap Services Rate Schedule (Note 1)	<ul style="list-style-type: none"> • One time Service Charge of \$200.00 for Major Sites (Regina & Saskatoon). • Remote sites will be assessed \$400.00 for the first connection, then \$250.00 for each additional connection on the same field visit. Subsequent connections, same location \$400.00. • Cellular wiretap will be assessed a one-time order charge of \$850.00 and a connection charge of \$200.00 per month for each month the wiretap is active. The service is limited by the maximum number of simultaneous available circuits. (Note 2) • Includes initial 2 hours of labour to install & take out wiretap service. • Verbatim searches (identification of toll event prior to downstream billing) will be assessed \$100.00 per number search. (Note 3)

Note 1: This information is only provided to Public Law Enforcement Agencies after receipt by SaskTel, of a court order, search warrant or equivalent legal authorization specifying the confidential information/ service to be released or provided.

Note 2: All cellular wiretaps will be assessed Private Line mileage rates specified in the item on Full Period Private Line Telephone Service.

Note 3: Costs incurred beyond the initial 2 hours of labour to install and take out a Wiretap Service will be assessed an hourly rate of \$70.00 billed in 15 minute increments.

End