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## SaskTel Wireless Fast Forward Program

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### Description

SaskTel's Fast Forward program is structured as follows:

- Customer receives a Device Discount for an eligible Fast Forward wireless device on a two-year agreement term with a Voice and Data wireless rate plan. SaskTel is able to offer the Device Discount on the basis that the eligible Fast Forward device will be returned as per the Terms and Conditions listed below.
- If the Fast Forward device is returned to SaskTel and meets the Evaluation Criteria within the Return Period, the customer will be considered to have met their contractual obligations and will not be charged the Payback Amount, early device upgrade fee (EDUF), or early cancellation fee (ECF) if they choose to upgrade or terminate their wireless agreement at that time.
- Fast Forward customers will be charged a Participation Fee while they remain active on the Fast Forward program.

### Definitions

For the purposes of this non-tariff:

*“Device Discount”* is the discount a customer receives because they are enrolled in the Fast Forward program. The Device Discount amount is derived from the regular price for a device on a 2-year term with Voice and Data contract. The Device Discount is not a subsidy.

*“Return Period”* is the period in which the customer must return their device to SaskTel as part of the conditions of the Fast Forward program. The Return Period is shown on the Critical Information Summary (CIS) of the customer's Agreement for Wireless Service.

*“Participation Fee”* is a monthly recurring fee, charged to the customer's wireless bill, for as long as they are an active Fast Forward customer.

*“Payback Amount”* is the amount equal to the Device Discount received at the time the agreement is entered into.

*“Evaluation Criteria”* are the criteria used to determine if the device is in good working condition at the time of return as further defined later herein in item 10 of the Terms and Conditions.

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**SaskTel Wireless Fast Forward Program - Continued**

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**Customer Eligibility**

1. The Fast Forward program is available to new and existing consumer, small business, and large business customers signing a two-year Voice and Data agreement. The program is not available to three-year Government of Saskatchewan device contracts or any customer account billed through Ensemble.
2. A credit check must be performed and all “Unknown”, “High Risk”, and “Very High Risk” credit class customers, as determined by SaskTel are not eligible for the Fast Forward program. If an event of default occurs, a customer’s credit class may change. SaskTel reserves the right to remove the customer from the Fast Forward Program, cancel the customer’s agreement after notice to the customer, and bill immediately for all outstanding charges as required. SaskTel reserves the discretion to refuse a customer’s application for the Fast Forward program for reasons related to credit worthiness or past experience with other SaskTel products and services.
3. The Fast Forward program is only available to purchase in person through SaskTel Stores or SaskTel Authorized Dealers and is not available over the phone, online, or through live chat support.

**Terms and Conditions**

1. Fast Forward is only available for certain devices as specified by SaskTel from time to time.
2. Fast Forward pricing will only be available for a limited time as determined by SaskTel from time to time. SaskTel may end a Fast Forward offering with no notice at any time and may offer it for any device at any time.
3. Fast Forward is only available for customers signing a two-year agreement with a Voice and Data wireless rate plan.
4. The Participation Fee will no longer be charged if the customer terminates their wireless service, upgrades to a non-Fast Forward device, or retains their Fast Forward device beyond the Return Period.
5. The Return Period in which the Fast Forward device can be returned to SaskTel is determined by the date the agreement was entered into as shown on the CIS.
6. SaskTel will not accept an eligible Fast Forward device before or after the customer’s eligible Return Period.
7. In exchange for the initial Device Discount, a customer must either:
  - a) return the Fast Forward device back to SaskTel, in good working condition as per the Evaluation Criteria, within the defined Return Period as stated in their contract, or;
  - b) repay the Device Discount that SaskTel offered on the device, referred to as the Payback Amount.

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**SaskTel Wireless Fast Forward Program - Continued**

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**Terms and Conditions - Continued**

8. The customer will be charged the full Payback Amount on their next wireless bill in the following scenarios:
  - a) If the device is not returned within the Return Period.
  - b) If the device is returned during the Return Period but does not meet the Evaluation Criteria.
  - c) If the customer changes to a Voice-only or Data-only plan during any period in which the Fast Forward program is active.
  - d) If the customer chooses to keep their device and upgrade or terminate within the Return Period.
  - e) If the customer upgrades or terminates service prior to the start of their Return Period.
  - f) If the customer's wireless service is terminated due to non-payment, the customer will no longer be part of the Fast Forward program and the Payback Amount will be charged even if the device is reactivated.
9. The Customer must return their Fast Forward device to a SaskTel Store or SaskTel Authorized Dealer in person, it cannot be shipped to SaskTel under any circumstances.
10. The customer is required to return their device in good working condition, which is defined as meeting all of the following Evaluation Criteria:

**Evaluation Criteria****Functional:**

- a) Consumer data must be cleared.
- b) Activation lock (i.e. Find My iPhone, Android lock) must be removed.
- c) Screen locks, pin locks, and passcodes must be removed.
- d) Jailbroken or rooted devices are not allowed.
- e) All buttons must be functional. Button imperfections are permitted (usage and cosmetic such as chips or cracks).
- f) Power operation – The device must power on/off and charging functions must properly operate.
  - Charge port imperfections are permitted; however, the device must be able to charge.
  - Flash imperfections are permitted.
- g) Audible and vibration operation – The ring tone, vibration, microphone, and earphone must properly operate.
- h) LCD condition – No damage, however, discoloration is allowed (white spots, pink screens, halo screens).
- i) Camera operation – The front and rear camera must properly operate.

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**SaskTel Wireless Fast Forward Program - Continued****Terms and Conditions - Continued****Evaluation Criteria - Continued**

## Cosmetic:

- j) Front of device
    - Unlimited surface scratches on the front glass are allowed,
    - Chips or cracks are not allowed.
  - k) Back of device
    - Unlimited surface scratches on the back-glass enclosure are allowed
    - Chips or cracks on the back-glass enclosure are allowed (Apple iPhone 8, 8 Plus, X, XR, XS and XS Max)
    - For customers who purchased their device after April 3, 2019, chips or cracks on the back-glass enclosure are not allowed (Samsung Galaxy S10e, S10, S10+ and iPhone 11, 11 Pro, 11 Pro Max).
    - If back enclosure is not made of glass, unlimited scratches and chips/dents on back cover are acceptable.
  - l) Edge of device
    - Chips and dents on plastic ring around front and/or rear glass are allowed.
    - Physical damage on the corners (chips or cracks) are not acceptable.
  - m) General
    - Paint peeling allowed
    - “Camera lens” missing, cracked or damaged is allowed
    - No missing or alternative parts
      - Missing Stylus, Charge Port Cover or SIM Tray is allowed
      - Battery and/or battery cover not required when battery is user-removable
    - Etching, customized housing and aftermarket covers allowed
    - Lite signs of liquid damage allowed
    - Battery cannot be swollen
    - No bent devices
11. If the device fails any of the Evaluation Criteria above, the customer has the following options:
- a) Customers with no extended device coverage can pay for device repairs through their own means and bring the device back to be graded again. All repairs must be completed and result in the device meeting the Evaluation Criteria prior to the end of the Return Period.
  - b) Customers with extended device coverage that will cover deficiencies can create a claim, pay the appropriate deductible amount, and bring the device back to SaskTel to be graded again once the repairs are complete. All repairs must be completed prior to the end of the Return Period.

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**SaskTel Wireless Fast Forward Program - Continued****Terms and Conditions - Continued**

- c) Customers have the option to not return their Fast Forward device, however, they will be charged the full Payback Amount on their next wireless bill following the close of the Return Period.
12. Qualified customers can apply equipment financing to the amount they paid for their device; however, the Payback Amount cannot be financed in the event it is charged back to the customer.
13. Customers are eligible to take extended device protection including SaskTel's Complete Coverage and Basic Coverage options, as well as AppleCare+. Any device protection plans offered outside of SaskTel's options listed above will be eligible, however, any unforeseen complications or delays of a device claim will solely be the responsibility of the customer. It remains the customer's obligation to return a device meeting the Evaluation Criteria to SaskTel before the end of the customer's Return Period.
14. SaskTel will accept the return of a device even if it is not the original Fast Forward device purchased if it is in good working condition as defined by the Evaluation Criteria above. In this scenario, the customer must return a device that is at least the same make, model, has as much memory capacity, and is as good as or better than the device originally purchased. The device color does not have to match the original device. Any customer who obtains a replacement device must contact SaskTel to ensure the replacement device IMEI is updated for SaskTel's records.

**Upgrade Scenarios**

- Should the customer upgrade their wireless device prior to the start of their Return Period, the customer will be charged their EDUF and the Payback Amount. The customer will then keep their Fast Forward device and own it.
- Should the customer choose to upgrade their wireless device when they are within the Return Period and not return their device, the customer will pay their EDUF and Payback Amount. The customer will then keep their Fast Forward device and own it.



