
Wireless Directory Assistance Services

1. Wireless Directory Assistance Charge

Description

A directory assistance charge applies when:

- a) the SaskTel operator gives a Customer a local telephone number, a new listing telephone number or verifies a local telephone number that is listed in the current edition of the Customer's telephone directory;
- b) the SaskTel operator gives a Customer a long distance telephone number within Saskatchewan;
- c) the SaskTel operator provides a Customer with telephone numbers, addresses or statuses for a written list of names;
- d) the SaskTel operator searches for a number requested by a Customer and is unable to find a listing; or
- e) the Customer is connected to an operator in Canada, the United States, or overseas.

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Terms and Conditions

1. The directory assistance charge does not apply when a request originates from:
 - a) a Customer requesting an emergency number;
 - b) a Customer registered with SaskTel as being unable to use the directory due to their physical disability. In order to qualify for Directory Assistance Exemption for Special Needs, the Customer would have to submit a SaskTel Special Needs Application (Form 2359). On the application, a Speech Pathologist, Audiologist, Doctor, Occupational Therapist, or CNIB Representative must certify that the applicant has the disability described which would prevent them from using a standard telephone, using the telephone directory or recording a number for future use. All directory inquiries and 100 minutes of airtime per month are allowed at no charge. This includes dialing 411 or 1-area code-555-1212 from anywhere in Canada to anywhere in Canada or the United States. Customers must use their own wireless phone for the exemption;
 - c) a Customer requesting SaskTel general business numbers; or
 - d) a Customer calling from phones that are DA restricted.
2. The directory assistance charge applies when requests:
 - a) originate and terminate within Saskatchewan, or
 - b) originate from:
 - i) Wireless Access Carriers
 - ii) 3rd Party Wireless Providers

Wireless Directory Assistance Services - Continued

1. Wireless Directory Assistance Charge – Continued

Rates

While in Canada, the charge for SaskTel postpaid wireless customers includes airtime and long distance charges while connected to the Directory Assistance operator. The charge also includes optional Directory Assistance Call Completion where available.

SaskTel prepaid wireless customers are charged airtime in addition to the Directory Assistance fee of \$2.50.

For each request for a number when a postpaid Wireless is...	the charge is...
<ul style="list-style-type: none"> • in Saskatchewan and Canada 	<ul style="list-style-type: none"> • \$2.50
<ul style="list-style-type: none"> • in the USA 	<ul style="list-style-type: none"> • \$0.95/minute plus any long distance that may be billed by the US carrier. If the customer is on a Mobility North America plan, the appropriate per minute rate applies in addition to long distance.
<ul style="list-style-type: none"> • calling overseas directory assistance 	<ul style="list-style-type: none"> • \$3.00
<ul style="list-style-type: none"> • Directory Assistance list service: <ul style="list-style-type: none"> ▪ Telephone numbers ▪ Addresses 	<ul style="list-style-type: none"> • \$0.40 per listing checked • \$0.40 per address checked

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Wireless Directory Assistance Services – Continued

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2. Wireless Directory Assistance Call Completion**Description**

Directory Assistance Call Completion (DACC) is a service offered to eligible customers who contact SaskTel Directory Assistance to request a number. If DACC is desired, the customer can follow the prompts to have the call completed automatically without placing a second call.

Terms and Conditions

1. DACC is available to SaskTel wireless customers, wireless carriers roaming on the SaskTel network and competitive carriers in Saskatchewan who call SaskTel Directory Assistance, i.e. 411 or 1+306+555-1212.
2. DACC is not available to *FleetNet800*TM service customers.
3. Calls must originate and terminate within Saskatchewan.
4. DACC is not available for calls to selected help agency numbers requested in an emergency (e.g. ambulance), to 800/877/888 numbers or to toll-free numbers.
5. Customers on the Paraplegic plan automatically qualify for DACC if they meet the other terms and conditions.

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Rates

There is no extra charge for Directory Assistance Call Completion. It is included as part of the charge for Directory Assistance

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