

SaskTel News

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Calling 9-1-1 on Wireless

The continual evolution of wireless technology can lead to an overestimate of the safety capabilities of a cell phone. Some people incorrectly assume that their cell phone will provide all the security and safety that they need, wherever they are. This simply is not true.

For 9-1-1 to work, a cell phone must be in range of the tower and the tower must be within a 9-1-1 coverage area. To add to the confusion is the misconception that new 9-1-1 functionality using satellite assisted GPS (Global Positioning System) and triangulation allows 9-1-1 centers to pinpoint the location of any cell phone, wherever it may be.

Please be aware that satellite assisted GPS systems only work under optimal conditions and can only determine approximate locations, and may not work under many circumstances.

In order for the satellite assisted GPS system to work, the caller's device must be compatible with the local network, the call must be at least 10-15 seconds long, the device must be GPS enabled and able to receive signal from three different GPS satellites. Like all other wireless signals, they can be affected by a variety of obstacles such as buildings, trees, being indoors, or weak batteries.

When conditions are not optimal for the use of the GPS method, wireless triangulation using the three nearest cell towers is used to determine the area where the call originated. In rural Saskatchewan, there are many areas where only one or perhaps two towers cover a large geographic area. Having fewer than three towers greatly expands the possible calling area that the call came from. In many cases, the 9-1-1 calling center can only determine that the call came from somewhere within the tower's radius, likely covering many square kilometers.

Even in an urban setting, using satellite assisted GPS triangulation cannot provide a specific street address or apartment number. Anyone calling 9-1-1 on a wireless device must be prepared to provide the operator with as much location information as possible.



SaskTel Calling Card: Telephone Card Use

When using your SaskTel *Calling Card* to make a long distance call within Canada or the U.S., please remember to begin the call with the calling card access number, 1-888-934-8888, to ensure you receive the best possible rate. Should you ever encounter problems using this access number, call the number found on the back of the calling card, 1-888-999-8797, for assistance. If you would like information on long distance plans, please call SaskTel at 1-800-727-5835.

Lost or Stolen Cards

SaskTel *Calling Card* customers can choose their own Personal Identification Number (PIN), making it easy to remember the number, and providing additional security

if cards are lost or stolen. If your SaskTel *Calling Card* is lost or stolen, please call 1-888-999-8797 (within North America) immediately as cardholders are liable for all charges incurred until their loss has been reported.

Overseas Destinations

Are you planning any overseas travel? If so, SaskTel encourages you to use the Canada Direct service when making long distance calls in another country. Using Canada Direct with your SaskTel *Calling Card* to place calls while overseas, will provide billing at Canada Direct rates, including a \$2.99 per call surcharge. To request a Canada Direct Wallet Card, please call SaskTel at 1-800-727-5835.

National “Do Not Call” List

Canadians may sign up to reduce the number of telemarketing calls they receive by registering their home phone, cellular, or fax number on the National Do Not Call List (NDNCL). Telemarketers have 31 days in which to stop calling after a number is registered. Registration must be renewed every five years.

For information about the NDNCL, or to register or file complaints about telemarketers, go to their website at www.LNTE-DNCL.gc.ca, or call their toll free number 1-866-580-3625. Hearing impaired customers should call 1-888-362-5889. You must be calling from the number you would like to register on the NDNCL. SaskTel is not authorized to register a customer on the NDNCL, nor file a complaint on behalf of a customer, nor does SaskTel make Do Not Call requests.

Registering on the NDNCL will reduce, but not eliminate, telemarketing calls and faxes. Certain kinds of telemarketing calls and faxes are exempt from the NDNCL including: those made by or on behalf of registered charities seeking donations, newspapers looking for subscriptions, political parties and their candidates, non-party candidates, and companies with whom you have an existing business relationship.

Telemarketers making exempt calls must still maintain their own Do Not Call Lists. If you do not want to be

called by these telemarketers, you can ask them directly to be put on their internal Do Not Call List. They are obligated to do so within 31 days.

The CRTC will investigate complaints and can penalize telemarketers found to be in violation of the Unsolicited Telecommunications Rules, which include the Telemarketing Rules, NDNCL Rules and Automatic Dialing and Announcing Device Rules.

SaskTel encourages all our customers to explore the options and limitations of the National Do Not Call List at: <http://www.LNTE-DNCL.gc.ca>.



WireWatch® and Inside Wire

SaskTel would like to remind our customers that we provide basic telephone service to a single point on a premise and that the premise owners are responsible for the cost and maintenance of their inside wiring.

Customers must ensure all telephone wiring and jacks are CSA (Canadian Standards Association) approved and placement of all wire conforms to the Canadian Electrical Code. On construction of all new single dwelling buildings, customers are responsible for providing an access hole from the inside of their premise to the area

near the power meter, the ground wire from the main building grounding system to the main telephone service connection box, and a wooden backboard for the mounting of the telephone service connection box if required.

WireWatch® is an optional maintenance plan for SaskTel single line residential subscribers covering the "simple wire" portion of inside wire and jacks in residential homes. For more information on Wire Watch please call SaskTel, toll free, at 1-800-727-5835.

2010 SaskTel Scholarship Recipients

SaskTel would like to congratulate all of the successful recipients of SaskTel's 2010 scholarships. For more information on the scholarships and the recipients please visit www.sasktel.com.

The 2010 SaskTel Scholarship Recipients are:

Stephanie Prefontaine, University of Saskatchewan

Bretton Hurd, University of Saskatchewan

Jennifer Marlowe, University of Regina

Rebecca Leippi, University of Regina

Brian Grosskleg, University of Saskatchewan

Brina Kurtenbach, University of Saskatchewan

Joloraine Naeg, University of Saskatchewan

Catlin Schneider, University of Regina