

Cellular Safety



Wireless devices or cellular phones have become fairly common over the past few years. Like the Internet, the “trend” has faded and they have become useful communications tools in our everyday lives. Also like the Internet, here are some safety guidelines to make your wireless experience more enjoyable.

Your cellular phone can be secured by using the locking feature provided with most devices. Manufacturers may use slightly different processes to engage this feature. When you activate the lock feature, your phone remains locked until the unlock code is entered, even when you turn the power off. For more information on locking your phone, check with your SaskTel Authorized Dealer or SaskTel Store, or refer to your cellular phone manual.

Avoid giving important numbers over your cellular phone, such as your calling card, bank account or credit card numbers. If you give one of these numbers to a live operator, someone scanning frequencies could hear it. Or, if you enter them on your keypad, someone could record the sounds of the digits and translate them.

If your wireless device is lost or stolen, report it to SaskTel at 1-800-727-5835 immediately and SaskTel will suspend the phone's wireless service. If your wireless device is stolen, report it to your local police. The police will provide you with a file or docket number on the case and this file number can be passed on to SaskTel to have the wireless number

registered as stolen throughout North America.

If your wireless bill lists calls you think were not placed or received by your wireless device, report it to SaskTel immediately. Your customer service representative will investigate the problem and report any suspicion of fraud.

Extra advice for drivers

When you are on the road, safe driving is your primary responsibility. And, although, cellular phone use while driving is just one component of a larger safety issue related to driver distraction, knowing the rules around safely using a cell phone while driving is an important part of modern life.

With 80% of collision and 65% of near crashes related to some form of driver inattention, it is worth remembering that cell phones are one of the most common distractions for drivers. Studies show that drivers engaged in text messaging are 23 times more likely to be involved in a crash or near crash compared to other non-distracted drivers.

Here in Saskatchewan, new drivers (those in the Graduated Driver Licensing Program) are prohibited from any type of cellphone use while driving. Although experienced drivers are allowed to use a hands free device, under current legislation, police in Saskatchewan can fine drivers \$280 and 4 demerit points for breaking these rules. And, police across Canada, can charge drivers whose use of cellular phones is affecting their ability to drive safely, with “driving without due care and attention”.

To minimize distractions that may be caused by using your cellular phone in a vehicle, please keep the following in mind:

- Avoid emotional or stressful conversations.
- If you must answer a call, pull over and park before you do.
- Use a hands-free set so that you can keep both hands on the wheel.
- Voice-activated dialing is a built-in feature on some cellular phones. If it is available on your phone, use this feature to dial phone numbers using your voice instead of your fingers.
- Let Voice Message Service take messages for you.
- If you have a passenger, ask them to dial, take messages or answer calls for you.

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 device will not provide a traveler with all their security and safety needs.

While SaskTel wireless services 99% 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. In addition, a device's battery must be charged to connect to the network.

When calling 9-1-1 from a wireless device, the network attempts to determine the caller's location automatically. However, this process is complex at best, and can only approximate your location. Calls must last at least thirty (30) seconds to generate the approximate location. The system

cannot provide a specific street or apartment number in any location be it urban or rural.

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 call-taker until they advise you to hang up, and remember to leave your wireless device turned on in case the 9-1-1 call-taker calls back.

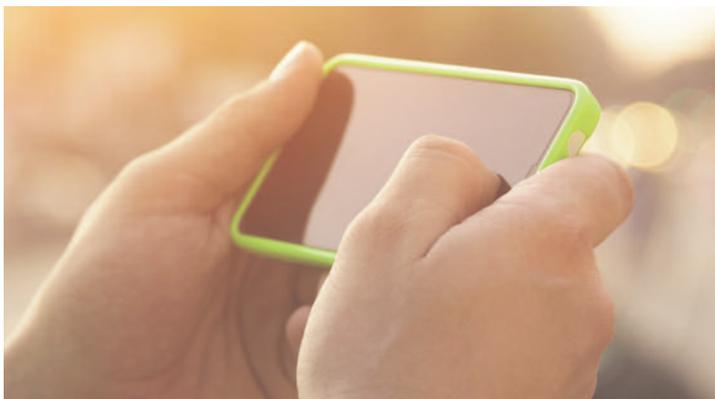
Airtime is not billed for 9-1-1 calls.

Make safe choices, be prepared for unexpected weather, and always make sure that someone knows your route and arrival time when traveling to remote areas.

SaskTel encourages customers to read more detailed information about the limitations of 9-1-1 calling from a wireless device, which are available on our website at www.sasktel.com/wireless911.

Lost or Stolen Devices

SaskTel launched its Lost and Stolen Mobile Device Service to help 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 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. If you plan on buying a used device, it is recommended that you check www.ProtectYourData.ca to ensure that it is not black-listed.

SaskTel has deployed an Equipment Identity Register (EIR) on its network to keep its own internal list of black-listed IMEIs. The EIR will connect to the GSMA database to share the latest list of black-list devices with other carriers. The GSMA 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 GSMA 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 SaskTel Store, or visit a SaskTel Authorized Dealer to inquire as to whether or not a SaskTel mobile device has been black-listed, add a device to the black-list should it be lost or remove a device from the black-list should it be found.

Additional information can be found at: www.sasktel.com/support.