

SaskTel Wireless Fair Use Policy

Description

The SaskTel Wireless Fair Use Policy is in place to explain any limits associated with wireless services (voice, text, or data) purchased on an unlimited basis, and to enable SaskTel to manage data consumption while customers are using our network within Saskatchewan and while roaming on another carrier's network.

Terms and Conditions

The SaskTel Wireless Fair Use Policy is subject to change from time to time in order to maintain an ongoing positive experience for all customers on SaskTel's Wireless Network as well as on the networks of other carriers with whom SaskTel has roaming agreements. SaskTel will inform you of any changes in this policy by posting such changes to sasktel.com or communicating them to you in such other manner or medium as SaskTel determines is reasonable in the circumstances. SaskTel will endeavor to give 30 days prior notice of changes in this policy.

Postpaid wireless service

Postpaid is a wireless service that may be billed all or in part after use, for example in a monthly bill, and for which overage charges can be incurred.

Wireless Data

1. The unlimited data component that is part of some of SaskTel's wireless plans includes Canada-wide data usage only and is subject to SaskTel's Wireless Fair Use Policy.
2. While on the SaskTel wireless network in Saskatchewan:
 - a. SaskTel reserves the right to limit throughput or the amount of data transferred, deny, suspend or terminate the Service or any part, component or feature thereof, without notice, to anyone believed to be using any SaskTel provided wireless data service or feature in any manner that adversely impacts SaskTel's network or its service levels, as determined by SaskTel.
 - b. SaskTel reserves the right to limit a Customer's data speeds should the Customer's total data usage exceed:
 - i. 250 MB per monthly billing cycle for the Talk + Text + Data 15 plan.
 - ii. 5 GB per monthly billing cycle for the Total 5 and Total 75 plans.
 - iii. 15 GB per monthly billing cycle for the Total 15, Ultimate 100, Ultimate 105, VIP 85, and VIP 90 plans.
 - iv. 20 GB per monthly billing cycle for Business VIP 60, Business VIP 80, and the VIP 20 plan.
 - v. 30 GB per monthly billing cycle for the Total 30, Total 125 and Total 130 plans.

SaskTel Wireless Fair Use Policy - Continued

Terms and Conditions – Continued

Postpaid wireless service – Continued

- vi. 50 GB per monthly billing cycle for Business VIP 115 and Business VIP 135 plans.
- vii. 10 GB per monthly billing cycle for all other wireless data plans that include unlimited data.
- viii. If a customer reaches a maximum data limit as described in this policy, SaskTel will lower the customer’s download/upload speed up until the customer decides to purchase a Data Speed Restore add-on product to increase the customer’s data limits. Talk +Text + Data 15 is not eligible for a Data Speed Restore add-on.
- c. SaskTel will endeavour to notify Customers when they have reached the Wireless Fair Use Policy usage limit at which a Customer’s data speeds will be reduced to 256 Kbps download speed and 256 Kbps upload speed for Talk + Text + Data 15, 512 Kbps download speed and 512 Kbps upload speed for Total 5, Total 10 and Total 75 and 2 Mbps download speed and 2 Mbps upload speed for all other wireless data plans that include unlimited data. The reduced data speeds specified in this subsection are maximum speeds that may be achieved and not guaranteed speeds. Actual speeds achieved by customers while on the speed reductions set out in this subsection c will vary customer by customer, including for the reasons set out in Section 6 of this Policy.
- d. Data speed restrictions will be removed at the end of each monthly billing cycle. If a Customer’s data usage exceeds the Wireless Fair Use Policy usage limits in any subsequent billing cycle, data speeds will again be reduced for the remainder of that cycle.
- 3. While on roaming agreement carrier wireless network in Canada:
 - a. SaskTel reserves the right to limit throughput or the amount of data transferred, deny, suspend or terminate the service or any part, component or feature thereof, without notice, to anyone believed to be using any SaskTel provided wireless data service or feature in any manner that adversely impacts SaskTel.
 - b. With the exception of customers who use more than half of their data outside of Saskatchewan (Item 2), data usage limits anywhere in Canada are the same as when you are on the SaskTel network:
 - i. 250 MB per monthly billing cycle for the Talk + Text + Data 15 plan.
 - ii. 5 GB per monthly billing cycle for the Total 5 and Total 75 plans.

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Terms and Conditions – Continued

Postpaid wireless service – Continued

- iii. 15 GB per monthly billing cycle for the Total 15, Ultimate 100, Ultimate 105, VIP 85, and VIP 90 plans.
 - iv. 20 GB per monthly billing cycle for Business VIP 60, Business VIP 80 and the VIP 20 plans.
 - v. 30 GB per monthly billing cycle for the Total 30, Total 125 and Total 130 plans.
 - vi. 50 GB per monthly billing cycle for the Business VIP 115 and Business VIP 135 plans.
 - vii. 10 GB per monthly billing cycle for all other wireless data plans that include unlimited data.
4. Primary data use outside of Saskatchewan:
- a. SaskTel wireless data services are meant to be used primarily within Saskatchewan. If more than half of your data usage on an ongoing basis is occurring outside of Saskatchewan, SaskTel reserves the right to limit your data speeds, the amount of data transferred, deny, suspend or terminate the service or any part, component or feature thereof, without notice, to anyone believed to be using any SaskTel provided wireless data service or feature in any manner that adversely impacts SaskTel. This reservation applies to all data plans and will affect all of your wireless internet data services.
5. International data use (anywhere outside of Canada)
- a. There are no data usage limits or speed reductions imposed by SaskTel when you travel internationally. SaskTel has data caps and spending limits in place for international data usage in order to manage roaming costs.
 - b. Visit the Fair Use section on www.sasktel.com for more information.
6. SaskTel does not guarantee the speed of its wireless network nor the speed of any SaskTel wireless service due to a variety of factors including without limitation, customer device type, SaskTel wireless network congestion, SaskTel wireless signal strength and the distance the customer is from a SaskTel wireless service tower when accessing the SaskTel wireless network or using any SaskTel wireless service. Building materials may also impact indoor coverage, speed and performance of the SaskTel wireless network and SaskTel wireless service offerings.

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SaskTel Wireless Fair Use Policy - Continued**Terms and Conditions – Continued****Postpaid wireless service – Continued****Voice**

7. Unlimited Evening and weekend airtime - Includes unlimited local airtime minutes during weekday evenings (6:00pm to 6:59am Monday to Friday) and weekends (from 6:00pm Friday to 6:59am Monday). All stated times are in central standard time (CST). Long-distance charges will apply when calling outside of the customer's local calling area.
8. Unlimited nationwide minutes plus unlimited Canada to U.S. calling - Includes unlimited long-distance minutes which can be used from within Canada to anywhere in Canada or the U.S. For long-distance rates for calls placed outside Canada, please refer to <https://www.sasktel.com/store/browse/Personal/Wireless/Travel/ /N-100jext>.
9. Unlimited local calling - Includes unlimited local airtime minutes for calls made within the customer's local calling area only.
10. Enhanced SaskTel Cell to Cell calling - Includes unlimited airtime and long-distance minutes for outgoing calls placed within Canada to another SaskTel cellular number. When making calls from the U.S., roaming charges will apply.
11. SaskTel Cell to Cell calling - Includes unlimited airtime minutes for outgoing calls placed within Saskatchewan to another SaskTel cellular number. Calls placed to another SaskTel cellular number while roaming on the TELUS Lloydminster tower do NOT qualify for free SaskTel Cell to Cell calling. Long distance charges still apply if the customer places a call to a long-distance number. Exception: If the customer is on an Unlimited Talk North America plan it will cover both the airtime and long-distance charges since this is a blended wireless rate plan where airtime and long distance are combined.
12. Extra charges apply for "premium" calls like vote lines, information, and directory assistance service. The third-party provider will outline call charges at the time of the call.
13. U.S voice roaming is billed at \$3/day for unlimited calls from the U.S to anywhere in the U.S or Canada. U.S Daily rates were launched June 28, 2016. Customers who signed wireless contract prior to the launch of U.S Daily that have not yet upgraded will pay \$0.07/min for voice calls and \$0.07/MB for wireless data unless they have opted into U.S. Daily rates.

SaskTel Wireless Fair Use Policy - Continued**Terms and Conditions** – *Continued***Postpaid wireless service** – *Continued***Voice**– *Continued*

14. For more information on wireless airtime and long-distance charges please refer to http://support.sasktel.com/app/answers/detail/a_id/15734.

Text Messaging

15. Unlimited text messaging (Unlimited SMS) - Includes an unlimited number of text messages sent to any country with 10-digit dialing which includes messages sent in Canada, the U.S., and most of the Caribbean. For more information please refer to <http://www.sasktel.com/wps/wcm/connect/content/home/wireless/coverage-and-travel/save-money-while-travelling>.
16. International text messages sent to customers of carriers outside of countries with 10-digit dialing are \$0.20 each. Text messages sent while roaming outside of countries with 10-digit dialing are an additional \$0.65 per message.
17. Premium text messages are not included in unlimited text messaging plans. The third-party short code provider will outline their charges for premium text messages to the customer.

Picture and Video messaging

18. Unlimited picture and video messages (Unlimited MMS) - Includes unlimited messages sent to any country with 10-digit dialing - includes messages sent in Canada, the U.S., and most of the Caribbean. Picture and video messages sent to customers of carriers outside of countries with 10-digit dialing are chargeable at \$0.75 per message plus data fees up to \$15/MB.

noSTRINGS Prepaid wireless service

19. NoSTRINGS prepaid is a wireless service that is purchased in advance of use only, such as the use of prepaid cards and pay-as-you-go services.

Wireless Data

20. The unlimited data component that is part of some of SaskTel's noSTRINGS Prepaid wireless plans includes Canada-wide data usage only and is subject to SaskTel's Wireless Fair Use Policy.

SaskTel Wireless Fair Use Policy – Continued**Terms and Conditions – Continued****noSTRINGS Prepaid wireless service – Continued****Wireless Data – Continued**

21. While on the SaskTel wireless network in Saskatchewan:
- a. SaskTel reserves the right to limit throughput or the amount of data transferred, deny, suspend or terminate the Service or any part, component or feature thereof, without notice, to anyone believed to be using any SaskTel provided wireless data service or feature in any manner that adversely impacts SaskTel's network or its service levels, as determined by SaskTel.
 - b. SaskTel reserves the right to limit a Customer's data speeds should the Customer's total data usage exceed:
 - i. 15 GB per monthly billing cycle for the noSTRINGS Complete 95 plan.
 - c. SaskTel will endeavour to notify Customers when they have reached the Wireless Fair Use Policy usage limit at which a Customer's data speeds will be reduced to 2 Mbps download speed and 2 Mbps upload. The reduced data speeds specified in this subsection are maximum speeds that may be achieved and not guaranteed speeds. Actual speeds achieved by customers while on the speed reductions set out in this subsection c will vary customer by customer, including for the reasons set out in Section 6 of this Policy.
 - d. Data speed restrictions will be removed at the end of each monthly billing cycle. If a Customer's data usage exceeds the Wireless Fair Use Policy usage limits in any subsequent billing cycle, data speeds will again be reduced for the remainder of that cycle
22. While on roaming agreement carrier wireless network in Canada:
- a. SaskTel reserves the right to limit throughput or the amount of data transferred, deny, suspend or terminate the service or any part, component or feature thereof, without notice, to anyone believed to be using any SaskTel provided wireless data service or feature in any manner that adversely impacts SaskTel.
 - b. With the exception of customers who use more than half of their data outside of Saskatchewan (Item 2), data usage limits anywhere in Canada are the same as when you are on the SaskTel network:
 - i. 15 GB per monthly billing cycle for the noSTRINGS Complete 95 plan.

SaskTel Wireless Fair Use Policy – *Continued*

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Terms and Conditions – *Continued***noSTRINGS Prepaid wireless service** – *Continued***Wireless Data** – *Continued*

23. Primary data use outside of Saskatchewan:
 - a. SaskTel wireless data services are meant to be used primarily within Saskatchewan. If more than half of your data usage on an ongoing basis is occurring outside of Saskatchewan, SaskTel reserves the right to limit your data speeds, the amount of data transferred, deny, suspend or terminate the service or any part, component or feature thereof, without notice, to anyone believed to be using any SaskTel provided wireless data service or feature in any manner that adversely impacts SaskTel. This reservation applies to all data plans and will affect all of your wireless internet and data services.
24. International data use (anywhere outside of Canada):
 - a. There are no data usage limits or speed reductions imposed by SaskTel when you travel internationally. SaskTel has data caps and spending limits in place for international data usage in order to manage roaming costs.
 - b. Visit the Fair Use section on www.sasktel.com for more information.

Voice

25. Unlimited Evening and weekend airtime - Includes unlimited local airtime minutes during weekday evenings (6:00pm to 6:59am Monday to Friday) and weekends (from 6:00pm Friday to 6:59am Monday). All stated times are in central standard time (CST). Long-distance charges will apply when calling outside of the customer's local calling area.
26. Unlimited nationwide minutes plus unlimited Canada to U.S. calling - Includes unlimited long-distance minutes which can be used from within Canada to anywhere in Canada or the U.S.
27. Unlimited local calling - Includes unlimited local airtime minutes for calls made within the customer's local calling area only.

SaskTel Wireless Fair Use Policy – *Continued***Terms and Conditions** – *Continued***noSTRINGS Prepaid wireless service** – *Continued***Voice** – *Continued*

28. Extra charges apply for "premium" calls like vote lines, information, and directory assistance service. The third-party provider will outline call charges at the time of the call.
29. U.S. voice roaming is billed at \$3/day for unlimited calls from the U.S. to anywhere in the U.S. or Canada.
30. For more information on wireless airtime and long-distance charges please refer to http://support.sasktel.com/app/answers/detail/a_id/15734.

Text Messaging

31. Unlimited text messaging (Unlimited SMS/MMS) - Includes an unlimited number of text messages sent to any country.
32. Premium text messages are not included in unlimited text messaging plans. The third-party short code provider will outline their charges for premium text messages to the customer.

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