

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. 1 GB per monthly billing cycle for the totalSHARE Data Only and totalSHARE Watch and Smart Data 1 plans
 - iii. 3 GB per monthly billing cycle for the Smart Data 3 plan.
 - iv. 5 GB per monthly billing cycle for the Total 5, totalSHARE Nationwide 5 GB, and totalSHARE Canada & U.S. 5G B plans.
 - v. 15 GB per monthly billing cycle for the Total 15, VIP 90, totalSHARE Nationwide 15 GB, and totalSHARE Canada & U.S. 15 GB plans.

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SaskTel Wireless Fair Use Policy - *Continued*

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Wireless Data - *Continued*

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- vi. 20 GB per monthly billing cycle for Business VIP 60, Business VIP 80, and the VIP 20 plan.

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SaskTel Wireless Fair Use Policy - Continued

Terms and Conditions – Continued

Postpaid wireless service – Continued

- vii. 25 GB per monthly billing cycle for the totalSHARE Nationwide 25 GB, and totalSHARE Canada & U.S. 25 GB plans. F
 - viii. 30 GB per monthly billing cycle for Total 30 plan. F
 - ix. 35 GB per monthly billing cycle for VIP 35 plan. |
 - x. 50 GB per monthly billing cycle for Business VIP 115, Business VIP 135, totalSHARE Nationwide 50 GB, and totalSHARE Canada & U.S. 50 GB plans. |
 - xi. 100 GB per monthly billing cycle for the totalSHARE Nationwide 100 GB, and totalSHARE Canada & U.S. 100 GB plans. F
 - xii. 10 GB per monthly billing cycle for all other wireless data plans that include unlimited data. F
 - xiii. 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. F
- 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, totalSHARE Data Only, totalSHARE Nationwide, totalSHARE Canada & U.S., VIP 35, totalSHARE Watch and Smart Data 1, and to 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 will vary customer by customer, including for the reasons set out in Terms and Conditions of this Policy. C
- 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.

SaskTel Wireless Fair Use Policy - Continued

Terms and Conditions – Continued

Postpaid wireless service – Continued

3. While on roaming agreement carrier wireless network in Canada:
 - a. SaskTel reserves the right to limit throughput or the amount of data transferred, and/or to 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. 1 GB per monthly billing cycle for the totalSHARE Data Only, totalSHARE Watch and Smart Data 1 plans. C
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 - iii. 3 GB per monthly billing cycle for the Smart Data 3 plan. N F
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 - iv. 5 GB per monthly billing cycle for the Total 5, totalSHARE Nationwide 5 GB, and totalSHARE Canada & U.S. 5 GB plans.
 - iv. 15 GB per monthly billing cycle for the Total 15, VIP 90, totalSHARE Nationwide 15 GB, and totalSHARE Canada & U.S. 15 GB plans. F
 - v. 20 GB per monthly billing cycle for Business VIP 60, Business VIP 80 and the VIP 20 plans. F
 - vi. 25 GB per monthly billing cycle for the totalSHARE Nationwide 25 GB, and totalSHARE Canada & U.S. 25 GB plans. F
 - vii. 30 GB per monthly billing cycle for the Total 30 plan. F
 - viii. 35 GB per monthly billing cycle for VIP 35 plan. |
 - ix. 50 GB per monthly billing cycle for the Business VIP 115, Business VIP 135, totalSHARE Nationwide 50 GB, and totalSHARE Canada & U.S. 50 GB plans. F
 - x. 100 GB per monthly billing cycle for the totalSHARE Nationwide 100 GB, and totalSHARE Canada & U.S. 100 GB plans. F
 - xi. 10 GB per monthly billing cycle for all other wireless data plans that include unlimited data. F

4. While on roaming agreement carrier wireless network in the U.S.
 - 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 U.S. are the same as when you are on the SaskTel network:
 - i. 5 GB per monthly billing cycle for totalSHARE Canada & U.S. 5 GB plan.

SaskTel Wireless Fair Use Policy – Continued

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Terms and Conditions – Continued**Postpaid wireless service – Continued**

- ii. 15 GB per monthly billing cycle for the totalSHARE Canada & U.S. 15 GB plan.
- iii. 25 GB per monthly billing cycle for the totalSHARE Canada & U.S. 25 GB plan.
- iv. 5 GB per monthly billing cycle for the VIP 35 plan
- v. 50 GB per monthly billing cycle for the totalSHARE Canada & U.S. 50 GB plan.
- vi. 100 GB per monthly billing cycle for the totalSHARE Canada & U.S. 100 GB plan.

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For all other wireless data plans that include unlimited data, no monthly data usage limits or speed reductions are imposed by SaskTel when you travel to the U.S. SaskTel has data caps and spending limits in place for international data usage in order to manage roaming costs.

5. Primary data use outside of Saskatchewan:

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- 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.

6. International data use (anywhere outside of Canada and the U.S.)

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- 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.

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

7. 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.
8. For totalSHARE Nationwide customers, U.S. data roaming is billed at \$10/day for 1GB of full-speed data and unlimited data at reduced speeds. Speeds are reduced to 512 Kbps once the full-speed data amount is exhausted.
9. For other plans, U.S. data roaming is billed at \$6/day for 500 MB of data. For customers on a plan from before September 18, 2019, U.S. data roaming is billed at \$5/day for 300 MB of data. Customers who signed a wireless contract prior to the launch of U.S Daily that have not yet upgraded data roaming are billed at \$0.07/MB unless they have opted into U.S. Daily rates.

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SaskTel Wireless Fair Use Policy – Continued

Terms and Conditions – Continued

Postpaid wireless service – Continued

Voice

- 10. 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. F

- 11. Unlimited Calling (Canada/U.S.) – Many wireless rate plans include unlimited airtime and long-distance minutes. Can be used from within Canada to anywhere in Canada or the U.S. When making calls from the U.S., roaming charges may apply. For long-distance rates for calls placed outside of Canada, please refer to https://www.sasktel.com/store/browse/Personal/Wireless/Travel/_/N-100jext. F

- 12. Daytime airtime minutes – Some wireless rate plans include a bucket of daytime minutes that can be used for voice calls. If the user goes over this bucket, each extra minute will be charged at a current rate. The per-minute airtime rate depends on the cellular plan terms and conditions. F

- 13. 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. F

- 14. For customers on totalSHARE Nationwide plans, U.S. voice roaming is billed at \$10/day for unlimited calls from U.S. to anywhere in the U.S. or Canada. N
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- 15. For other plans, 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 unless they have opted into U.S. Daily rates. C F

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

Text Messaging

- 17. 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>. F

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

18. 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. F
19. 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. F

Picture and Video messaging

20. 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. F

noSTRINGS Prepaid wireless service

21. 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. F

Wireless Data

22. 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. F
23. While on the SaskTel wireless network in Saskatchewan: F
- 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.

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

- 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.
 - ii. 30 GB per monthly billing cycle for the noSTRINGS Complete 125 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 1 Mbps download speed and 1 Mbps upload for noSTRINGS Complete 95 and 2 Mbps download speed and 2 Mbps upload for noSTRINGS Complete 125. 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
24. 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.
 - ii. 30 GB per monthly billing cycle for the noSTRINGS Complete 125 plan.

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

25. Primary data use outside of Saskatchewan:

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- 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.

26. International data use (anywhere outside of Canada):

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- 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

27. 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.

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28. U.S. voice roaming is billed at \$3/day for unlimited calls from the U.S. to anywhere in the U.S. or Canada.

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

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

30. Unlimited text/picture/video-messaging (Unlimited SMS/MMS) - Includes an unlimited number of text/picture/video messages sent in Canada and the U.S. to anywhere in the world. F

31. 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. F

End