SaskTel News

10-Digit Dialing Coming May 2013 – Prepare Now

Beginning May 11, 2013, it will be a requirement that anyone making a local call in Saskatchewan must dial 10 digits, the area code plus the 7-digit local number, to complete the call. This is a result of a recent decision by the Canadian Radio-television and Telecommunications Commission (CRTC) to add a new Saskatchewan area code (639), making 10-digit dialing for local calls in Saskatchewan mandatory.

There are a number of things you can do to start preparing for the change to 10-digit local dialing. For example, SaskTel has already enabled their network to allow customers to dial 10 digits for local calls. This will help you get used to 10-digit dialing when it does become mandatory. SaskTel customers can also begin updating the programmed numbers in their communications equipment such as: home phones, cell phones, fax machines, modems, equipment for the hearing impaired, security systems, etc. (if you have any questions about your security system's 10-digit dialing readiness, contact your security provider). Customers should also make any necessary changes to calling features such as: speed dial, call forwarding and call blocking.

Customers should begin providing their 10-digit phone number in all instances where they need to provide a contact number such as: personal cheques, medical forms, stationary, insurance forms, etc. And business customers should begin making changes to their communications equipment, advertising materials, business cards, signage, websites and any other places where business phone numbers are listed.

Important dates to keep in mind: February 25, 2013 - callers will begin hearing a phone message each time they dial 7 digits for a local call reminding them that they must dial 10 digits. The call will still be automatically completed. Starting May 11, 2013 - callers must dial 10 digits for local calls – the area code plus the phone number. Callers who dial only 7 digits will hear a phone message reminding them that they must dial 10 digits for local calls and the call cannot be completed as dialed. Customers will need to complete the call on their own. Special 3-digit numbers such as 911, 611 and 411 will continue to be 3-digit numbers and won't be affected. Local calling areas and long distance calls will also stay the same. Customers will continue to dial 1 plus the area code and phone number for long distance calls. For more information, please visit www.sasktel.com/dial10.

SaskTel's *We See You* and *Project Mobile* Recognized

SaskTel has been awarded a Global Best Award from the International Partnership Network(IPN) for the SaskTel We See You program in the category of Partnerships that Support Health, Well-Being and Learning in the Americas, and also received an honorable mention for the Project Mobile initiative in the category of Partnerships that Demonstrate Capacity Building, Leadership and Innovation in the Americas region, including North America, South America and Central America. Additionally, the We See You Program could potentially be named the best practice in the role of Education in Meeting Global Challenges at the 2012 Global Best Conference in Durban, South Africa being held September 25-27.

SaskTel's We See You program is a volunteer effort that collects and re-distributes much needed medical equipment, school supplies and more, to the most vulnerable communities in developing countries. SaskTel's Project Mobile is a partnership with Nutana Collegiate Institute, in developing new methods of communication between students and teachers that may revolutionize the way at-risk youth are educated for the benefit of students, teachers and society in general.

A bi-annual event, the Global Best Awards celebrate outstanding and effective business, education and community organization partnerships that have a significant impact on the communities in which they operate.

SaskTel
Your Life. Connected.

Internet Protection

Internet users must remember that although the Internet is a valuable tool, it also presents unintended risks that need to be guarded against.
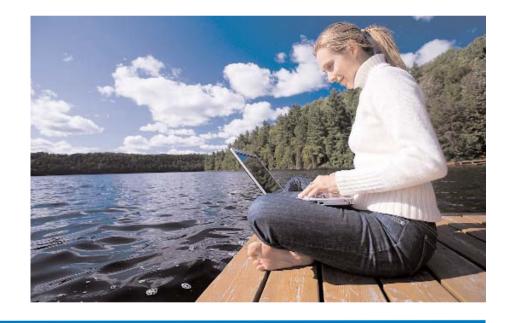
Sophisticated spyware/malware, delivered via email or unintentionally installed by surfing a website, can automatically activate functions ranging from theft of personal or financial information, to damaging installed software, the operating system, or computer hardware.

Spamming and phishing attacks are an everyday occurrence with email, but can also occur via instant messaging, mobile phones, and social networking websites. Spam is unsolicited bulk messages, usually attempting to sell a product or service or promote a website. Phishing is a message pretending to be from a trustworthy source such as a bank, or other reputable company, trying to acquire sensitive information such as usernames, passwords, credit card details or other personally identifiable information.

SaskTel would suggest that you be wary of the contents of all email, even when you recognize the sender, as many spammers today are "spoofing", or pretending to send email from valid email addresses. We also strongly suggest that you not open any email where you do not recognize the sender, if the email appears to be in a strange language or has jumbled characters, or if extra letters have been added into words, or there is an attachment with a .VBS, .EXE, or .PIF extension or an unsolicited attachment with a .DOC, .DOCX, or .PDF extension. Do not open the attached file and delete the email immediately. Please be aware that files of virtually any extension may carry malware.

Do not accept unsolicited downloads through instant messaging systems or Peer to Peer file-sharing applications. Be aware that file-sharing could deliver malware to your computer or mobile phone.

SaskTel highly recommends that users install and maintain up to date anti-virus and anti-malware/spyware programs and that operating system updates and critical security patches are applied as soon as they are available. If you access the Internet using WiFi, SaskTel strongly recommends that you encrypt your wireless connection using WPA2 encryption to reduce the likelihood of security or privacy issues. If your wireless network is currently encrypted using WEP encryption, please be aware that WEP is no longer considered a secure form of encryption and is easily compromised, potentially resulting in a breach of your home network and resulting in a loss of security or privacy. WPA2 can substantially increase the security of your wireless network. If you need assistance making the change to WPA2, instructions are provided on sasktel.com/support by searching for "WiFi Security" in the search bar on the support page.

Security is a priority at SaskTel. The "Support" section of our website, at www.sasktel.com, provides information about new email threats and security issues as they may arise.

Wire Watch® and Inside Wire

SaskTel would like to remind our customers that we provide basic telephone service to a single point in 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.

Wire Watch® 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 please call SaskTel, toll-free, at 1-800-727-5835.

Wire Watch® service (a Registered Trademark of Manitoba Telecom Services Inc.)

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