

SaskTel News

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Voice Mail Fraud

Voice mail is an everyday communications tool for business and residential customers alike. Criminal minds have found that poorly protected voice mail boxes, primarily business voicemail systems, can be hijacked to make long distance calls all over the world.



This method of fraud uses the “through-dialing” feature that legitimately enables corporate employees to make long distance calls from outside of the business by calling into their office voice mail. This can run into the thousands of dollars of unauthorized long distance calls for which the company would remain responsible because the calls originated from their own phone lines.

How it works: The hacker calls a business after hours and uses the automated voice mail service to search for inadequately protected mailboxes. This would be mailboxes which have simple or “default” passwords.

Though there are many different voice mail systems, the prompting patterns can be used by the hacker to determine which system is in place. The hacker then determines the “default” password for that system, and it is just a matter of time until they come across a mailbox that they can access.

Residential users are far less vulnerable to hacking attempts because few have access to the “through-dialing” feature. But this does not mean that they should not take steps to protect their inbox.

Users need to keep in mind that the password for their voice mail is the primary security method to protect their mailbox from being hacked. After voicemail service has been added to an account, the “default” password or PIN should be immediately changed. Passwords like “1111”, “1234”, “9999” or the last four digits of the telephone number should never be used. Also, be aware that using real words related to numbers on the keypad is also unsafe.

Going Green - Paperless Billing

SaskTel has made a commitment to go green, and as such we are moving most of our wireless and wireline customers to eBILL. By the end of 2019, all residential customers with an existing Internet connection or wireless plan with data will be converted to paperless billing.

With eBILL, customers will receive an email every month on their billing date informing them that their bill is ready to view online. To receive the monthly notification and view eBILL, customers will need to have a mySASKTEL profile that has been linked to their account.

With fewer paper print-outs, the promotion of eBILL represents an important step towards a greener, eco-friendly future for Saskatchewan. It also offers customers

greater convenience and the ability to view bills wherever they are, hassle-free, while cutting back on paper clutter.

If you would rather continue to receive a paper copy of your bill, you can fill out an online form at sasktel.com/billchange or call 1-800-SASKTEL.

As always, customers are reminded to take the time to review their bill details every month and to contact us immediately if they have any questions.



Reporting a Lost or Stolen Device

While most of us do our best to keep track of our personal items and valuables, there's a good chance you or someone you know will face the stressful experience of losing a wireless device at some point.

When theft is involved, you should act quickly to protect yourself and the personal data contained on your device.

If you lose your SaskTel cell phone or SIM card, or have it stolen, please contact SaskTel immediately and we will suspend your phone or SIM card to make sure they cannot be used to make or receive phone calls, text messages, or to access the Internet wirelessly.

The service is free to all customers and can help protect you from fraudulent charges.

When a device has been reported as lost or stolen to SaskTel, we take immediate steps to suspend the device. This includes blocking the device's unique 15-digit serial number, the International Mobile Equipment Identity (IMEI) to prevent it from any further use on our network.

Once an IMEI has been added to SaskTel's Lost or Stolen Mobile Devices database, or 'black-listed', that information is also shared and stored in the national database administered by GSMA within 48 hours. This will prevent the device from being used on the network of any other service provider in Canada.

Along with all Canadian wireless carriers, many U.S. carriers also participate in the database to prevent stolen devices from being authorized for use on their networks.



The CWTA website www.DeviceCheck.ca allows anyone to check an IMEI to see if a device has been black-listed in Canada. For those lucky enough to retrieve their lost phone, a quick call to SaskTel is enough to have the device removed from the database.

Customers may call 1-800-727-5835 within Canada, visit a SaskTel Store, or visit a SaskTel Authorized Dealer to report a mobile device as lost or stolen. Additional information can be found at: www.sasktel.com/support.

Sask 1st Call: Dial Before You Dig

SaskTel is reminding all customers to contact Sask 1st Call for free cable locates before a ground disturbance takes place. Customers can call 1-866-828-4888 or visit www.sask1stcall.com to submit a request.

Locates are valid for 10 working days after which a new request must be submitted. It is the responsibility of the person or company making the request to remove marking flags after work is completed.



Requests must be made at least 48 hours before work is set to begin to allow any underground utilities to be located and marked.

The cable path will be marked but SaskTel cannot guarantee the depth since ground cover may have been removed by past work or erosion.

SaskTel appreciates your cooperation to help prevent cable damages.