

SaskTel Prepaid Terms of Service

Description

SaskTel's Prepaid Wireless Service provides customers with access to SaskTel's wireless network to place voice calls and to use text messaging and data services. Customers are not required to sign a contract and can manage their own account by adding funds to their prepaid account balance as needed in order to subscribe to SaskTel's Prepaid plans, wireless features and data add-ons.

Terms and Conditions

1. SaskTel Prepaid customers can use their service within Saskatchewan and can roam within Canada and the U.S. C
2. SaskTel Prepaid customers can call numbers in Canada, the U.S., and internationally. They can also receive international calls.
3. Prepaid customers can send text messages to any place in Canada, the U.S., and internationally. They can also receive text messages from any country while in Canada and the U.S. C
4. Data Add-ons provide customers with unrestricted data service until the allotted quantity is used up, or for 31 days after the date the add-on is purchased. All unused data will expire after the 31-day period.
5. Calling Add-ons provide customers with additional minutes to their monthly plan. Calling Add-ons will be used once the included minutes from the monthly plan have been depleted. Calling Add-on minutes can be local or long distance. Calling Add-ons remain as a monthly feature until changed by the customer.
6. Customers must call 1-800-SASKTEL (1-800-727-5835) or go to a SaskTel Store or SaskTel Authorized Dealer to set up their account for Data Add-ons. After the initial set-up, customers can purchase data add-ons in their Prepaid wireless account on sasktel.com.
7. SaskTel Prepaid Wireless Service pricing and these terms and conditions are subject to change at any time.

SaskTel Prepaid Terms of Service - Continued**Terms and Conditions - Continued**

8. SaskTel Prepaid Service is subject to the SaskTel approved use policy in Section 2 of the SaskTel Wireless Service Terms of Service, found in SaskTel's Non-Tariffed Product and Services Schedule at www.sasktel.com/nontariffedwireless. SaskTel reserves the right to limit a customer's data speeds when the limits outlined in SaskTel's Fair Use Policy are exceeded. SaskTel's Fair Use Policy is set out in SaskTel's Wireless Data Plan Terms and Conditions found in SaskTel's Non-Tariff Schedule at www.sasktel.com/fairuse.
9. Purchase, activation or use of Prepaid service constitutes your agreement with the terms and conditions of this Prepaid Non-Tariff section, the Terms of Service section, and the Wireless Service Terms of Service section of the SaskTel Non-Tariff Schedule at www.sasktel.com/nontariffedwireless.
10. SaskTel Prepaid service has two different account management options that apply **only to pay per use customers**, not monthly plan customers. All customers are on the monthly charge option unless they specifically contacted SaskTel prior to March 1, 2018 and selected the top-up option. After March 1, 2018, the 60 day top-up account management option is not available for selection by Prepaid service customers.

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The terms for each account management option are:

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- **Monthly charge (default option):** Prepaid Wireless Service has a monthly charge of \$10. Customers using less than \$10 of Prepaid Service in a month will have the difference deducted from their account to bring the total of their service for that month up to \$10. No such charge applies if you use more than \$10 of service in a month.
- **60 day top-up:** Customers must top-up their Prepaid Wireless Service account by at least \$20 every 60 days to maintain the account balance. The unused account balance is carried over when the account is topped up. If the account is not topped up within 60 days, use of the Prepaid Wireless Service will be unavailable, and the account balance will expire and be reset to \$0.00.

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SaskTel Prepaid Terms of Service - Continued

Terms and Conditions - Continued

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| <p>11. After 150 days of inactivity on a Customer’s account associated with SaskTel Prepaid Wireless Service and where such account has a balance of \$0.00 or less, the Customer’s account is terminated, the Customer’s access to SaskTel’s wireless service network is terminated and the Customer’s wireless phone number is reassigned.</p> | F |
| <p>12. SaskTel Prepaid Wireless Customers who have an insufficient balance in their account to pay their monthly recurring charge for their Prepaid plan will revert to pay per use rates for voice and the monthly charge account management option. Such a Customer will not revert to their selected Prepaid rate plan rates until they have topped up their account in an amount sufficient to cover the monthly recurring charges for the Customer’s selected Prepaid plan and such monthly recurring charges have been deducted from the Customer’s account.</p> | F |
| <p>13. Customers can top up their Prepaid wireless account by:</p> <ul style="list-style-type: none"> • Purchasing a wireless Prepaid card or Point of Sale Activation (POSA) voucher from a SaskTel Dealer or SaskTel Wireless Prepaid Card reseller; • Adding a one-time online top-up at sasktel.com; or • Setting up an automatic top-up. | <p>F</p> <p style="text-align: right;">C
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| <p>14. SaskTel is not responsible for loss, theft or unauthorized use of a Prepaid card or voucher, or the wireless number associated with any prepaid card.</p> | F |
| <p>15. Prepaid cards or vouchers can only be used in conjunction with SaskTel Prepaid Wireless Service.</p> | F |

SaskTel Prepaid Terms of Service - Continued**Terms and Conditions - Continued**

16. If a customer account is at a \$0 balance, the customer will lose access to Pay Per Use services and will need to apply payment to their account. Upon payment, access to these services will generally be restored within several minutes.
17. There is no credit for or return of any unused balance on an account.
18. SaskTel Prepaid Wireless Service customers pay for all incoming and outgoing calls, including those to or from other SaskTel wireless service customers, whether Prepaid or Postpaid customers.
19. A monthly 911 fee of \$1.15 is charged and applies to all rate plans available to Prepaid service customers.

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