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### **Consumer and Business Bundles**

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# **Description**

Bundles are combinations of eligible SaskTel products and services that, when subscribed to by the same customer, offer additional savings to customers on their monthly SaskTel bill.

## **Eligibility**

### **Consumer Bundles**

SaskTel offers five residential customer products and services that can be bundled in various combinations to provide Consumer Bundle savings:

- maxTV
- Postpaid wireless
- High speed internet
- SecurTek
- Unlimited long distance home phone

## Exceptions to Consumer Bundles:

- Certain products are not available in some areas of the province therefore not all customers are eligible to purchase all 5 Bundle services
- Prepaid wireless is not eligible for Bundle savings
- Paraplegic plans are not eligible for Bundle savings
- Data only wireless plans are not eligible for Bundle savings
- fusion interNET plans are not eligible for Bundle savings

## **Business Bundles**

SaskTel offers Bundle credits for 5 popular business products and services.

- maxTV
- Postpaid wireless
- Internet
- SecurTek
- Unlimited long distance



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# Exceptions to Business Bundles:

- Certain products are not available in some areas of the province therefore not all customers are eligible to purchase all 5 Bundle services
- National and regional wireless accounts do not qualify for a business Bundle
- Unlimited long distance bundles are available to single line business customers only.

### **Definitions**

- **Components** combination of products and services to which a customer subscribes that makes up their Bundle
- Plan The level of service or product to which a customer is subscribed

## **Consumer Bundles Terms & Conditions**

- 1. Bundles and the Components contained within each Bundle cannot be substituted for any other service to form a new Bundle or individual service.
- 2. Bundle savings are applied to the customer account that is paying for the service(s).
  - For example: Customer A is paying for Customer B's services, Customer A will receive the Bundle savings, as they are paying for the service(s).
- 3. Bundle savings for wireless service on a postpaid Plan are not automatically applied. A customer must request an authorized SaskTel representative to add this Bundle saving to their account. A subsequent account authorization verification must then be performed. To be eligible, the name of an account holder or an authorized contact on the customer's wireless account must match the name of the account holder or an authorized contact on the customer's wireline service account. Only a customer whose name is listed on both accounts can authorize the application of this Bundle saving.
- 4. When a customer cancels a Component of their Bundle or switches to a Plan that is not eligible for Bundle savings, they will no longer receive Bundle savings associated with that Component of their Bundle.

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### Consumer Bundles Terms & Conditions - Continued

- 5. Customers are only eligible for Bundle savings if they are currently subscribed to Bundle-eligible products and services and are in good financial standing with SaskTel. Customers with an account in arrears would become ineligible for part or all of the Bundle savings after the account or product has been suspended, resuming only after the payment owing is made.
- 6. Customers cannot receive Bundle savings for combining consumer and business services.
- 7. All consumer Bundle savings appear on the customer's SaskTel bill. Bundle savings do not appear on the customer's wireless bill.
- 8. Bundle savings are applied once per customer account. The customer does not receive additional Bundle savings for having more than one of the same product or service. For example, a customer would not receive double Bundle savings for having more than one wireless device on a postpaid rate Plan.
- 9. Bundle savings for newly added Bundle-eligible services will appear on the customer's next bill once applied.
- 10. Bundle savings will not be backdated to the moment when the customer was first eligible if the savings were not applied at that time. It is the responsibility of the customer to ensure correct Bundle savings are applied to their account and notify SaskTel as soon as they suspect an error in their Bundle savings.
- 11. When a product or service plan or package is no longer available in the market it may be removed from the Bundle-eligible list. A customer will be grandfathered into receiving Bundle savings until a time when SaskTel chooses to no longer provide the Bundle savings or the customer makes a change to their current bundled service Components.

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### **Business Bundles Terms & Conditions**

1. Business Bundle credits are available to all eligible business customers in good financial standing with SaskTel who purchase any combination of two or more eligible products and services. The business Bundle credits will accumulate as more eligible products and services are purchased to a maximum credit of \$30.

- 2. Business Bundle credits are only available for current purchases. When a customer cancels a Component of their Bundle or switches to a non-eligible product or service, they will no longer receive the business Bundle credit associated with that Component of their business Bundle.
- 3. Customers with an account in arrears are ineligible for part or all of the business Bundle credit after the customer's access to the service or product has been suspended, resuming only after payment for all amounts owing to SaskTel for arrears is made.
- 4. Non-SaskTel local access customers are eligible for the business Bundle credit if they meet the eligibility Component requirements. Non-SaskTel local access customers must be billed on a SaskTel bill to receive the business Bundle credits.
- 5. Eligible products and services include internet, maxTV, postpaid wireless, any current or grandfathered SecurTek Plan, and unlimited long distance.
- 6. Business Bundle credits are not automatically applied. Business customers must request to have business Bundle credits applied to their account. Business Bundle credits will not be backdated to the in-service date of the services eligible for the business Bundle credits.
- 7. Business Bundle credits will be applied to and appear on the Business customer's wireline account.
- 8. Business Bundle credits are applied to the customer account that is paying for the services.

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## **Business Bundles Terms & Conditions - Continued**

- 9. When a business Bundle Component is no longer available in the market, it may be removed from the business Bundle eligibility list. A business customer will be grandfathered into receiving Bundle savings until a time when SaskTel chooses to no longer provide the Bundle savings or the business customer makes a change to their current bundled service Components.
- 10. A business customer can only include residential maxTV service as an eligible Bundle Component if it is a home-based business.
- 11. A business customer may utilize a residential postpaid wireless service as a business Bundle Component provided that the billing name and address name of the wireline and wireless accounts match.

### Rates

The consumer customer Bundle savings are available when eligible consumer products and services are combined. These rates are subject to change. For detailed information on Bundle-eligible services and rates please refer to www.sasktel.com/bundles.

Business Customer rates are available when eligible business products and services are combined. These rates are subject to change. For detailed information on Bundle-eligible services and rates please refer to www.sasktel.com/business/business-bundles.

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