

SaskTel News

March 2008

Issue 43

Fraud Awareness Month

Awareness is key in protecting yourself from fraud. Start by taking steps to protect your personal information. Shred or burn all documents that include your name, address, Social Insurance Number (SIN), financial information or other sensitive information that you no longer require. Do not recycle papers containing personal information. Facebook and Myspace information can often be seen by just about anyone. Know what you're getting into by reading the privacy statement and policies. Before posting something, ask yourself if you are comfortable with others viewing the information, and are you harming someone else or invading their privacy by posting your comment, photo or video? Remember, what you post could be on-line forever.

Read web site privacy statements before submitting personal, financial or medical information. Refuse some or all of the cookies that web sites offer you. Do not provide information that is not required. Insist on secure, encrypted web connections to conduct sensitive transactions such as making internet purchases or doing banking on-line. Protect your computer by using firewall and anti-virus software, or other security measures. Be suspicious of unsolicited email from financial institutions, internet service providers and other organizations asking

you to provide personal information on-line. Reputable firms generally do not ask for personal information in this manner. If you are at all uncertain, contact them directly by telephone. Do not send personal information over a wireless connection. Ensure personal information is deleted before discarding or selling a computer. Use overwrite software or destroy the hard drive because information can remain on the hard drive even after deleting files from folders.

Further information can be found on the web site of Federal Office of the Privacy Commissioner at www.privcom.gc.ca, the Office of the Saskatchewan Information and Privacy Commissioner at www.oipc.sk.ca, your bank's web site, and the department of health at www.health.gov.sk.ca.



Telemarketing Standards

The term 'telemarketing' refers to any business, person or organization that solicits business or funds via phone calls or faxes. Calls for the purpose of market research or surveys, or, for account collection are not considered telemarketing.

There are certain rules that all telemarketers must adhere to. For example, they must maintain a Do Not Call (DNC) list and they are to display a phone number that can be called back to, except when unavailable for technical reasons. A live voice telemarketer is permitted 30 days in which to place your number on their Do Not Call list. A fax telemarketer is permitted 7 days in which to do so. Once on the list, the telemarketer is not to call again for 3 years. When requesting Do Not Call, ensure to provide the telemarketer all your numbers including Ident-a-Call numbers and fax numbers. As a way to reduce telemarketing calls, you can register for free to have your phone / fax number removed from lists maintained by telemarketers who are members of the Canadian Marketing Association (CMA) by calling 1-800-267-8805 or, by completing the on-line registration form at www.the-cma.org

If SaskTel is your local service provider, report problems to 1-800-SASKTEL (1-800-727-5835). Please provide dates and times of telemarketing calls and numbers that may appear through call display. Keep the faxes you receive. Please be aware that SaskTel is limited in taking action against telemarketers who obtain service from other telephone or cable companies.

SaskTel's Promise to Future Generations

Environmental challenges have taken more prominence as understanding grows about how deeply daily actions affect the survival of a healthy environment. Globally people are becoming more environmentally aware as they celebrate the beauty and diversity of the world around us. As Saskatchewan has supported SaskTel, so SaskTel invests in the environmental health of our province.

SaskTel continues to maintain a balance between economic, environmental, and social goals by focusing on environmental sustainability to protect the natural environment, ensuring the future of our business. SaskTel encourages employees to include innovative practices daily. SaskTel will also ensure that its employees, contractors, and others working on behalf of SaskTel are aware of their environmental responsibilities.

SaskTel recycles two thirds of its waste, from fluorescent light bulbs and the cafeteria's cooking oil, to hazardous materials like used batteries. The award winning SaskTel Directory Recycling Program has diverted approximately six million pounds of directories from landfills. SaskTel diverts 1.5 million pounds of materials from being sent to local landfills annually.

At the 2007 Saskatchewan Waste Reduction Council's 11th Annual "Waste Minimization Awards" ceremony, SaskTel won the award in the 'Partnerships' category for the 'Computers for Schools' program run jointly by SaskTel and the Telecom Pioneers, which refurbishes older computers for use in the province's schools.

As SaskTel reaches towards the anniversary of its first century in business, it seeks to ensure that our customers and employees can continue to enjoy our province for future generations.



Know Your Unlimited Long Distance Plan

SaskTel reminds our customers that Unlimited Long Distance Plans apply to 'voice' calls only. 'Data' calls are not eligible for savings or discounts and will be charged at regular long distance rates.

A data call is any non-voice call, typically between electronic equipment, such as a fax transmission, or dialing any long distance internet service provider other than SaskTel. This includes calls from your modem at home, or dialing into a remote internet account.

It is also important to remember that when you download data from a web site for which long distance

charges apply, the customer remains responsible for those long distance charges.

Customers should also pay special attention to any dial-up internet usage to avoid unnecessary charges. It can be as simple as ensuring you log off of the internet when you have completed surfing, since internet charges continue as long as the dial-up internet connection is left on.

If you would like information on Long Distance Plans please call 1-800-SASKTEL (1-800-727-5835).

Sask 1st Call : Dial Before You Dig 1-866-828-4888

For free cable locates before you dig, contact Sask 1st Call at 1-866-828-4888. The cable path will be marked but SaskTel can not guarantee the depth since ground cover may have been removed by past work or by erosion. Requests must be made at least 48 hours in advance of start date so the locate can be scheduled. Locates are only valid for seven working days after which a new locate request must be requested.

It is the responsibility of the person or company requesting the cable locate to remove marking flags after completion of work. SaskTel appreciates your cooperation to help prevent cable damages.