SaskTel News

Understanding Wireless Roaming Charges

Even if you are not actively using your 4G wireless device, if your data feature is turned on, your device is still using data service (e.g. receiving emails, automatic application downloads). To avoid data usage roaming charges, you can turn off the data feature on your wireless device so only voice and text messaging services work.

If you need access to data services while travelling, using Wi-Fi networks can allow access to data for no charge or for a nominal fee to the provider of the service. If you lose the Wi-Fi connection, or there are no Wi-Fi networks available, please ensure you are aware of the data usage rates that you will be billed, depending on your location.

Examples of activities that use data: email usage, browsing the internet, downloading or using applications like Google Maps, posting to social media like Facebook or Twitter, watching or listening to streaming video or music, and playing online games. Please visist http://sasktel.com/4gbilling for more information.

Customers Beware of Telephone Scams

SaskTel would like to remind customers to protect their personal information. Some telemarketing firms are now using techniques common to email phishing in an attempt to acquire sensitive information from our customers over the phone.

Remember: It's okay to simply hang up on any high-pressure or suspicious phone call.

Protect yourself against phone offers by following these tips: Never share information about your finances, bank accounts and credit card numbers unless you know the person or company you are dealing with; never pay any kind of a fee for a prize or to claim lottery winnings; beware of high-pressure sales tactics; and never send money to someone who insists on immediate payment.

The "Support" section at sasktel.com provides information about security issues as they may arise.

SaskTel *Calling Card*: Telephone Card Use

When using your SaskTel *Calling Card* to make a long distance call within Canada or the U.S., please remember to begin the call with the calling card access number, 1-888-934-8888, to ensure you receive the best possible rate. Should you ever encounter problems using this access number, call the number found on the back of the calling card, 1-888-999-8797, for assistance. If you would like information on long distance plans, please call SaskTel at 1-800-727-5835.

Lost or Stolen Cards
SaskTel *Calling Card* customers can choose their own Personal Identification Number (PIN), making it easy to remember the number, and providing additional security if cards are lost or stolen. If your SaskTel *Calling Card* is lost or stolen, please call 1-888-999-8797 (within North America) immediately as cardholders are liable for all charges incurred until their loss has been reported.

Overseas Destinations
Are you planning any overseas travel? If so, SaskTel encourages you to use the Canada Direct service when making long distance calls in another country. Using Canada Direct with your SaskTel *Calling Card* to place calls while overseas, will provide billing at Canada Direct rates, including a $2.99 per call surcharge.

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Voice Mail Fraud

Voice mail has become an everyday communication tool for business and residential customers alike. Criminal minds have found that poorly protected voice mail boxes, primarily medium to large businesses, can be used 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 it is their own system which created the opportunity for the fraud.

Residential users are far less vulnerable to hacking attempts because few have access to the "through-dialing" feature.

How it works:

The hacker calls a business after hours and uses the automated voice mail service to search for inadequately protected mailboxes. The hacker is looking for 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, then it's just a matter of time until they come across a mailbox that they can access.

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. The "default" password 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 the numbers on the keypad is also unsafe.

Know Your 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, you are responsible for those 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 1-800-727-5835.

Sask 1st Call : Dial Before You Dig

For free cable locates before you dig, contact Sask 1st Call at 1-866-828-4888. The cable path will be marked, but SaskTel cannot guarantee the cable 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 the work start date so the locate can be scheduled. Locates are only valid for ten working days after which a new locate request must be submitted. Removal of the marking flags after the completion of the work is the responsibility of the person or company requesting the cable locate. SaskTel appreciates your cooperation to help prevent cable damages.

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