

**SaskTel Wireless Voice Mail Service**

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**Description**

SaskTel Wireless Voice Mail Service (“Voice Mail Service”) is a voice messaging service used to access a confidential ‘mailbox’ to retrieve, store or send messages.

The basic features of Voice Mail Service include:

- Online Voice Mail access
- Call forward busy and call forward no answer
- Message waiting indication
- Voice mailbox with personal greeting

**Terms and Conditions**

1. Wireless Voice Mail Service is available to wireless consumer and business customers.

**SaskTel Wireless Voice Mail Service - *Continued***

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**Terms and Conditions - *Continued***

2. The following table outlines which types of Voice Mail Services are available to customers.

	<b>Available to ...</b>	<b>Provides ...</b>
Enhanced Voice Mail	Consumer and Business customers	<ul style="list-style-type: none"> <li>• call forwarding</li> <li>• voice messaging capability</li> <li>• Free message deposit/retrieval</li> <li>• Save 25 messages up to 3 min. long each</li> </ul>
Mini Mail Voice Mail	Consumer customers only	<ul style="list-style-type: none"> <li>• call forwarding</li> <li>• voice messaging capability</li> <li>• \$0.15/min. for message deposit/retrieval*</li> <li>• Save 5 messages up to 2 min. long each</li> </ul>
Combined Voice Mail	Consumer and Business customers	<ul style="list-style-type: none"> <li>• call forwarding</li> <li>• combined with Wireline Voice Mail Service</li> </ul>

\*There are no deposit fees for Prepaid Mini Mail.

**SaskTel Voice Mail Service - *Continued***

**Terms and Conditions - *Continued***

3. The following table outlines which types of Special Applications are available to customers.

	<b>Available to ...</b>	<b>Provides ...</b>
Wireless Intercept (Listen Only)	Business customers only	voice bulletin boards

4. Standard airtime rates apply for voice messages sent outside local calling area.
5. Voice Mail Service subscribers are not permitted to advertise the SaskTel Voice Mail access number (i.e. NXX-6245).
6. Voice Mail Service may not be used for Telemarketing purposes.
7. To protect themselves against unauthorized usage, Voice Mail Service customers are responsible for maintaining and regularly updating their passwords.
8. Voice Mail Service customers bear all responsibility for any and all events including any type of loss which may occur as a result of compromising their mailbox security through the use of convenience features such as 'skip password'.
9. SaskTel does not guarantee uninterrupted Voice Mail Service.
10. The ability to access and manage Online Voice Mail requires Internet access.
11. SaskTel may also provide the service in this Non-Tariff Item at rates and on terms different from the tariffed rates and the terms if the service is provided pursuant to an agreement entered into between the company and a competitor because the Commission has forborne, in Telecom Decision CRTC 2008-17, with the respect to the regulation of this service.

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**SaskTel Voice Mail Service - Continued**

**Rates**

**SaskTel Wireless Customers** shall pay to SaskTel the following rates and charges for Voice Mail Service. Such rates and charges are in addition to any other rates and charges that may be applicable.

- a) The following rates and charges apply for Wireless Voice Mail Services that wireless customers can subscribe to:

Voice Mail Service	Monthly Charge	Deposit/Retrieval Fees*
Enhanced Voice Mail (Prepaid)	\$5.00	N/A
Enhanced Voice Mail	\$10.00	N/A
Combined Enhanced Voice Mail	\$10.00*	N/A
Mini Mail	\$3.00	\$0.15/minute
Enhanced Voice Mail Included	N/A	N/A
Mini Mail Included***	N/A	\$0.15/minute
Combined Voice Mail Free	N/A	N/A
Standard Combined Voice mail	\$0.00*	\$0.15/minute
IBC Combined Voice Mail Free	\$0.00	N/A
Wireless Intercept (Listen Only)	\$30.00**	N/A

\* Business customers on Combined Voice Mail service have a wireline monthly charge of \$4.00 per month.

\*\*Wireless Intercept mailbox charge is \$30.00 for 3 months of service.

\*\*\* Mini Mail is included in all Prepaid Talk + Text plans. There is no chargeable add on available and no deposit fees.

Note: Monthly rates for Wireless Voice Mail include standard call forward busy / no answer and message waiting indication.

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**SaskTel Voice Mail Service - *Continued***

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**Rates - *Continued***

- b) The following rates and charges apply for Consumer Postpaid Wireless customers subscribing to *Call Forwarding*:

<b>Type of Component</b>	<b>Monthly Charge</b>
Call forward busy/ no answer, group call forward busy/ no answer, message waiting indication, or any combination of the above.	\$3.00

Note: Call forward no answer includes the ability for single line customers to set the number of rings between two and nine from the line equipped with the mailbox.

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**SaskTel Voice Mail Service - *Continued***

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**Other Applications – Voice Mail to Text****Voice Mail to Text Description**

Voice Mail to Text (VMTT) is an application of SaskTel Voice Mail Service (Voice Mail Service) that provides customers with the ability to have incoming voice mail messages converted to text and routed to an email destination(s) and/or to a wireless device as a (Short Message Service) SMS text message.

To customize VMTT, customers must log in to their Voice Mail Service via SaskTel's Online Voice Mail feature. This will allow customers, amongst other things, to program when messages are to be converted, where converted messages are to be routed, and which messages from specific phone numbers are to be converted.

**Voice Mail to Text Terms and Conditions**

1. Customers must have SaskTel Voice Mail Service in order to subscribe to VMTT.
2. VMTT is available to the following Voice Mail Services: Enhanced, Mini Mail and Combined Voice Mail.
3. VMTT is not available to the following services: Wireless Intercept (Listen Only) Voice Mail.
4. A customer can elect to Opt Out of having VMTT as an option to their Voice Mail Service by contacting a SaskTel Representative at 1-800-727-5835 (1-800-SaskTel) for consumer customers and 1-844-727-5835 (1-844-SaskTel) for business customers.
5. SaskTel is not responsible for charges incurred by customers that fail to turn their conversions "*Off*".

**SaskTel Voice Mail Service - Continued****Voice Mail to Text Terms and Conditions - Continued**

6. It is the responsibility of the Customer to correctly specify the phone number and email address that the converted voice mail messages should be sent to. SaskTel is not responsible if the phone number or email addresses are inputted incorrectly. This error could cause converted voice mail messages to be sent to another party's phone or email address.
7. Customers that subscribe to VMTT will still be able to access their voice messages through the telephone and Online Voice Mail.
8. VMTT will only be able to convert messages spoken in English.
9. VMTT will only convert messages up to 90 seconds or less in length. If the message exceeds 90 seconds, the first 90 seconds of the message will be converted. The customer can access the rest of the message via the telephone or Online Voice Mail.
10. SMS text conversions are limited to 480 characters in length or 3 messages of 160 characters each in length. For example, a message containing 400 characters will be broken into 3 SMS texts with the first two SMS texts having 160 characters each, followed by the last text containing the remaining 80 characters.
11. Charges for voice mail to text conversions will apply, even if the converted text message is partially cut off due to exceeding 750 characters in duration, exceeding 480 characters in length with regards to SMS texts, or for some other reason.
12. SaskTel is not responsible for errors in the conversion of voice mail messages to text or for content that is unlawful, harmful, or otherwise objectionable.
13. VMTT provides as accurate a conversion of the voice mail as possible, although a user may still need to listen to the voice mail for content. In some instances, a third party may be used to assist in the translation of the individual words or small portions of a voice mail.

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**SaskTel Voice Mail Service - Continued****Voice Mail to Text Terms and Conditions - Continued****Voice Mail to Text Rates**

SaskTel Wireless Customers shall pay to SaskTel the following rates and charges apply to customers that convert their voice messages to text:

**Subscriptions:**

<b>Number of Conversions</b>	<b>Monthly Rate</b>
Unlimited	\$5.00

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*End*