

Effective Date: August 27, 2010

Category	<b>Page</b>
General	
TITLE PAGE	1
TRADE MARKED NAMES	2
REFERENCES TO BE UPDATED	4
TABLE OF CONTENTS	7
ALPHABETICAL INDEX	15
EXPLANATION OF SYMBOLS	23
DEFINITIONS	24
Terms of Service Article Index Description of the Terms of Service Effective Date of Changes	48 49 50 50
SaskTel's Obligation to Provide Service SaskTel's Facilities and Equipment Customer's Obligations and Responsibilities	50 51 52
Attachment of Customer Provided Equipment Restrictions on Use of Service	54 56
Customer's Responsibility for Charges  Minimum Charge for the Minimum Contract Period and Cancellation  Before Service Begins	58 59
Payment Time Limits and Late Payments Deposits, Alternatives and Payments for Service	59 60
SaskTel-Initiated Changes in Telephone Numbers or Service Arrangeme SaskTel's Right to Enter the Customer's Property and Premises	
SaskTel-Initiated Suspension or Termination of Service Telephone Directories	62 63
Telephone Directory Errors and Omissions Directory Assistance	63 64
Limitation of Service Confidentiality of Customer Records	64 64



Effective Date: September 23, 2024

Category	<u>Page</u>	
Terms of Service - Continued		
Disputes	66	
Cancellation of Service by the Customer	67	
Customer's Liability	67	
Limitation of SaskTel's Liability	68	
Location of the Customer Connection Point / Demarcation	71	
Toll Charges Rounding	72	
Arbitration	73	
Residential Services	82	
Residential Single Line Terminal Terms of Service	83	
		D
<b>Business Services</b>	98	
310-XXXX Access	99	
Centrex Service II	105	
Cisco UC 500 Communications Systems Terms and Conditions	134	
SaskTel Smart Wi-Fi Service Terms of Service	165	
SaskTel IT Health Check Service	172	
Direct-In-Dial Service	174	
SaskTel Smart Network Firewall Terms of Service	180	
Megalink Service	186	
Microlink Service	204	
Multi-Line Access Service	217	
Remote Message Register	224	
SaskTel Hosted Exchange Service	230	
SaskTel Centrex IP Service	251	
SaskTel First Service - Centrex/Analog Set Maintenance Terms of Service	267	
SaskTel Basic Network Discovery Service Terms and Conditions	279	
IoT (Internet of Things) Connectivity	290	
Business Bill Analyzer Service	302	
SaskTel Business Voice Mail Service	437	N



6th Revision Effective Date: July 13, 2024

Category	<u>Page</u>	
Items that Pertain to both Business and Residential Services	309	
Basic Support Service Terms of Service	310	
Combined Voice Mail	330	
Dishonoured Payment Charge	337	
Excess Mileage Charges	341	
Extended Network Access Service	347	
System Administration Fee	353	
Feature Package	356	
Forborne Local Exchanges	360	
Intercept Service	364	
Network Access Service	372	
Customer Information Requests and Wiretap Services	382	
Network Access Service (Discontinued)	385	
SaskTel Crown Utility Payment Deferral Program	388	
Past Due Charges	391	
Policy for Connecting Customer-Provided Equipment to SaskTel's Network	396	
Sask911 Fee	413	
SaskTel Voice Mail Service	419	
Seasonal Service	439	
SmartTouch Subscription Service	445	
Temporary Telephone Service	473	
Wireless	435	C
SaskTel Wireless Voice Mail Service	435	N
SaskTel Wi-Fi Network	499	
SaskTel Wireless Equipment Financing & Plus Pricing	504	
SaskTel Wireless Basic Toll Schedules	510	
Saskatchewan Schedule	511	
Canada Schedule	512	
SaskTel Wireless Features	517	
Wi-Fi Calling Terms of Service	524	
SaskTel Wireless Emergency Communication Services Limitation of Liabili	ty528	
SaskTel Wireless Service Early Cancellation Fees	532	
SaskTel Wireless Service Terms of Service	538	
SaskTel Wireless System Administration Fee	554	



Effective Date: March 21, 2023

Category	<b>Page</b>	
Wireless - Continued		
SaskTel Prepaid Terms of Service	560	
SaskTel Wireless Service Plan Eligibility Conditions	569	
Wireless Device Trade-In Program	573	
Wireless Hardware Upgrade & EDUF Eligibility Terms and Conditions	589	
Wireless Device Unlock Code Terms of Service	593	
		D
SaskTel Wireless Fast Forward Program	599	
SaskTel Wireless Device Protection Plan	608	
SaskTel Wireless Data Service Plans Terms and Conditions	609	
SaskTel Wireless Fair Use Policy	619	
Broadcast	631	
maxTV Terms of Service	632	
Internet	648	
High Speed Fusion interNET	657	
SaskTel Internet Services Terms of Service	692	
Basic Toll Schedules	752	
SaskTel Basic Toll Schedules	753	
Saskatchewan Schedule	754	
Saskatchewan – Alberta Schedule	755	
Saskatchewan – Manitoba Schedule	756	
Saskatchewan – Canada Schedule	757	
Saskatchewan – Northwest Schedule	758	



Effective Date: January 22, 2018

Category	<u>Page</u>
Basic Toll Schedules - Continued	
Canada – United States Schedule	759
Canada – Alaska Schedule	760
Canada – Hawaii Schedule	761
Basic Toll Discounts	762
Operator Surcharges	763
Calling Card Surcharges	765
International Outbound Schedule	766
Message Toll Calls	782
Directory Services	794
Directory Assistance Call Completion	795
Directory Assistance Charge	800
DirectWest Conditions of Contract	805
Telephone Directory Service	814
Wireless Directory Assistance Services	823
Forborne Competitor Services	852
Local Number Portability (LNP) and Wireless Number Portability (WNP)	853
- 10 Digit Global Title Translation (10D GTT) - Access to Service Control Point (SCP)	033
SaskTel Ethernet Transport Service	864
SaskTel Billed Number Screening	872
SaskTel Competitor Digital Network (CDN) Services	877

Page 12 S Original Effective Date: August 27, 2010

(Reserved for future use)

Page 13 S Original Effective Date: August 27, 2010

(Reserved for future use)

Page 14 S Original Effective Date: August 27, 2010

(Reserved for future use)