

SaskTel Consumer Wireline Voice Mail Service

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Description

SaskTel Consumer Wireline Voice Mail Service (“Voice Mail Service”) is a voice messaging service used to access a confidential ‘mailbox’ to retrieve or stores messages.

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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

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Terms and Conditions

1. Voice Mail Service is available to Wireline Consumer customers subject to the availability of suitable equipment and Touch-Tone facilities.

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SaskTel Consumer Wireline 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.

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	Available to ...	Provides ...
Residential Call Answer Only Voice Mail	Wireline Consumer customers	<ul style="list-style-type: none"> • call answering • Save up to 25 messages, up to 3 min. long each
Residential Voice Mail	Wireline Consumer customers	<ul style="list-style-type: none"> • call answering • call forwarding • save up to 25 messages, up to 3 min. long each
Combined Voice Mail	Wireline and Wireless Consumer customers	<ul style="list-style-type: none"> • call answering • call forwarding • combined with Wireless Voice Mail Service

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SaskTel Consumer Wireline Voice Mail Service - Continued

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Terms and Conditions - Continued

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| 3. Voice Mail Service subscribers are not permitted to advertise the SaskTel Voice Mail access number (i.e. NXX-6245). | D | F |
| 4. Customers without Network Access Service may subscribe to a Voice Mail access line which terminates in the central office and is call forwarded to a Voice Mail mailbox when:
a) they want their callers to access their mailbox directly; or
b) they want to advertise their inbound Voice Mail number.

Rates and charges apply for the access line and call forward feature. | M | F |
| 5. Voice Mail Service may not be used for Telemarketing purposes. | | F |
| 6. To protect themselves against unauthorized usage, Voice Mail Service customers are responsible for maintaining and regularly updating their VM PIN. | | F
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| 7. 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 'Disable password'. | | F
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| 8. SaskTel does not guarantee uninterrupted Voice Mail Service. | | F |
| 9. The ability to access and manage Online Voice Mail requires Internet access. | | F C |

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SaskTel Consumer Wireline Voice Mail Service - *Continued*

Rates

Customers in the forborne residential local exchanges shall pay to SaskTel the following rates and charges for Consumer Wireline 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 *Voice Mail Services* that only *Consumer Wireline* customers can subscribe to:

Voice Mail Service	Monthly Rental	Service Charge*
Residential Voice Mail or Call Answer Only Voice Mail (Note 2)	\$5.95	\$9.00

*Service Connection Charge is charged per mailbox if not supplied with a line installation, move or circuit change

SaskTel Consumer Wireline Voice Mail Service - *Continued*

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Rates - *Continued*

Note 1: Monthly rates for Residential Voice Mail, include standard call forward busy / no answer and message waiting indication, plus the capability to forward voice mail with other SaskTel Voice Mail without ringing the receiving telephone.

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Note 2: 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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Note 3: There is no service connection charge for call forward busy / no answer or message waiting indication if installed at the same time as the Voice Mail Service.

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SaskTel Consumer Wireline Voice Mail Service - *Continued*

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Rates - *Continued*

c) The following rates and charges apply for *Residential Options*:

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Option	Monthly Rental	Service Charges*
Call forward: • busy • no answer • variable (standard of 3 simultaneous calls)	N/A	\$9.00
	Refer to Non-Tariff Item on SmartTouch Subscription Services.	
Message waiting (stutter dial tone)	N/A	\$9.00
Visual Indicator (Note 4)	N/A	
Visual Indicator with stutter dial tone (Note 4)	N/A	
Visual Indicator associated with a SaskTel rental Vista telephone (Note 4)	N/A	
Call Forward Simultaneous (over standard of 3 call forward busy)	\$5.00/call over 3	
Online Voice Mail	N/A	N/A

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*Service Connection Charge is charged per Voice Mail Line Option if not supplied with a line or mailbox installation, move or circuit change

Note 4: Visual Indicator is only available on CLASS Message Waiting capable sets such as the Vista 350.

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SaskTel Consumer Wireline Voice Mail Service - Continued

Rates - Continued

- d) Rates and charges apply for *Voice Mail access lines* that terminate in the central office. Refer to the Non-Tariff Item on Network Access Service for applicable rates and charges.
- e) The following additional charges apply for Voice Mail Services:

For...	Service Charge*
Mailbox profile Change (after installation)	\$9.00
Moving existing mailbox from one network access (telephone number) to another	
Non-urgent destructive (Note 5)	
Urgent destructive (Note 5)	
Non-urgent non-destructive (Note 6)	
Urgent non-destructive (Note 6)	

*Service Connection Charge is charged per mailbox if not supplied with a line installation, move or circuit change

Note 5: A destructive password reset will delete all messages, distribution lists and greetings in the mailbox when the password is reset.

Note 6: Non-destructive password resets retain messages, distribution lists and greetings.

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).

Customers are able to reply to converted messages via email, SMS, or voice mail.

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Voice Mail to Text Terms and Conditions - *Continued*

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- 7. 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.
- 8. Customers that subscribe to VMTT will still be able to access their voice messages through the telephone and Online Voice Mail.
- 9. VMTT will only be able to convert messages spoken in English and French.
- 10. 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.
- 11. 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.
- 12. 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.
- 13. 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.
- 14. 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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Note 1: To customize which voice messages are to be converted, customers must identify specific phone numbers, through their Online Voice Mail, that they want to have voice messages converted from.

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