

SaskTel Consumer Wireline Voice Mail Service

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.

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

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Terms and Conditions - Continued

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

	Available to	Provides
Residential Call Answer	Wireline Consumer	• call answering
Only Voice Mail	customers	• Save up to 25 messages, up to
		3 min. long each
Residential Voice Mail	Wireline Consumer	• call answering
	customers	• call forwarding
		• save up to 25 messages, up to
		3 min. long each
Combined Voice Mail	Wireline and Wireless	• call answering
	Consumer customers	• call forwarding
		• combined with Wireless Voice
		Mail Service

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SaskTel Consumer WirelineVoice Mail Service - Continued С Terms and Conditions - Continued 3. Voice Mail Service subscribers are not permitted to advertise the SaskTel Voice Mail D F access number (i.e. NXX-6245). 4. Customers without Network Access Service may subscribe to a Voice Mail access M F 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. 5. Voice Mail Service may not be used for Telemarketing purposes. F 6. To protect themselves against unauthorized usage, Voice Mail Service customers are F responsible for maintaining and regularly updating their VM PIN. С 7. Voice Mail Service customers bear all responsibility for any and all events including F 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'. С 8. SaskTel does not guarantee uninterrupted Voice Mail Service. F 9. The ability to access and manage Online Voice Mail requires Internet access. FC

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SaskTel Consumer Wireline Voice Mail Service - Continued	С	
Terms and Conditions - Continued		M
10. Call Forward Simultaneous charges are required for each additional simultaneous call above the standard of <i>two</i> for Residential Voice Mail.	C F	7



Terms and Conditions - Continued

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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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

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Rates - Continued

b) The following rates and charges apply for *Voice Mail Service Components:*

	Monthly Rental		
Type of Component	Residential	Service Charge*	
Call forward busy/ no answer, group call forward busy/ no answer, message waiting indication, or any combination of the above. (Note 2 , Note 3)	N/A	\$9.00	

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

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Rates - Continued

Note 1: Monthly rates for Residential Voice Mail, include standard call forward С F busy / no answer and message waiting indication, plus the capability to forward voice mail with other SaskTel Voice Mail without ringing the receiving telephone. D Note 2: Call forward no answer includes the ability for single line customers to set F the number of rings between two and nine from the line equipped with the mailbox. Note 3: There is no service connection charge for call forward busy / no answer or F message waiting indication if installed at the same time as the Voice Mail Service.



Rates - Continued

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

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

*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 С Rates - Continued Μ D d) Rates and charges apply for *Voice Mail access lines* that terminate in the central F 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: F For... Service Charge* Mailbox profile Change (after installation) Moving existing mailbox from one network access (telephone number) to another \$9.00 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 F Note 5: A destructive password reset will delete all messages, distribution lists and greetings in the mailbox when the password is reset. F Note 6: Non-destructive password resets retain messages, distribution lists and greetings. **Other Applications – Voice Mail to Text Voice Mail to Text Description** С 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 С converted to text and routed to an email destination(s). Customers are able to reply to converted messages via email, SMS, or voice mail. Ν M - Moved from page 431



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	Vo	bice Mail to Text Description - Continued		M
	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.		C D 	
	Vo	pice Mail to Text Terms and Conditions		
	1.	Customers must have SaskTel Voice Mail Service in order to subscribe to VMTT.	C	
	2.	VMTT is available to the following Voice Mail Services: Residential and Combined Voice Mail.	C	
	3.	VMTT is not available to the following services: Residential Call Answer Only Voice Mail.	C	
	4.	A customer can elect to Opt Out of having VMTT as an option to their Voice Mail Service by contacting a SaskTel at 1-800-727-5835 (1-800-SaskTel).	DF 	
	5.	Customers can activate or deactivate conversions via the telephone or through SaskTel's Online Voice Mail feature. Once conversions are turned " On " it will convert all messages or messages from specific phone numbers until the user turns conversion " Off ". (Note 1)	F F 	
	6.	SaskTel is not responsible for charges incurred by customers that fail to turn their conversions "Off".	 F	

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SaskTel Consumer Wireline Voice Mail Service - Continued	С
Voice Mail to Text Terms and Conditions - Continued	М
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.	D F
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.	F F
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.	FC
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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SaskTel Consumer Wire	eline Voice Mail Service - Cor	ntinued		M M 	C C
Voice Mail to Text I	Rates				
	Customers in forborne <i>residential local exchanges</i> shall pay to SaskTel the following rates and charges apply to customers that convert their voice messages to text:				С
Subscriptions:					
	Number of Conversions	Monthly Rate			
	Unlimited	\$5.00			р
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