

ITEM **SaskTel Relay Service** C
160.15

1. Service Description

SaskTel Relay Service, with the assistance of a Relay Services Operator, enables a person with a hearing or speech disability to verbally communicate with other persons via a Teletypewriter (TTY) or Internet Protocol (IP)-text messaging. C
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Message Relay Service enables TTY users to place or receive calls from hearing and non-hearing persons with the assistance of a Relay Service operator. The Relay Service Operator verbally relays the typed message received from a TTY user in Saskatchewan back to the other called party. When a hearing party responds, the operator will type a message and send it back to the TTY user. N
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IP Relay Service is an internet based service that enables a person with a hearing or speech disability (IP Relay user) to engage in a verbal conversation with another caller with the assistance of a Relay Service Operator. The Relay Service Operator converts a caller’s voice communications into text to the IP Relay user and then converts the IP Relay user’s texted response back to the caller verbally. |

IP Relay service is accessible either through a web page or an Instant Messaging (IM) application via any wireless device, smartphone, or other web-capable device. |

2. Conditions of Service

1. SaskTel Relay Service is provided on a 24 hour basis. M

2. To be eligible for SaskTel Relay Service, a person must contact SaskTel to apply to become a registered user. N
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3. A registered user must obtain a user name and password to use SaskTel’s IP Relay Service and receive applicable discounts. N
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4. SaskTel assumes no liability for the content of messages, or for mistakes, omissions, interruptions, delays, errors, or defects, which may occur in the translation or delivery of messages through this service. F

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160.15**SaskTel Relay Service****2. Conditions of Service - *continued***

5. SaskTel will not hold any messages for relay at a later point in time. For any message that is relayed SaskTel will not maintain records covering the content.
6. SaskTel reserves the right to terminate any message which is found to be contrary to law and/or objectionable in any way.

3. Rates

1. There is no charge for local calls.
2. SaskTel's Basic Message Toll Service rates and charges shall apply with the applicable discounts for long distance calls routed through Message Relay Service.
3. The charge for SaskTel Relay Service is \$0.15 per month and is included in the local access service monthly rate.

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