

ITEM  
160.05**Consumer Safeguards****1. Description**

1. SaskTel operators will identify themselves as representing SaskTel to the calling party, to the called party or the party asked to accept charges for operator handled calls.
2. SaskTel operators will provide the calling party, the called party, or the party asked to accept charges with sufficient time to terminate (or disconnect) a call at no charge before a call is connected. C  
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3. SaskTel operators will provide, when requested by the calling party at the beginning of an operator-handled call, the rates and charges and various alternate billing arrangements available to complete the call. C  
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4. SaskTel will ensure that emergency calls placed to SaskTel’s operators are processed.
5. SaskTel’s operators are fully aware of the Company’s obligation to protect the “Confidentiality of Customer Records” as set out in Item 69 of the Company’s General Terms of Service. SaskTel will maintain the accuracy, confidentiality, security and privacy of personal information collected and used in the provision of telecommunications services. C
6. If SaskTel’s operators encounter Customers that are not satisfied with the service provided by SaskTel, the operator will inform the Customer of the option to present the matter to the Company through Company’s Customer Services Centers, to a Company manager, or a senior manager. If, in following this process, the Customer remains dissatisfied, the Customer may direct their concern(s) to the Canadian Radio-television Telecommunications Commission.