

SaskTel Voice Mail Service

Description

SaskTel Voice Mail Service (“Voice Mail Service”) is a central office computerized voice messaging service that provides telephone answering and voice mail service.

The basic features of Voice Mail Service include:

- Online Voice Mail *
- Call forward busy and call forward no answer
- Message waiting indication
- Voice mailbox with personal greeting

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The features provided with each mailbox are listed with each type.

- * From any computer with internet access, customers can, amongst other things, listen to and delete messages, forward messages to email, download and save messages and make changes to voice mail settings and other messaging options.

Terms and Conditions

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

SaskTel Voice Mail Service - Continued

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Terms and Conditions - Continued

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2. The following table outlines which types of Voice Mail Services are available to customers. Unless otherwise stated, business customers include Centrex customers.

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	Available to ...	Provides ...
Residential Call Answer Only Voice Mail	Residential customers	<ul style="list-style-type: none"> • call answering
Residential Voice Mail	Residential customers	<ul style="list-style-type: none"> • call answering • voice messaging capability
Business Voice Mail	Residential and non-Centrex Business customers	<ul style="list-style-type: none"> • call answering • voice messaging capability • more message storage and features than Residential Voice Mail
Enhanced Voice Mail	Residential and Business customers	<ul style="list-style-type: none"> • call answering • voice messaging capability • more message storage and features than Business Voice Mail
Enhanced Plus Voice Mail	Residential and Business customers	<ul style="list-style-type: none"> • call answering • voice messaging capability • more message storage and features than Enhanced Voice Mail

SaskTel Voice Mail Service - *Continued*

Terms and Conditions - *Continued*

3. The following table outlines which types of Special Applications are available to customers. Unless otherwise stated, business customers include Centrex customers.

	Available to ...	Provides ...
Residential Transfer Mailbox	Residential customers	automatic transfer to a mailbox or telephone
Business Transfer Mailbox	Business customers	automatic transfer to a mailbox or telephone
Enhanced Call Processing (caller's menu)	Residential and Business customers	automatic routing via menu (calls are routed to a location chosen from a menu the user creates)
Information Centre Mailbox (Listen Only)	Residential and Business customers	voice bulletin boards

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4. Standard toll rates apply for messages sent outside local calling area.
5. To subscribe to National Centrex Voice Mail, customers must:
- have national network requirements;
 - be located in at least three Telco areas;
 - have a minimum requirement of 100 mailboxes nationally; and
 - have ten mailboxes in each of at least three Telcos.
6. All customers subscribing to Enhanced Voice Mail and Enhanced Plus Voice Mail are entitled to send, forward or reply to 10,000 messages to other Voice Mail Service subscribers per month at no charge. A per message charge of \$0.15 applies to messages exceeding 10,000.
7. Voice Mail Service subscribers are not permitted to advertise the SaskTel Voice Mail access number (i.e. NXX-6245).

SaskTel Voice Mail Service - *Continued*

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Terms and Conditions - *Continued*

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8. 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.

9. Voice Mail Service may not be used for Telemarketing purposes.

10. To protect themselves against unauthorized usage, Voice Mail Service customers are responsible for maintaining and regularly updating their passwords.

11. 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 'skip password'.

12. SaskTel does not guarantee uninterrupted Voice Mail Service.

13. The ability to access and manage Online Voice Mail requires a computer with Internet access.

14. Call Forward Simultaneous charges are required for each additional simultaneous call above the standard of *two* for Residential Voice Mail and *three* for Business Voice Mail, Enhanced Voice Mail, Centrex Voice Mail, National Centrex Voice Mail, Enhanced Plus Voice Mail and Special Application mailboxes.

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SaskTel Voice Mail Service - Continued

Terms and Conditions - Continued

15. Message charges within Saskatchewan are as follows:

If message is sent from ...	To this type of mailbox ...	Then message charges ... (Note 1)
Enhanced Voice Mail or Enhanced Plus Voice Mail	Residential Voice Mail	Do not apply
	Business Voice Mail	Do not apply
	Centrex Voicemail	Do not apply
	Enhanced Voice Mail	Do not apply
	National Centrex Voice Mail	Do not apply
	Enhanced Plus Voice Mail	Do not apply
	Special Applications	Do not apply
Residential Voice Mail or Business Voice Mail	Customer owned	Apply
	All Voice Mail Service mailboxes	Apply
	Special Application	Apply
	Customer owned	Apply

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Note 1: Messaging and toll charges apply to all messages sent outside of Saskatchewan.

16. The Customer may migrate one or more of its Voice Mail Service mailboxes to SaskTel Centrex IP Messaging Feature Package prior to the expiration of the fixed term of their SaskTel Voice Mail Service Agreement without incurring otherwise applicable Termination Charges provided that:

- a) the Customer replaces the terminated Voice Mail Service mailboxes with an equal or greater number of Centrex IP Messaging Feature Package voice mail boxes; and
- b) the Customer subscribes to SaskTel Centrex IP service for a contract period of a 1-, 3- or 5-year term.

17. 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.

SaskTel Voice Mail Service - Continued

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Rates

Customers in the forborne *residential local exchanges* and forborne *business local exchanges* shall pay to SaskTel the following rates and charges for 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 *residential* 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
Partially integrated Residential Voice Mail or Partially Integrated Call Answer Only Voice Mail (Note 3)	\$4.95	\$9.00

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

- b) The following rates and charges apply for *Voice Mail Services* that both *residential and business* customers may subscribe to:

Voice Mail Service	Monthly Rental	Service Charge* (Note 6)
Business Voice Mail (Note 2)	\$9.95	\$9.00
Partially integrated Business Voice Mail (Note 3)	\$7.95	\$9.00
Enhanced Voice Mail (Note 2)	\$14.95	\$9.00
Partially integrated Enhanced Voice Mail (Note 3)	\$12.95	\$9.00
Enhanced Plus Voice Mail (Note 2)	\$25.90	\$9.00
Partially integrated Enhanced Plus Voice Mail (Note 3)	\$23.90	\$9.00

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

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SaskTel Voice Mail Service - *Continued*

Rates - *Continued*

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

Type of Component	Monthly Rental		Service Charge*
	Residential	Business	
Call forward busy/ no answer, group call forward busy/ no answer, message waiting indication, or any combination of the above. (Note 4, Note 5)	\$1.00	\$2.00	\$9.00

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

d) In cases where call forward no answer and call forward busy no answer are provided to route calls to either an Internet server or a designated voice messaging system (separate destinations), the rates in 3(d) (i) and (ii) below are applicable when used in conjunction with a Call Display feature provided by an ISP/alternate enhanced service provider, and another secondary answer location.

In cases where call forward busy is required to route customers' calls to only a single destination internet type server, SaskTel will employ the rate listed in 3(d) (iii) below.

Type of Call Forwarding	Monthly Rental		Service Charge
	Residential	Business	
i) Call Forward Busy – Separate destination (Note 7)	\$0.8487	\$1.33	\$9.00
ii) Call Forward No Answer – separate destination (Note 7)	\$0.8487	\$1.33	\$9.00
iii) Call Forward Busy – to a single destination Internet Server	\$0.8487	\$1.33	\$9.00

SaskTel Voice Mail Service - *Continued***Rates - *Continued***

Note 2: Monthly rates for Residential Voice Mail, Business Voice Mail, Enhanced Voice Mail and Enhanced Plus Voice Mail include standard call forward busy / no answer and message waiting indication, plus the capability to exchange voice mail with other SaskTel Voice Mail subscribers without ringing the receiving telephone.

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Note 3: Monthly rates for partially integrated Voice Mail Services include voicemail capability but exclude call forward busy / no answer and message waiting indication.

Note 4: 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.

Note 5: 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.

Note 6: For non-Centrex customers, additional service connection charges are per mailbox. Centrex orders should follow regular programming charges.

Note 7: Call forward busy - separate destination 3(d)(i) and call forward no answer - separate destination 3(d) (ii) above are to be offered on a joint basis only.

SaskTel Voice Mail Service - Continued

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Rates - Continued

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e) The following rates and charges apply for *Residential and non-Centrex Business Line Options*:

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 8)	N/A	
Visual Indicator with stutter dial tone (Note 8)	N/A	
Visual Indicator associated with a SaskTel rental Vista telephone (Note 8)	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 8: Visual Indicator is only available on CLASS Message Waiting capable sets such as the Vista 350.

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f) The following rates and charges apply for *Special Applications*:

Special Applications	Monthly Rental	Service Charge*
Residential Transfer Mailbox	\$2.00	\$9.00

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

SaskTel Voice Mail Service - Continued

Rates - Continued

Special Applications	Monthly Rental	Service Charge*	
Enhanced Call Processing (caller's menu)	\$9.95	\$9.00	
Information Centre Mailbox: • listen only	9.95		
Business Transfer Mailbox (Note 9)			
0 – 3000	8.95		
3001 – 5000	5.95		
5001 +	3.95		

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

Note 9: Prices for Business Transfer Mailboxes are based on the total number of mailboxes the customer subscribes to, including all Voice Mail Service mailboxes (except Residential Voice Mail and Residential Call Answer Only Voice Mail) and Special Application mailboxes.

- g) The following rates and charges apply to *Centrex Voice Mail*. The mail discounts are available to Centrex Customers only:

Number of Mailboxes	Monthly Rental	One Year	Three Years	Five Years	Service Charge*
1-50	\$14.95	\$14.50	\$13.95	\$13.50	\$9.00
51-100	12.95	12.50	11.95	11.50	
101-200	10.95	10.50	9.95	9.50	
201-500	9.95	9.50	8.95	8.50	
501-1000	8.95	8.50	7.95	7.50	
1001-10,000	8.50	8.00	7.50	7.00	
Over 10,000	5.75	NA	NA	NA	

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

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SaskTel Voice Mail Service - *Continued*

Rates - *Continued*

Prices for Centrex Voice Mail are based on the total number of mailboxes the customer subscribes to, including all Voice Mail Service mailboxes (except Residential Voice Mail and Residential Call Answer Only Voice Mail) Centrex IP mailboxes and Special Application mailboxes.

h) The following rates and charges apply for *National Centrex Voice Mail*:

Number of Mailboxes	Tier A		Service Charge*
	Three Years	Five Years	
1-99	N/A	N/A	N/A
100-500	\$9.95	\$9.50	\$9.00
501-2000	8.95	8.75	
2001-3500	8.50	7.95	
3501-5000	7.95	7.50	
5001-10,000	7.50	7.25	
10,001-15,000	7.25	6.95	
15,001-25,000	6.95	6.75	
Over 25,000	6.75	6.50	

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

SaskTel Voice Mail Service - *Continued*

Rates - *Continued*

i) The following rates and charges apply for line options to *Enhanced Voice Mail, Enhanced Plus Voice Mail, Centrex Voice Mail, and National Centrex Voice Mail*:

Line Option	Monthly Rental	Service Charge*
Call forward: <ul style="list-style-type: none"> • busy - all calls • busy - external / internal split • ring no answer - all calls • ring no answer - external / internal split • universal 	Refer to the Non-Tariff Item on Centrex Service II.	
Message waiting: <ul style="list-style-type: none"> • lamp indicator • stutter dial tone • visual indicator 	Refer to the Non-Tariff Item on Centrex Service II.	
	N/A	\$9.00
Online Voice Mail	N/A	
Call Forward Simultaneous (over standard of 3 call forward busy)	\$5.00	\$9.00

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

j) The following *Message Charges* apply to Voice Mail Services as per Terms and Conditions number 16:

Number of Messages (per month)	Message Charge * (per message)
1-100	\$0.25
101-1000	\$0.20
1001-6000	\$0.18
Over 6000	\$0.15

*Residential Voice Mail customers will be charged a maximum of \$5.00 for sending, replying to or forwarding up to 200 messages per month. Additional message charges (as per table above) apply for each message over 200.

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SaskTel Voice Mail Service - *Continued*

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Rates - *Continued*

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k) 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.

l) 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 10)	
Urgent destructive (Note 10)	
Non-urgent non-destructive (Note 11)	
Urgent non-destructive (Note 11)	

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

Note 10: A destructive password reset will delete all messages, distribution lists and greetings in the mailbox when the password is reset.

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Note 11: Non-destructive password resets retain messages, distribution lists and greetings.

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Other Applications – Voice Mail to Text

Voice Mail to Text Description

Voice Mail to Text (VMT) 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) and/or to a wireless device as a (Short Message Service) SMS text message.

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

SaskTel Voice Mail Service - Continued**Voice Mail to Text Description - Continued**

To customize VMT, 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.

Voice Mail to Text Terms and Conditions

1. Customers must have SaskTel Voice Mail Service in order to subscribe to VMT.
2. VMT is available to the following Voice Mail Services: Residential, Basic, Enhanced, Enhanced Plus, Centrex, National Centrex and Combined Voice Mail.
3. VMT is not available to the following services: Residential Call Answer Only Voice Mail. D
4. To sign up and activate VMT, customers are able to go to their Online Voice Mail (<https://www.msging.sasktel.net/>) and accept the terms and conditions of the service.
5. Customers that sign up and activate VMT will receive the first month free and then automatically be put onto the \$5.00 unlimited package.
6. A customer can elect to Opt Out of having VMT as an option to their Voice Mail Service by contacting a SaskTel Representative at 1-800-727-5835 (1-800-SaskTel).
7. 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 and/or during certain hours of the day until the user turns conversion "Off". **(Note 1)**
8. SaskTel is not responsible for charges incurred by customers that fail to turn their conversions "Off".

SaskTel Voice Mail Service - *Continued***Voice Mail to Text Terms and Conditions - *Continued***

9. 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.
10. Customers that subscribe to VMT will still be able to access their voice messages through the telephone and Online Voice Mail.
11. VMT will only be able to convert messages spoken in English, French, Italian, Portuguese, Spanish and Vietnamese.
12. VMT 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.
13. 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.
14. 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.
15. 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.
16. VMT 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.

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.

SaskTel Voice Mail Service - Continued**Voice Mail to Text Rates**

Customers in forborne *residential local exchanges* and forborne *business local exchanges* shall pay to SaskTel the following rates and charges apply to customers that convert their voice messages to text:

Subscriptions:

Number of Conversions	Monthly Rate
Unlimited	\$5.00

Customers that sign up and activate VMT will receive the first month free and then automatically be put onto the \$5.00 unlimited package.

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