

Wireless Device Unlock Code Terms of Service

Description

The Wireless Device Unlock Code Service (the "Service") allows a customer to remove the carrier network lock from their SaskTel 4G or 4G LTE wireless device. SaskTel will provide the network unlock code to the customer to allow unlocking of the wireless device, or for iPhones, to register the device with Apple to be unlocked. Unlocking allows the wireless device to use other carriers' Subscriber Identity Module (SIM) cards.

Terms and Conditions

- 1. The Service will not be made available in the following scenarios:
 - a) Any SaskTel customer with a suspended account will not be provided an unlock code unless they pay their account in full or have agreed to a payment arrangement.
 - b) Blacklisted devices will not be unlocked unless the original device owner can provide proof of purchase.
 - c) Unlock codes cannot be provided for non-SaskTel-certified devices (other carrier's devices or devices acquired from a source other than SaskTel or an authorized SaskTel dealer).

2. Postpaid SaskTel customers will be held accountable to the terms of their service contract when requesting the unlock code service (ie. customers will not be relieved of their contract responsibility).

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3.	Customers must provide the IMEI of their device prior to obtaining the unlock code.		F
4.	SaskTel will provide support only to SaskTel customers who have a SaskTel SIM card and continue to use their SaskTel device on the SaskTel network.		F
5.	SaskTel will not provide support to customers who have a SIM card from another carrier (i.e. activate their SaskTel device on another wireless carrier's network).		F
6.	The physical task of unlocking a device will be completed by the Customer or the new wireless carrier, not SaskTel.		F
7.	If the device SaskTel has been requested to unlock cannot be unlocked for any reason, the device can to be sent to a repair depot. There is a fee to send the device away for repair and there is no guarantee the repair depot will be able to unlock the device on the customer's behalf.		N
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	e Wireless Device Unlock Code Service is provided free of charge for postpaid and paid service customers.		C

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