

Name Display Policy

Last revised: July 2022
Next review: July 2025

Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This policy should be used to learn the parameters around outgoing name display for the Government of Saskatchewan

Background

In March 1994, SaskTel introduced Name Display. This feature in conjunction with a display capable telephone set and the feature Call Display, will allow subscribers to see the caller's programmed name and number prior to answering a call. For Government of Saskatchewan Centrex and IBC customers who subscribe to Call Display, they receive both name and number display.

The names of all residential and business customers are entered in SaskTel's database. Only the people who subscribe to Name Display will see the name of the caller.

If the caller does not want the name/number to appear, they must enter *967 or *67 (pending the telephone system) before dialing the number in order to block the name /number display.

Name Display has a 15-character limitation, however, pending the type of telephone set fewer characters may display. For large customers such as the Government of Saskatchewan, SaskTel requested that consideration be given to the use of a standardized name.

Policy

1. All telephone numbers identified as belonging to the Government of Saskatchewan customer group will initially be programmed by default to display the standardized name "GOVT OF SASK" when placing calls outside the government telephone system.
2. Requests to deviate from the Government standardized name must be submitted in writing to the designated authority(s) for approval and processing. Name changes will be considered on an organization basis. Only under exceptional circumstances will name changes be considered on select telephone numbers. The proposed new name and the reason for requesting the change should be included in the submission.
3. Requests for name display changes on Centrex telephone service must be submitted to SaskBuilds and Procurement, Telecommunications Branch. Pending approval, the Telecommunications Branch will provide written authorization to SaskTel to make the name display change.
4. Requests for name display changes on IBC telephone service must be submitted to the designated Telephone Coordinator/IBC Administrator for the requesting organization. Pending approval, the Telephone Coordinator/IBC Administrator will make the name display change.
5. Outgoing name display changes on Centrex telephone service are made at no charge by SaskTel.

Contact Information

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