

Telephone Coordinator Handbook

Ministry of SaskBuilds and Procurement
Operations and Service Delivery Division
Telecommunications

Last revised: October 2024
Next review: December 2025

Table of Contents

INTRODUCTION	5
CONTACTS FOR GOVERNMENT OF SASKATCHEWAN	6
SASKTEL SERVICE AND ACCESS POINTS.....	8
ROLE OF THE TELEPHONE COORDINATOR	10
GOS CONTACTS AND PERMISSION LEVELS.....	11
COMMUNICATION PROCESS FOR SASKTEL REQUESTS.....	12
SERVICE INTERVALS FOR SASKTEL REQUESTS	12
SASKTEL TELEPHONE REQUEST PROCEDURES FOR PROVINCIAL GOVERNMENT	13
SASKTEL TELEPHONE REQUEST FORM	14
SASKTEL TELEPHONE REQUEST CHECKLIST	15
ANALOG/DIGITAL CENTREX SERVICE – BASIC FEATURES	16
What are Basic Features?.....	16
Centrex Three Way Calling and Transferring Information	16
Service Connection Charges (SCC).....	17
ANALOG/DIGITAL CENTREX SERVICE – OPTIONAL FEATURES	18
What are Optional Features?	18
Service Connection Charges (SCC).....	18
CENTREX FEATURE ACCESS CODES FOR ANALOG TELEPHONES.....	20
VOIP 911 SERVICE.....	21
Why should I update my location?.....	21
To call 9-1-1 using IBC (VoIP) service:.....	21
You should know:	21
SASKTEL CUSTOM WORK RATES FOR LABOUR & MATERIAL.....	23
SASKTEL TARIFF RATES AND SERVICE CHARGES FOR CENTREX	23
SASKTEL DELIVERY AND PICK UP COSTS FOR TELEPHONE SETS.....	24
EQUIPMENT RETURN VIA CANADA POST	25
VOICE MAIL	26
TELEPHONE SET PURCHASING	28
Refurbished Centrex Set Purchasing	28
TELEPHONE SET DISPOSAL.....	29
SASKTEL CENTREX SINGLE LINE TELEPHONE SETS	30
SASKTEL CENTREX BUSINESS TELEPHONE SETS.....	32
SASKTEL HANDSET AND LINE CORDS	33
SASKTEL REPAIR PROCESS FOR CENTREX SERVICE	34
SASKTEL REPAIR PROCESS FOR IBC.....	34
SASKTEL REPAIR PROCESS FOR CUSTOMER OWNED SETS/EQUIPMENT	35
CUSTOMER OWNED EQUIPMENT REPAIR REQUEST	36

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

GOVERNMENT OF SASKATCHEWAN TELECONFERENCE MANUAL	37
Standard Conference.....	38
Conference 3	38
Conference 6	38
Conference 6 User Guide for Centrex Single Line Sets.....	39
Conference 6 User Guide for Business and IP Sets.....	40
Meet-Me Conference	41
IBC Audio Conferencing.....	41
Availability.....	41
Audio Conferencing User Guide	41
SaskTel Teleconference Service.....	41
SaskTel Teleconference Guide	42
INTEGRATED BUSINESS COMMUNICATIONS (IBC) SERVICE OVERVIEW	43
IBC OVERVIEW	43
LONG DISTANCE	44
IBC RESOURCES	44
IBC Tutorial Videos	45
HOW TO SET UP A CONFERENCE CALL LINE IN IBC.....	45
Admin as a Service (Pay for Use IBC Programming Service).....	48
List of Feature Programming Available	48
IBC Support.....	49
IBC Administrator Resources.....	49
SaskTel Customer Training	49
IBC SERVICE REQUESTS	51
MONTHLY COSTS.....	53
FEATURE FEES.....	54
IBC PACKAGES AND FEATURES	54
Call Queue Overview	58
Feature Access Codes.....	59
GLOSSARY OF TERMS.....	61
GOVERNMENT OF SASKATCHEWAN WIRELESS INFORMATION	62
Quick Tips	62
Transfer of Responsibility.....	63
Voice Mail.....	63
SIM Card Swapping.....	63
Lost or Stolen SaskTel Cell Phone or SIM Card	64
Spending Limits	64
Checking your Data Usage and Limit.....	65
Wireless Support Hub.....	65
Travelling Support Hub.....	65
Voice Mail Support Hub	65
Troubleshooting Your Wireless Phone	65
noSTRINGS Prepaid Support Hub	65
MYSASK411	65
GOVERNMENT OF SASKATCHEWAN WIRELESS CONTRACT INFORMATION	66
Rate Plans.....	66
Other Fees/Information	69
APPENDIX A: GOVERNMENT OF SASKATCHEWAN NAME DISPLAY POLICY	72
PURPOSE	72
BACKGROUND.....	72

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

SCOPE	72
POLICY	72
APPENDIX B: GOVERNMENT OF SASKATCHEWAN STANDARDIZED BILLING NAMES.....	73
APPENDIX C: SASKTEL TELEPHONE SET TEMPLATES (CENTREX)	75
CONTACT INFORMATION	78

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Introduction

This handbook was compiled to support the role of organizational Telephone Coordinators. It provides the information most required on the following telecommunication related items:

- Role of the Telephone Coordinator
- Process to Submit Telephone Requests
- Services, Features and Sets
- Rental, Purchase and Service Connection Charge Pricing
- Procedures
- Standards
- Policies
- SaskTel Contacts

Terms used in this guide

- **DN key:** Directory number (any telephone number key on the set)
- **Customer Group:** A unique Name created by SaskTel for a specific customer.
- **MBS:** Meridian Business Set
- **MADN:** Multiple Appearance Directory Number
- **SCC:** Service Connection Charge (1-time charge)

****Prices listed in this handbook are guidelines only and subject to change without notice****

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Contacts for Government of Saskatchewan

As of January 25, 2023

- Provincial Government SaskTel Service Team: 1-844-727-5835 (Option 1> Press 1> Press 1 or 2)
- SaskTel Business First Support Team (Repair): **1-866-614-7087 PIN #3144**
- SaskTel Teleconferencing: 1-877-402-2665 Email: **customersupport@sasktelconferencing.com**
- eBill Analyzer: 1-877-737-0521 or Email: **billanalyzer@sasktel.com**

Title	Name	Tel #	Email
Service Team (Changes and Requests)			
Service Reps (Voice) 1-844-727-5835 (Option 1, Press 1, Press 2)			govtel.requests@sasktel.com
Service Reps (Data) 1-844-727-5835 (Option 1, Press 1, Press 2)			govdatasr@sasktel.com
Service Reps (Wireless) 1-844-727-5835 (Option 4, Press 1 [Enter Wireless Number], Press 1 for Wireless)			business.wireless@sasktel.com
Provincial Government – Voice/Data/Wireless			
Sales Associate (Pre-Sale)	Ally Crotenko	306-777-4015	ally.crotenko@sasktel.com
Post Sales Requests Email			gov.implementation@sasktel.com

Sales and Account Managers			
Sales Managers	Lisa Patallas (Pre & Post Sales Group)	306-777-8510	lisa.patallas@sasktel.com
	Heather Digness (Service Reps – Voice)	306-931-5903	heather.digness@sasktel.com
	Camilo Gabriel Eugenio (Service Reps - Wireless)	306-777-8401	camilogabriel.eugenio@sasktel.com
	Karen Resener (Service Reps – Data)	306-931-5019	karen.resener@sasktel.com
	Dennis Ong (Service Reps - Wireless)	306-931-1592	dennis.ong@sasktel.com
Account Executive	Ghia Schell-Matheis	306-777-2750	ghia.schell-matheis@sasktel.com
Account Representative	Lisa Gamble	306-777-8877	lisa.gamble@sasktel.com
Service Manager	Birdevinder Badwal	306-777-8720	birdevinder.badwal@sasktel.com
Wireless Age: Krista Cranfield (krista.cranfield@thewirelessage.com)			

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

SaskBuilds and Procurement, Telecommunications Unit Contacts			
Title	Name	Tel #	Email
Manager, Telecommunications	Yvette Sitter	306-787-6899	yvette.sitter@gov.sk.ca
Directory Administrator	Anela Vehab	306-787-6879	anela.vehab@gov.sk.ca

The Telecommunications Unit is responsible for the following on behalf of government:

- Contract acquisition and management of telecommunication services {i.e. Centrex, IBC, Inbound/Outbound Toll, Wireless (voice/data), Hosted Contact Centre} and cellular/wireless data device standing offer.
- Coordination of Blue Page listings in 10 provincial SaskTel and 4 provincial Yellow Page Group telephone directories.
- Management of the Government Telephone Directory System.
- Policies, processes, standards, etc. relating to the services above.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

SaskTel service and access points

How to request service

- For IBC Service, use the IBC Service Request Form
- For Centrex, use the Centrex Service Request Form
- Email form to GovTel: govtel.requests@sasktel.com

How to request support (issues and troubleshooting)

- Phone call to SaskTel Business First Support Team to log a trouble ticket: 1-866-614-7087 PIN # 3144 (use this number and GOS pin to skip to the front of the queue)

How to use IBC Audio Conferencing

- IBC Audio conferencing is a feature of the IBC.
 - <https://www.sasktel.com/attachments/support/IBC-Audio-Conferencing.pdf>

How to inquire about teleconference service

- For the SaskTel Teleconference service 1-8xx- contact: 1-877-402-2665 or customersupport@sasktelconferencing.com
- Information about SaskTel Teleconference Service and the Form to fill out for service can be found on [SaskTel's Teleconferencing Overview page](#).
- For technical assistance or troubleshooting, contact SaskTel Business First Support Team: 1-866-614-7087 PIN # 3144

How to inquire about billing

- For inquiries about all **billing** contact GovTel: govtel.requests@sasktel.com
- For inquiries about **Business Bill Analyzer Tool and Reporting** contact: 1-877-737-0521 or billanalyzer@sasktel.com
⇒ Business Bill Analyzer support hub: https://support.sasktel.com/app/answers/detail/a_id/24741

How to inquire about HCC (Hosted Contact Center) and MVC (Managed Video Collaboration)

- Contact: gov.implementation@sasktel.com

How to inquire about cellular/mobility account plans and service (adds\changes\disconnects)

- Contact: business.wireless@sasktel.com
- For escalation contact: Account Executive, Ghia Schell-Matheis at 306-777-2750 or ghia.schell-matheis@sasktel.com

How to inquire about voice services moves\adds\disconnects\feature changes/High speed services

- Contact GovTel: govtel.requests@sasktel.com or 1-844-727-5835
- For escalation contact: Sales Manager, Heather Digness at 306-931-5903 or heather.digness@sasktel.com

How to inquire about data services (CNET/LANspan IP/LANspan/Dedicated Internet)

Note: Submissions for service, changes and communications should go through an ORCHID ticket

- Contact: joanne.neald@sasktel.com
- Contact: SaskBuilds and Procurement, IT Division (only for entities that are supported by SBP, ITD)

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

How to inquire about any other SaskTel services

- Contact: gov.implementation@sasktel.com
- For escalation contact: Account Executive, Ghia Schell-Matheis at 306-777-2750 or ghia.schell-matheis@sasktel.com

Paying your SaskTel Bill

- Pre-Authorized Payment/Credit Card Inquiries: 1-844-727-5835 Option 2
- For information on Pre-Authorized Payments, Pre-Authorized Credit Card Payments and eBill information: https://support.sasktel.com/app/answers/detail/a_id/15429/
- To set up eBill: Contact govtel.requests@sasktel.com and they will create the profile.
- To add a business account to ebill: Send a request to govtel.requests@sasktel.com and include your user id and the account that you want linked.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Role of the Telephone Coordinator

The Telephone Coordinator (TC) plays an essential role within government organizations. They are the designated liaison between their organizational end users, SaskTel and SaskBuilds and Procurement (SBP) with respect to the coordination and delivery of telecom products, services, and communication pieces.

Responsibilities associated to the role include but are not limited to the following:

Customer Support and Communication

1. Receive and process end user requests for telecom services, products, and billing changes.
2. Remind IBC end users to notify of any permanent address changes. Submit changes to SaskTel who will update the service address records on file at no charge. As this information may be used by 911 operators in an emergency, it is important to maintain accurate records.
3. Identify special requirements and issues to SaskTel and/or SBP where applicable. Examples might be a major renovation, sensitive business unit that can't incur downtime, need for a special feature/functionality, issues with orders, process, set failures, etc.
4. Coordinate end user and/or administrator training as required. This might involve SaskTel or just having the TC provide the basic training.
5. Distribute telecommunication related information to end users as required. SBP often sends information to TC's and pending content this information may or may not need to be circulated.
6. Distribute end user surveys as required. This doesn't happen too often but for example, during the IBC Telephone Projects TC's were required to distribute end user surveys.
7. IBC Group Administrators act as the first level of support for any troubles and must be the individuals to place the support calls to the SaskTel Business First Support Team (BFST).

SaskTel Relationship Management

8. Submit requests to SaskTel via the SaskTel Telephone Request form ensuring all the required information is provided to process and fulfill the request.

Phone Administration

9. Coordinate and process changes to the standard billing name on SaskTel customer and mobility account numbers when applicable (i.e. CENTRAL SERVICES to SASKBUILDS & PROCURE).
10. Coordinate and process changes to Business Bill Analyzer profiles and SaskTel customer numbers resulting from government restructuring.
11. Maintain a detailed list of all cellular/wireless data devices assigned within the organization as per the Government of Saskatchewan Cellular/Wireless Devices Policy & Guidelines. To assist with this compilation, the Purchasing and Hardware Assets Unit of SaskBuilds and Procurement maintains a record of all smartphone purchases made on behalf of Ministries.
12. Act as the Group Administrator in organizations using IBC Service. In cases where more than one Administrator is required to access the Admin Web Portal, the Primary TC would be responsible for requesting additions, deletions, or changes to access permissions.
13. Advise SaskTel of any additions, deletions, or changes to backup or secondary telephone coordinators and IBC administrators. Only authorized individuals will be allowed to place telephone requests to SaskTel. This is for the protection of all parties as there are typically charges involved.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

14. Participate as required in telecom projects, trials, focus groups and meetings. The IBC Implementation Project is an example of when TC's are called on by SaskBuilds and Procurement (SBP) and SaskTel to actively participate in the project.

GOS Contacts and Permission Levels

Permission levels are assigned to Government of Saskatchewan (GOS) contacts dependent on the permissions they require. These permissions are entered into the SaskTel salesforce database and are available for the SaskTel Reps to determine who has what levels of permissions when calling in.

Authorization for the permission levels typically comes from the designated Prime Telephone Coordinator or designated backup. In the absence of either, an alternate source of authority (i.e., Program Head) can be used.

The Permission levels available are as follows:

Permission Level	Definition	Permission
TC	Telephone Coordinator	Permission to do everything
IBCA	IBC Administrator	Can access IBC Admin portal for all ministry/org numbers and call BFST
IBCD	IBC Department Administrator	Can access IBC Admin portal for designated ministry/org numbers and call BFST
BBA	Business Bill Analyzer User	Access to Business Bill Analyzer
SAAS	Service Now/Admin as a Service credentials	Access to Service Now/Admin as a Service portal
BA	Billing Admin	Permission to contact SaskTel and inquire about a bill

Example:

Sally Smith: TC, IBC, BBA

Dave Jones: IBCD, BA

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Communication Process for SaskTel Requests

The following outlines the basic communication process for making SaskTel Requests.

1. Telephone Coordinator completes the SaskTel Telephone Request Form (see Example) and emails the request:
 - Centrex/IBC requests - **govtel.requests@sasktel.com**
2. SaskTel Service Representatives receive the request.
 - If you haven't heard anything back from SaskTel within two business days, please don't resend your order. Call SaskTel and check on the status of your request.
3. Escalation process for a SaskTel request.
 - If a customer is not satisfied, they can escalate the request by contacting the **Sales Managers**. (See contact page)

Service Intervals for SaskTel Requests

The following provides a guideline of service intervals when placing SaskTel Requests.

1. For basic requests that involve a site visit, SaskTel will book the request for the first available date. It is difficult to pinpoint specific response times as there are many factors that affect site visit timelines.
 - Response times are impacted by the demand for services on any given day and resources available. It will vary from city to city and urban and rural locations.
 - The Far North is considered anything north of La Ronge. These locations will require more notice and could pose delays due to geographic location and technician rotation.
2. For requests that involve an office move:
 - Provide SaskTel with **as much advance notice as possible** to ensure requests and dates can be accommodated.
 - Ensure at the time of the request to SaskTel that you include all services requiring installation at the new site (i.e., IBC, network, etc.). Timing is dependent on types of service, site readiness, and coordination of the installations.
 - Allow 6 weeks for CommunityNet (CNET) network installations (if applicable). This precludes those instances where construction is required.
 - SaskTel will work to accommodate priority office moves based on workload and resource availability. Priority requests may have additional costs associated to facilitate the request.
3. For requests that don't require site visits (ie feature changes):
 - Programmers will complete requests on the due dates that SaskTel has indicated. Please be aware that the programming changes take effect by midnight of their due date.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

SaskTel Telephone Request Procedures for Provincial Government

All telephone service requests must be submitted to SaskTel via email using the 'SaskTel Telephone Request Form' (for non-IBC related requests) or 'IBC Service Request Form'. For the protection of SaskTel and the customer, requests must not be submitted via telephone as there is no formal documentation. All requests should be submitted through the approved Telephone Coordinator(s) for your organization.

A PDF copy of the SaskTel Telephone Request Form can be found on Taskroom:

<https://taskroom.saskatchewan.ca/-/media/project/taskroom/documents/form/sasktel-telephone-request-form.pdf>

A PDF copy of the IBC Service Request Form can be found on Taskroom:

<https://taskroom.saskatchewan.ca/-/media/project/taskroom/documents/form/ibc-service-request-form.pdf>

Once the form is completed, it can be submitted electronically via email to: govtel.requests@sasktel.com.

Questions regarding the request forms can be directed to: govtel.requests@sasktel.com.

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.



SaskTel Telephone Request Form

Email to govtel.requests@sasktel.com (Regina)

Date (MM/DD/YY)	Current Date
-----------------	--------------

Client Information

Organization Name	Customer Account Number	<input type="checkbox"/> Centrex Analog Please check appropriate box
Company Name	Customer Account Number	<input type="checkbox"/> Centrex Digital
Your Name	Your Phone Number	
Coordinator Name	Coordinator Phone Number	
Contact Name	Contact Phone Number	
On-Site Contact	On-Site Contact Phone Number	
Address:		
Address work is being done at		

Installation Date	Type of Request
<input type="checkbox"/> Regular Time Please check appropriate box	<input type="checkbox"/> New Please check appropriate box
<input type="checkbox"/> Overtime	<input type="checkbox"/> Change
Work required by	<input type="checkbox"/> Disconnect
Specific Installation Date	<input type="checkbox"/> Move

Details

Existing Telephone Number:	Number the work is associated with	
Wiring Jacks (in place):	<input type="checkbox"/> Yes Please check appropriate box	<input type="checkbox"/> No
Equipment required:	<input type="checkbox"/> Yes Please check appropriate box	<input type="checkbox"/> No
Please indicate the required or customer owned set model: i.e., Analog M9316CW		
Basic Features (list features): i.e., call forward, call transfer, call pick up, etc		
Optional Features (list features): i.e., multiple appearances		
Voice Mail	<input type="checkbox"/> Yes Please check appropriate box	<input type="checkbox"/> No
Combined Voice Mail	<input type="checkbox"/> Yes - please provide the mobile number: mobile number associated with the voice mail	<input type="checkbox"/> No
Password Reset:	<input type="checkbox"/> Destructive Please check appropriate box	<input type="checkbox"/> Non-Destructive
Additional Information required (key changes, appearances, special instructions):	Please add any additional information required to complete the work request.	

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.



SaskTel Telephone Request Checklist

Please use the following checklist to ensure you are including all the pertinent information when making a request for telephone service through the govtel.requests@sasktel.com mailbox. This will help SaskTel to complete your requests efficiently and in a timely manner. **Note:** There is currently not a checklist for IBC Service.

Basic Information

- Your name and contact information
- The “On-Site” Contact name and contact information
- Address-The location the work is to be done at
- The CAN (Customer Account Number) to bill the work to
- If you require the service by a specific date, please indicate the date
- Type of Request-New
- Analog/Digital Request

<p>When you want to install a new line tell SaskTel...</p> <ul style="list-style-type: none"> • If there is wire in place • If you already have a phone and what kind it is • If you need a new phone ordered tell us what kind you want • If you are asking for a new phone tell us if you want voicemail with the original set up 	<p>When you want a new telephone tell SaskTel...</p> <ul style="list-style-type: none"> • What type of phone you want • SaskTel will establish a Digital phone with the following features programmed – if you want anything different include that on your request: <ul style="list-style-type: none"> ○ Key 1 – Telephone Number ○ Key 2 – 3 Way Calling ○ Key 3 – Call Forward Universal ○ Key 4 – Voice Visual Indicator (if you have requested voicemail) ○ Key 5 – Ring Again ○ Key 6 – Speed Call Short List ○ Key 7 – Call Park ○ Any additional keys will be Auto Dials • SaskTel will establish an Analog phone with the same features except Auto Dial and key assignments are not applicable
<p>When you want to disconnect a line tell SaskTel...</p> <ul style="list-style-type: none"> • The date you want the line disconnected (today or a specific future date) • Do you require intercept service? If so, for how long? To what #? Cost is \$6/month 	<p>When you want to move a line tell SaskTel...</p> <ul style="list-style-type: none"> • The current location – address, floor number, specific room if applicable • The location moving to – address, floor number, specific room if applicable • If move is occurring in the same building indicate the floor the set is being moved to
<p>When you want to add features or appearances of other phone numbers onto a phone tell SaskTel...</p> <ul style="list-style-type: none"> • Which key you want the feature(s) or phone number(s) added to (if applicable) 	<p>When you are ordering line or handset cords tell SaskTel...</p> <ul style="list-style-type: none"> • Whether the line cord is for an Analog/Digital phone • If you don’t know– tell SaskTel the phone number of the phone it will go on
<p>When you want to add Voice Mail...</p> <ul style="list-style-type: none"> • NOTE: When SaskTel establishes Voice Mail the temporary password is the 10-digit phone number (306-XXX-XXXX) 	<p>When you want to Reset Voice Mail tell SaskTel...</p> <p>Whether you want it to be</p> <ul style="list-style-type: none"> • Destructive (lose all existing messages) • Non-Destructive (retain all existing messages)

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Analog/Digital Centrex Service – Basic Features

What are Basic Features?

"Basic Features" are provided at no charge and selected on a line-by-line basis. They are only activated within the physical limitations that the equipment will allow. In addition, some basic features are only available to a Customer in a unique Centrex group. Basic Centrex feature availability and operating specifications offered by each Centrex Office may vary due to differences in the manufacturer's switching equipment.

For more information on Basic Features and how to use them, go to SaskTel's Centrex Support Hub:

https://support.sasktel.com/app/answers/detail/a_id/15986

Centrex Three Way Calling and Transferring Information

Three Way Calling/Call Transfer

Allows a station to add a third party to an existing call or to transfer a call.

How Three-Way Calling works on a single line set:

- Advise caller to hold the line.
- Press LINK button. (3 beeps heard, followed by dial tone.)
- Dial the number you wish to add on.
- When third party answers, advise them of the conference.
- Press LINK button; original caller is connected.
- If the third party is busy or does not answer, press the LINK button twice to return to your original caller.
- If you wish to consult privately with the third party, you may do so when they first answer because the original caller is on hold until you add them onto the call.

Transferring a Call, On a Single Line Set:

- Advise caller to hold the line.
- Press LINK button. (3 beeps heard, followed by dial tone.)
- Dial the number to which you are transferring the call.
- Wait for the person to answer and announce the transfer.
- Replace handset or press RELEASE.

For a Blind Transfer, after dialing the number and hearing ringing > You would hang up.

Transferring A Call on a Business Set

- Advise caller to hold the line.
- Press BS3WC key. (3 beeps heard, followed by dial tone.)
- Dial the number to which you are transferring the call.
- Wait for the person to answer, then announce the transfer.
- Press BS3WC key. (Three Way Call is established.)
- Press RELEASE key. (Completes the transfer and releases you from the call.)

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Three Way Call from a Business Set

- Advise caller to hold the line.
- Press 3 Way Call/Conf key. (3 beeps heard, followed by dial tone.)
- Dial the number you wish to add on.
- When the party answers, announce the conference call.
- Press 3Way Call/Conf key and the original caller is connected.
- If there is no answer or a busy signal at the called party, press the RELEASE key and then the DN key of the calling party to return to them.
- If you wish to consult privately with the third party, you may do so when they first answer because the original caller is on hold until you add them onto the call.

Service Connection Charges (SCC)

The following rates and charges apply for basic Features:

- a) There is no monthly rental for Basic Features. Service connection charges for Basic Features do not apply if the feature is installed at the same time as the Centrex network access.
- b) Services connection charges do apply for Basic Feature changes subsequent to the initial installation. Service charges apply for any additions, changes or removals of Centrex features. The following service charges apply on a per Centrex line basis:

Service Charges	
1 st *	Add'l**
\$21.00	\$8.00

The 1st Service Charge is the charge for Basic Features that are applied to the first Centrex line (network access or set) per customer request, per location. The Add'l service charge is the charge for the Basic Features that are applied to each additional line in the customer request per location.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Analog/Digital Centrex Service – Optional Features

What are Optional Features?

“Optional Features” are station business set and system features provided on a chargeable basis. They are only activated within the physical limitations that the equipment will allow. In addition, some optional features are only available to a Customer in a unique Centrex group. Feature availability and operating specifications offered by each Centrex Office may vary due to differences in the manufacturer's switching equipment.

For more information on Optional Features and how to use them, go to SaskTel’s Centrex Support Hub:

https://support.sasktel.com/app/answers/detail/a_id/15986

Service Connection Charges (SCC)

The following rates and charges apply for optional Features:

- For most Optional Features, Service Charges do not apply if the feature is installed at the same time as the network access.
- Services connection charges do apply for Optional Feature changes subsequent to the initial installation. Service charges apply for any additions, changes or removals of Centrex features. The following service charges apply on a per set basis:

Service Charges	
1 st *	Add'l**
\$21.00	\$8.00

The 1st Service Charge is the charge for Optional Features that are applied to the first Centrex line (network access or set) per customer request, per location. The Add'l service charge is the charge for the Optional Features that are applied to each additional line in the customer request per location.

Some of the Optional Features have Service Charges that are different from those listed above. Please contact your local SaskTel Sales Representative for additional information.

Automatic Call Back and Auto Recall	\$2.00/month
--------------------------------------------	---------------------

ACB allows the subscriber to automatically call back the last number that was called. The user is alerted when the busy line becomes free. Applies to both internal and external calls, including toll calls. AR allows the subscriber to recall the last incoming call without having to know the telephone number.

Automatic Route Selection (ARS)	\$0.75/month
----------------------------------------	---------------------

Automatically selects private line facilities connected to the customer group in a designated order.

Custom Announcement	\$95.00/month
----------------------------	----------------------

Allows a customer to have an announcement of their own choice (i.e. Music, Voice Prompting) when using queued services such as UCD, ACD or attendants. Includes Remote Access, where Remote Access is available.

Direct Inward System Access (DISA)	\$32.00/month
-------------------------------------------	----------------------

Gives outside calls access to private line facilities connected to the customer group. Access is controlled by authorization codes.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Distinctive Ringing Enhanced Feature	\$2.50/month
---------------------------------------------	---------------------

A different ringing pattern other than the general single ring. The Distinctive Ringing Enhanced Feature can provide separate distinctive ringing patterns for different types of calls.

Enhanced Answering Position (EAP)	\$25.00/month
------------------------------------------	----------------------

Using an electronic business set like a console. Keys are programmed with Busy Lamp Fields and Direct Station Select.

Ident-A-Call	\$3.00/month (per Number)
---------------------	----------------------------------

Centrex Ident-A-Call allows one primary directory number (DN) and up to three secondary DNs to be assigned to a Centrex line. Each DN has a unique ringing pattern (and Call Waiting tone provisioned).

MADN - Multi-Call Arrangement	\$5.70/month
--------------------------------------	---------------------

Allows a directory number to be assigned to more than one business set for multiple call arrangement. You as a member may pick up a call and it does not cause a busy status for the other group members. Additional calls may ring into the group and can be answered by other members in the group.

MADN - Single-Call Arrangement	\$2.50/month
---------------------------------------	---------------------

Allows a directory number to be assigned to a number of stations. Calls may only be placed to or from one station at a time.

Message Waiting Visual Indication -Single Line Set	\$2.00/month
-----------------------------------------------------------	---------------------

Used for certain single line sets as they require a special line card to activate the message waiting light.

Secondary Number on MBS	\$5.70/month
--------------------------------	---------------------

Assigns a secondary directory number to an electronic business set line / feature key.

Speed Call Long List	\$7.00/month
-----------------------------	---------------------

Allows users to access frequently-called numbers by dialing a short code rather than all the digits of the telephone number. Consists of 70 numbers maximum. May be either shared or assigned to just one line. If it is shared, it requires a controller and a user list.

Tie Trunk Termination	\$35.00/month
------------------------------	----------------------

Allows private tie trunks to be terminated at a customer group.

Uniform Call Distribution (UCD)	Ranges from \$31.10 to \$25.10/month depending on term of commitment
----------------------------------------	-----------------------------------------------------------------------------

Calls are placed to a pilot directory number and distributed to agents based on which one has been idle the longest. Agents can log in and out of the queue. When all stations are busy, an announcement is played to callers asking them to stay on the line until an agent is available.

Visual Call Waiting	Ranges from \$2.00 to No Charge depending on # of lines
----------------------------	----------------------------------------------------------------

Provides name and number information on a 2nd incoming call when the first line of an analog set is in use.

Note: Requires Call Name & Number Display and Call Waiting.

Note: Does not support Vista 150 and Vista 350 telephone set.

SBP Telephone Coordinator Handbook

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Last revised: January 2024
Next review: December 2024

Centrex Feature Access Codes for Analog Telephones

A Centrex feature access code is a code dialed to activate or deactivate a feature on an analog phone. Access codes are typically preceded with an asterisk, or * (star), key on the touch tone keypad and referred to as *star codes*. Access codes can be two or three digits in length.

For a full listing of Centrex access codes, check out SaskTel's Centrex Access Code Guide:

<https://www.sasktel.com/attachments/support/centrex-feature-access-codes-03302016.pdf>

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

VoIP 911 Service

Working off-site today? Using an office on another floor this week?

You can now conveniently update your location online when **temporarily** using VoIP service in a different location!

Please follow this link on www.sasktel.com for information on IBC and VOIP 911:

https://support.sasktel.com/app/answers/detail/a_id/16981

There is no charge to update your address temporarily.

Just visit <http://voip911.sasktel.com/> and login with your **10-digit phone number** and the **password** you use for voice mail to provide your new location and the dates you plan to be there.

To **permanently** change the service address information on file, end users should notify their organization's telephone coordinator/administrator. The telephone coordinator/administrator should then communicate the service address changes (including floor) to SaskTel via the "SaskTel IBC Request Form".

<https://taskroom.sp.saskatchewan.ca/Documents/IBC-Service-Request-Form.pdf>

Charges may apply if additional work is required by SaskTel to change the address.

Why should I update my location?

As you may be aware, it is not possible to automatically transmit your physical location to the operator using VoIP service. For that reason, it is critical that you **provide your location to the operator during a 911 call**.

If there is a problem communicating your physical location during a call, the operator will use the last known service address on file. Therefore, it is also critical that you **notify SaskTel anytime you use VoIP service in a different location**.

The Canadian Radio Telecommunication Commission (CRTC) has directed all VoIP service providers to ensure that customers are able to update their most likely physical address online, as per **Telecom Decision 2010-387**.

To call 9-1-1 using IBC (VoIP) service:

Dial **9-1-1** (the extra 9 for the default steering digit is not required with IBC). Your call will be routed to an operator.

Be prepared to give the operator:

- Your physical location (more details below)
- Your 10-digit phone number
- Information about the emergency

The operator will then route your call to the appropriate Public Safety Answering Point (PSAP).

Once connected to the PSAP operator, tell them you're calling from an IP (VoIP) phone, describe the emergency again, and follow the operator's instructions. They may ask you to repeat your physical location and 10-digit phone number.

You should know:

There are 3 differences between traditional 9-1-1 service and VoIP 9-1-1. With VoIP 9-1-1:

1. The caller's location is not known automatically. The 9-1-1 operator will ask where the caller is.
2. If the caller can't tell the 9-1-1 operator their location, they'll use the last known address. This means it's important to update the location for VoIP anytime the VoIP service is used in a different location.
3. Calls will only be routed to Public Safety Answering Points (PSAPs) within Canada and the United States. If planning to use VoIP service outside of Canada or the United States, it is recommended that another way

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

be used to contact emergency personnel. The service is only offered to Canadian customers within Canada and Canadian customers visiting the United States temporarily (less than 6 months).

Please visit <http://voip911.sasktel.com/> for more information about VoIP 911 service.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

SaskTel Custom Work Rates for Labour & Material

(customer owned equipment)

*Rates are based on Custom Work Rates as follows:

- Regular time: \$99.00/hour (minimum 30 minutes) – some exceptions apply
- Overtime: \$150.00/hour (minimum 2 hours)

SaskTel Tariff Rates and Service Charges for Centrex

*** these are the current service charge rates and are subject to change at anytime

Centrex Line Rate \$31.18/month

SERVICE CONNECTION CHARGES (SCC)

Service connection charges for tariffed products/services will be reflected in two categories:

- "1st" Associated with the first product/service requested by the customer on a per customer location basis.
- "Additional" Associated with any other products/services requested by the customer at the same time as the initial "1st" request.

1) Network Access Service:

- establish a new telephone line: SCC 1st \$99.00 SCC Additional \$66.00
- change telephone number:..... SCC 1st \$45.00 SCC Additional \$32.00

2) Seasonal Disconnect:

Non-Centrex:

Activate..... SCC \$75.00

Restore No Charge

*Pay No Monthly Rental

Centrex:

Activate SCC 1st \$26.00 SCC Additional \$13.00

Restore SCC 1st \$42.00 SCC Additional \$29.00

*Pay Full Monthly Rental

3) **Feature Changes per set:** SCC 1st \$21.00 SCC Additional \$8.00

4) **Message Waiting Light:** SCC 1st \$43.00 SCC Additional \$30.00
(Analog M8004 Set)

5) **Toll-Free Service:**..... SCC 1st \$25.00 SCC Additional \$12.00

6) Calling Cards:

There is no monthly or service connection charge for a calling card.

Long distance per minute charge applies.

A \$0.30 transaction fee is applicable for each calling card call placed.

There is a \$50.00 charge for mass mail out of calling cards.

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

7) **Voice Mail:** SCC 1st \$9.00 SCC Additional \$9.00
(adds/changes)

Customers who request a Voice Mail mailbox at the time of installation of new service do not pay any service connection charge (SCC) for the mailbox. There is no service connection charge (SCC) to remove voice mail.

8) **Combined Voice Mail:**..... SCC 1st \$9.00 SCC Additional \$9.00
(adds/changes)

Customers who request a Combined Voice Mail mailbox at the time of installation of new service do not pay any service connection charge (SCC) for the mailbox. There is no service connection charge (SCC) to remove combined voice mail.

9) **Professional Charges:**

- For wiring quotes (structured cabling Cat 5e, Cat6, Cat6E) please contact gov.implementation@sasktel.com.
- For Training, travel and all other Professional Services, please contact gov.implementation@sasktel.com.

10) **9-1-1 Fees (subject to change)**

9-1-1 fees are payable monthly per telephone number.

- \$0.43 per month (9-1-1- telecommunications fee)
- \$1.95 per month (9-1-1 call taking cost)

11) **Long Distance Fees (on Centrex)**

- \$0.0175 per minute

SaskTel Delivery and Pick up Costs for Telephone Sets

For Business	1st product request	Additional product request (different phone number, same premise)
Delivery or pick up of equipment by SaskTel at the customer door. (SaskTel does not go on premise to connect or disconnect equipment) The Delivery or Return is not associated with any other work request.	\$33	\$20
Equipment Delivery mailed via Canada Post's Priority Post service. Equipment Return via Canada Post-SaskTel Return Process (see instructions below)	\$8 No charge	\$8 No Charge
Equipment returned via Product Request. A Product Request is a circumstance where a field site visit is already booked at the same location for alternate product reasons. The site visit is already being accounted for and therefore a special trip to retrieve equipment is not required.	No charge	No charge

Equipment Return via Canada Post

The following are the instructions for sending equipment back to SaskTel at no charge via Canada Post:

1. Print and fill out the [SaskTel Equipment Return Form](#) to ensure credit for the return of the equipment.
Note: If customer does not have access to a printer, they may use a piece of paper and include the following information:
 - The customer's business name the account is under
 - The phone number the equipment was being used on
 - The SaskTel Account number (found at the top of their bill)
 - The address where the equipment was being used, including the address, city/town, and postal code.
2. Pack all the equipment into a box. Please ensure all parts including power cords are returned.
3. Place the completed form in the box and ensure the parcel is securely packed, wrapped and reinforced.
4. Customer can take the parcel to any Canada Post outlet and ask Canada Post to print a return label using the **SaskTel Return ID Number PR568549**. Affix the label to the largest side of the parcel.
 - Canada Post will ship the equipment back to SaskTel free of charge.
 - Customer should **hold on to their Canada Post receipt as proof of return** and to be able to track the package.

<https://www.sasktel.com/attachments/support/SaskTel-equipment-return-form.pdf>

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Voice Mail

Please send in a request to govtel.requests@sasktel.com if you want to subscribe to voice mail, voice mail to text or combined voice mail on Centrex Service.

For in-depth information on voicemail and various ways to connect to the service, check out SaskTel's Voice Mail Support Hub: https://support.sasktel.com/app/answers/detail/a_id/15806/

Voice Mail **Centrex: \$5.75/month** **IBC: No Charge**

https://support.sasktel.com/app/answers/detail/a_id/10711

SaskTel's Voice Mail service is a 24 hour a day, 7 days a week answering and voice mail service. It takes messages while you're on the phone or away from the phone. You can check for messages from any **TouchTone™** phone or online from any computer with internet access.

Voice Mail to Text **Centrex: \$4.00/month** **IBC: No Charge**

https://support.sasktel.com/app/answers/detail/a_id/15969

Voice Mail to Text allows you to read, store, search and respond to your voice mail messages on your phone, your computer, or your wireless device - whenever, wherever, and however you choose. With Voice Mail to Text you can reply to messages by voice or text with one click, view all your messages in one convenient inbox, keep a visual record of who called and what they said.

Combined Voice Mail **Centrex: \$4.00/month** **IBC: No Charge**

https://support.sasktel.com/app/answers/detail/a_id/25443/

Combined Voice Mail gives you the **convenience of one voice mailbox for your cell and landline phones**. Enjoy the simplicity of having only one greeting and one mailbox to manage. All unanswered calls to your cell or landline phone are automatically forwarded to your single voice mailbox.

NOTE: When you have combined voice mail, the mailbox resides on the landline side. Combined voice mail must be ordered through SaskTel's landline account group by emailing govtel.requests@sasktel.com.

Enhanced Call Processor (ECP) **\$9.95/month**

https://support.sasktel.com/app/answers/detail/a_id/24323

The Enhanced Call Processing Mailbox (ECP), also referred to as Callers Menu, allows callers to route themselves to specific persons, departments, mailboxes or other applications and informational sources within an organization. An ECP can be configured to offer the caller up to nine single digit options, plus the option of speaking to a live person. The ECP Mailbox can be chained to other ECP's, or used in combination with other mailboxes. A flexible, customized application can be built using the various kinds of mailboxes as building blocks.

Password Resets (Centrex & IBC)* **No Charge SCC**

There are two types of password resets:

Destructive Password Resets

With destructive password resets, all messages, distribution lists and mailbox settings are lost at the time of the password reset. The customer is given a new mailbox that must be re-initialized (password will be the customer's 10-digit phone number and must be changed, mailbox name must be re-recorded). Customer must re-program the 0 out option, distribution, and notification schedules.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Non-Destructive Password Resets

With non-destructive password resets, all messages, distribution lists and mailbox settings are NOT lost at the time of reset. The mailbox remains as it was before the reset with, the exception of the password.

The password is reset to the customer's 10-digit telephone number. The customer must then reset the password to a password of their choice.

***NOTE RE PASSWORD RESETS:**

- Centrex password reset requests (regular & combined voicemail) must be sent to govtel.requests@sasktel.com.
- IBC password reset requests go to SaskTel BFST (1-866-614-7087 PIN 3144).

Please indicate whether you need a destructive or non-destructive password reset done. Passwords are reset to the 10-digit phone number.

Voice Mail on IBC

All IBC users (Basic or Standard Packages) require some form of voice mail as they use their 10 digit phone number and voice mail password to log into <http://voip911.sasktel.com> to update their temporary location for 911 purposes.

Standard Packages are provisioned with regular voice mail and SaskTel cannot remove it. The user can disable voice mail through the IBC Portal.

- Messaging > Voice Mail > Select **OFF** > Deselect any call forwarding
- Click **Apply**
- Click **OK**

Basic Packages are provisioned with a listen only mailbox.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Telephone Set Purchasing

The Telecommunications Unit, Ministry of SaskBuilds & Procurement (SBP) is responsible to establish a common direction for telecommunication services in government. Since the government wide telephone set purchase initiative in year 2000 the direction has been for government to purchase their Centrex telephone sets and use the products designed for use with Business Centrex Service.

This is to ensure the integrity and performance of the Centrex telephone system and to ensure that all sets connecting to SaskTel's network meet certain conditions as outlined in their General Tariff (i.e., Industry Canada approved; Certified and labelled by the Canadian Standards Association). In addition, SaskTel has presence province-wide and can provide a single point of coordination for both the set and telephone line.

Set purchases will be requested through the existing 'Telephone Request Form'. The telephone sets used specifically for Centrex service and currently available through SaskTel's inventory include the Vtech ML17929 and M5316 sets.

Refurbished Centrex Set Purchasing

With the current difficulty around obtaining new Centrex telephone sets, SaskBuilds and SaskTel have worked together to establish an inventory of refurbished Centrex sets reserved for the Government of Saskatchewan (GOS). SaskTel is warehousing the refurbished sets, and **the inventory will be available for redeployment within the Executive Government Ministries only at this time**. These sets will help extend the life of Centrex service until such time that IBC service can be installed.

The process for ordering refurbished sets will be the same as the process listed above. Orders can be placed to govtel.requests@sasktel.com When ordering, please ask for a **"REFURBISHED"** set. This will trigger the service representative to have the order pulled from the GOS inventory.

The following are a few things that the Phone Coordinator will need to provide to ensure the right set is shipped:

- Location where telephone set is being installed.
- The current model of telephone set being replaced.
- Speakerphone/No Speakerphone.

Please keep in mind that the full catalog of Centrex sets is not available. SaskTel will attempt to match the needs of the customer with the inventory available to the best of their ability. The questions above will assist with this.

The sets will be available to GOS at no charge however a shipping fee will apply. The fee is the same as what currently exists today when a new Centrex set is shipped. For example, via Canada Post, the fee is approximately \$8 per request per location based on one telephone number. **With a limited** supply of refurbished sets available, please order only what you need.

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Telephone Set Disposal

Telephone Coordinators should retain an adequate amount of Centrex telephone sets for sparing purposes.

For disposal of surplus and/or non-working Centrex (customer owned) telephone sets, please contact SaskBuilds and Procurement Disposal Unit to discuss the appropriate disposal process. Contact information is as follows:

Will Klotz
william.klotz@gov.sk.ca
306-787-2062

Janine McKnight
janine.mcknight@gov.sk.ca
306-787-2238

Sasksurplus
sasksurplus@gov.sk.ca

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

SaskTel Centrex Single Line Telephone Sets

A complete list of phones and user guides can be found on www.sasktel.com

- [SaskTel's Centrex Overview Page](#)
- [SaskTel's Centrex User Guide Page](#)

VTech ML17929 (Analog)

New \$80.00

<https://www.sasktel.com/attachments/support/ML17929-user-manual.pdf>
<https://www.sasktel.com/attachments/support/ML17929-quick-start-guide.pdf>

This telephone can be used as a single-line or two-line telephone. A speakerphone lets you speak and listen handsfree. Three Party Conferencing allows you to have a 3-way conversation between yourself and 2 other people. The 2 other lines can be inside lines, outside lines or a combination.

Note: Centrex Trunk Line rates vs Centrex Line rates will apply if phone is used with two lines.

Key Features:

- Single Line or 2 Line Capable
- Name Display and Call Display capable
- Visual Call Waiting
- Speakerphone
- 18 Number Speed Dial
- 100 Name/Number Phonebook Directory
- 99 Name/Number Caller ID History
- Selectable Ringer Tones for Both Lines
- Ringer, receiver, speakerphone, and headset volume control
- Headset Compatible (2.5mm jack)
- Line Status Indication
- Hold
- Mute
- Automatic Line Selection



*New sets have a 12 month warranty and reconditioned sets have a 6 month warranty

Meridian 9116LP (Obsolete Analog)

Not available for sale but still supported

https://www.sasktel.com/attachments/support/M9116LP_User_Guide_en_0602.pdf

This single-line telephone with built in speakerphone is designed to provide all the basic and advanced features needed in a business phone today.

Key Features:

- Name Display and Call Display capable
- Visual Call Waiting
- 80 Name and Number Callers List
- 20 Name and Number Scroll Style Directory
- 8 programmable memory keys for frequently called numbers or quick access to features
- Three Line Adjustable Display with Contrast Control
- On-hook Dialing – lets you dial and listen without picking up the handset

SBP Telephone Coordinator Handbook

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Last revised: January 2024
Next review: December 2024

- Message Waiting Indication
- 15 Autodial Positions
- Last Number Redial
- Adjustable Receiver Volume
- Call Timer
- Hearing Aid Compatible

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

SaskTel Centrex Business Telephone Sets

A complete list of phones and user guides can be found on www.sasktel.com

- [SaskTel's Centrex Overview Page](#)
- [SaskTel's Centrex User Guide Page](#)

Meridian 5208 (obsolete digital)

Not available for sale but still supported

<https://www.sasktel.com/attachments/support/meridian-5208-user-guide.pdf>

Equipped with a liquid crystal (LCD) display, the M5208 combines time-saving and convenience features with easy operation. The M5208 adds display capabilities to the basic Meridian Digital Centrex features found on the M5008 set.

Key Features:

- Single-line set with multi-line functionality
- Extra wide, 2-line X 24-character display
- Reason Display to give users additional call information, such as whether a call has been forwarded
- Capability for Calling Name and Number Delivery
- Loop Powered (no local power required) ie. No power adaptor required
- Visual ringing indication
- Larger keypad buttons
- Eight system programmable keys for feature access or directory numbers



Meridian 5316 (digital) New N/A

Reconditioned \$336.00 (Black Only)

<https://www.sasktel.com/attachments/support/meridian-5316-user-guide.pdf>

With liquid crystal display and third generation hands-free capability, the M5316 offers powerful time-saving and productivity features. This phone is designed to maximize use of Meridian Digital features and recommended for busy professionals who conduct much of their business by phone.

Key Features:

- Single-line set with multi-line functionality
- Extra wide, 2-line X 24-character display
- Reason Display to give users additional call information, such as whether a call has been forwarded
- Capability for Calling Name and Number Delivery
- Hands-free capability, using third generation technology ie. Power adaptor required
- Visual ringing indication
- Larger keypad buttons
- Thirteen system programmable keys for feature access or directory numbers
- Hearing aid compatible
- To enable Central Office features on M5216 & 5316 sets
 - Press the program button, then scroll using the volume button until C.O. features are displayed
 - Press hold button
 - Press the volume button once to "ENABLE", Press hold, then RLS. This enables Keys 9 & up.



*New sets have a 12-month warranty and reconditioned sets have a 6-month warranty

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

SaskTel Handset and Line Cords

Handset Cords – Centrex Phones*

Available in Black only

9ft.....	\$4.95
14ft.....	\$6.95
25ft.....	\$8.95

Handset Cord – Cisco IBC Phones (8841/8851)

Available in Charcoal Black only

9ft.....	\$5.00
----------	--------

*The handset cords used for Centrex phones will work on Cisco IBC phones but will be a slightly different colour as they are black; not charcoal black.

Line Cords – 4 wire (Centrex Analog Sets)

7ft.....	\$3.95
14ft.....	\$6.95
25ft.....	\$8.95

Line Cords – 6 wire (Centrex Digital Sets)

7ft.....	\$3.95
14ft.....	\$6.95
25ft.....	\$8.95

Line Cords/Patch Cords - Grey CAT 5E* (IBC Sets)

2ft.....	\$7.10
4ft.....	\$7.85
7ft.....	\$8.97
10ft.....	\$10.11
15ft.....	\$11.99
25ft.....	\$15.77

Line Cords/Patch Cords - Grey CAT 6/6E* (IBC Sets)

4ft.....	\$13.27
7ft.....	\$15.18
10ft.....	\$17.10
15ft.....	\$20.29
25ft.....	\$26.66

*Buildings are either wired with CAT 5E or CAT 6/6E wiring.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

SaskTel Repair Process for Centrex Service

Support of SaskTel Centrex Service

Based on standard SaskTel process, the expectation is that in the event of a trouble, the End User/Telephone Coordinator will troubleshoot and/or rule out the following:

- User Error
- Set issue (replace set)
- Configuration issue
- Multiple users experiencing service degradation

If all these items are ruled out, the End User/Telephone Coordinator is to call into the Business First Support Team (BFST) at 1-866-614-7087 PIN #3144. Once a trouble call is logged, SaskTel will prove out the service to the demarcation point.

SaskTel Repair Process for IBC

Support of SaskTel IBC Service

The Telephone Coordinator/IBC Administrator is the first level of support and is the point of contact between SaskTel & the end users for any IBC troubles. The Administrator must be the person to place the support call into the Business First Support Team (BSFT) at 1-866-614-7087 PIN #3144. SaskTel will collaborate with the Administrator on issue resolution and where required will send out a technician to the site.

SaskTel Repair Process for Customer Owned Sets/Equipment

Options for Repair on Customer Owned Equipment.

Customer has two options for repair (after warranty):

1. The first being a Customer Premise Visit.
 - Charge is \$99/person/hour (minimum 1 hour) + parts or sets. This is during regular hours (Monday to Friday, 8-5).
 - Or \$150/person/hour (minimum 2 hours) + parts or sets outside regular hours.
2. The second option is for the customer to ship their set to the designated SaskTel repair depot in Regina.
 - All customer-owned equipment repairs are now outsourced and shipped out-of-province. Turnaround time is between 3-6 weeks from the time the set is received by SaskTel.
 - If you would like an estimate of the cost to repair the equipment prior to the repair being completed, make sure you check off "Estimate" on the 'Customer Owned Equipment Repair Request' form and ensure you provide your contact information on the form.

To return your equipment to the SaskTel Warehouse

1. Complete the 'Customer Owned Equipment Repair Request' form.
2. For warranty repairs, return the completed form along with a copy of your proof of purchase (either your sales agreement or the Sales and Service Record Form 0805) and the securely packed equipment to the SaskTel Warehouse at the address listed below.
3. For non-warranty repairs, return the completed form and the securely packed equipment to the SaskTel Warehouse at:

**SaskTel - IPC Centre
2133 1st Avenue
Regina, SK S4P 3Y2**

SBP Telephone Coordinator Handbook

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Last revised: January 2024
Next review: December 2024

Customer Owned Equipment Repair Request

Customer Name: _____ Date: _____

Service Address: _____

City: _____ Postal Code: _____

Contact Name: _____ Phone #: _____

Estimate: Yes No

Billing Number (CAN and/or Service Number): _____

Equipment # 1: _____ Serial #/Mac ID _____

Trouble Report: _____

Equipment # 2: _____ Serial #/Mac ID _____

Trouble Report: _____

Equipment # 3: _____ Serial #/Mac ID _____

Trouble Report: _____

*****Please send handset, power adapter, and all cords*****

Return the completed form along with a copy of your proof of purchase* (either your sales agreement or the Sales and Service Record Form 0805) and the securely packed equipment to the SaskTel Warehouse at:

**SaskTel – IPC Centre
2133 – 1ST Avenue
Regina, SK S4P 3Y2
Phone #: 306-777-5537**

*Note: Proof of purchase is only required for warranty repairs.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Government of Saskatchewan Teleconference Manual

Introduction

Teleconference capabilities exist in all Provincial Government locations using the Centrex and IBC telephone systems. With Centrex service, end users receive 3-way conference calling as a standard feature and 6-way conferencing calling upon request. With IBC service, end users receive 3-way and 6-way conference calling in addition to a personal audio conference bridge.

Conference calling is quick and simple using access codes on Centrex single line sets and pre-programmed conference keys on Centrex multi-line business sets and IBC (Cisco IP) sets.

There are two types of conferencing available:

- *Standard Conference (Customer Dial-out) and Meet-Me (Customer Dial-in) Conference.* Participants of both conference types can be any mix of local or long-distance calls.

Standard Conference

Standard Conference consists of Conference 3 and Conference 6.

Conference 3

Allows users to establish a conference call with a maximum of 3 participants. This is a standard feature that is programmed on all Centrex and IBC telephone lines.

Conference 6

Allows users to establish a conference call with a maximum of 6 participants. This is a standard feature that is programmed on all IBC telephone lines subscribing to a standard package. For Centrex users, this feature is available by request at no monthly charge but will be subject to an installation charge. To arrange for the installation, submit a service request to SaskTel at govtel.requests@sasktel.com.

The locations where Conference 6 is currently available to Centrex users are:

Buffalo Narrows	Moose Jaw
Estevan	North Battleford
Fort Qu'Appelle	Prince Albert
La Ronge	Regina
Lloydminster	Saskatoon
Meadow Lake	Swift Current
Melfort	Weyburn
Melville	Yorkton

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Meet-Me Conference

Meet-Me Conference consists of IBC Audio Conferencing.

This feature allows IBC users to establish a conference call with a maximum of 294 participants and is included with the Standard IBC Service package at no additional charge.

Standard Conference

Conference 3

Conference 3 is a standard feature that is generally programmed on all Centrex telephone lines. *Conference 3* enables the telephone user to establish a 3-way conference call using the **LINK** button on Centrex single line sets and a pre-programmed **CONF** or **3 WAY CALL** key on Centrex multi-line business and IBC (Cisco IP) sets.

The following are instructions for establishing a 3-way conference call on a Centrex or IBC telephone set.

Centrex Single Line Set

- establish call with 1st participant
- press **LINK** (special dial tone is heard)
- dial telephone number of 2nd participant
- when party answers, press **LINK** again to merge all parties together
- if no answer or busy, press **LINK** to return to the original 1st participant.

Centrex Business and IBC Set

- establish call with 1st participant
- press **CONFERENCE** button
- dial telephone number of 2nd participant
- when party answers, press **CONFERENCE** button again to merge all parties together
- if no answer or busy, press **RLS** twice on Business set or **END CALL > HOLD** on IP set to return to call

Conference 6

Conference 6 is a standard feature that is programmed on all IBC telephone lines subscribing to a standard package. For Centrex users, this feature is available by request at no monthly charge but will be subject to an installation charge. *Conference 6* allows users to establish a conference call with a maximum of 6 participants.

The locations where Conference 6 is currently available to Centrex users are:

- Buffalo Narrows
- Estevan
- Fort Qu'Appelle
- La Ronge
- Lloydminster
- Meadow Lake
- Melfort
- Melville
- Moose Jaw
- North Battleford
- Prince Albert
- Regina
- Saskatoon
- Swift Current
- Weyburn
- Yorkton

User Information

- The Chairperson is responsible for setting up the conference call and calling each participant. Conferees can be added at any time, up to the maximum capacity.
- The Chairperson announces the call to each conferee in total privacy, before adding them to the conference.
- Long distance, if applicable, is charged at the Provincial Government rate. The Chairperson pays the total cost of the conference call.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Conference 6 User Guide for Centrex Single Line Sets

Instructions to Set up a Conference Call – What to listen for

- | | |
|---------------------------------------------------------------------|-------------------|
| 1. Lift the handset. | Dial tone |
| 2. Dial the conference call access code *912 | Special dial tone |
| 3. Dial the number of the first conferee.
(i.e., 9-###-###-####) | Ringling tone |

If the conferee answers and wishes to be added to the conference:

- | | |
|--------------------------------------------------------------------------------------------------------------------------|-------------------|
| 4. Press the LINK/CONFERENCE button once. | Special dial tone |
| 5. Dial the conference call access code *912 .
<i>You and the conferee are in a conference call.</i> | |
| 6. Press the LINK/CONFERENCE button once | Special dial tone |
| 7. Dial the number of the 2 nd conferee. | Ringling tone |
| 8. Press the LINK/CONFERENCE button once. | Special dial tone |
| 9. Dial the conference call access code *912
<i>You and both conferee 1 & 2 are on the conference call</i> | |
| 10. Press the LINK/CONFERENCE button once. | Special dial tone |
| 11. Dial the number of the 3 rd conferee. | Ringling tone |
| 12. Press the LINK/CONFERENCE button once | Special dial tone |
| 13. Dial the conference call access code *912
<i>You and conferee 1, 2 & 3 are on the conference call</i> | |

For each additional person to be added to the conference call repeat steps 10 to 13

If the conferee does not wish to be added or does not answer or the line is busy, or you go to voice mail:

- | | |
|---------------------------------------------------------|-------------------|
| 14. Press the LINK/CONFERENCE button once. | Special dial tone |
| 15. Dial the conference call release code *913 . | Special dial tone |

To rejoin the conference call:

- | | |
|-------------------------------------------------------------------------------------------------------|--|
| 16. Dial the conference call access code *912 to rejoin the conferee(s) on the conference call | |
|-------------------------------------------------------------------------------------------------------|--|

ADDITIONAL INFORMATION

- A tone is heard by all conferees as each new conferee is added. All conferees can converse.
- The maximum number of conferees allowed in your call is 6.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Conference 6 User Guide for Business and IP Sets

Note: Business and IP sets use a designated Conference 6 key to initiate conference calls

To Make a Conference Call:

1. Establish a call with the 1st participant you want in the conference call.

If the person answers and wishes to be added to the conference:

2. Press the *Conference* key

Dial tone will be heard.

3. Dial the number of the next participant you want to add to the call

When the person answers, you can talk privately. The other conferees on your call cannot hear your conversation at this point.

*if no answer or busy, press **RLS** twice on Business set or **END CALL > HOLD** on IP set to return to the previous conferee.*

To add the person to the conference call:

4. Press the *Conference* Key

All people are now connected on the conference call.

For every person to be added to the call, repeat Steps 2 through 4.
The maximum number of participants allowed in the call is 6.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Meet-Me Conference

IBC Audio Conferencing

This feature enables IBC users to establish a conference call with a maximum of 294 participants.

Availability

This feature is included with the Standard IBC Service package wherever IBC Service is available. It is included at no additional charge.

Audio Conferencing User Guide

- The chairperson must notify all conferees of the conference call in advance and provide the telephone number to the conference bridge in addition to the conference ID.
- Conference participants call the designated number at the pre-arranged time. They will be prompted to enter their conference ID. Once authorized, participants will be entered into the conference call.
- Each conferee is responsible for their individual long-distance charges to the conference bridge, if applicable. IBC users receive unlimited outbound calling to anywhere in Canada and the USA, including Alaska and Hawaii.
- Detailed Instructions on how to use the IBC Audio Conferencing service can be found on Taskroom: <https://taskroom.sp.saskatchewan.ca/Documents/IBC-Audio-Conferencing.pdf>

SaskTel Teleconference Service

For more information, visit www.sasktel.com & search for Teleconferencing, or navigate to [SaskTel's Teleconferencing Overview](#).

As an alternative to IBC Audio Conferencing or where IBC Audio Conferencing is not available, SaskTel offers three levels of teleconferencing services: On Demand, Attended, and Event Call. The selection depends on the required level of operator assistance or reservation needs. All levels include a toll-free line for participants to dial and can be accessed via any telephone without needing additional equipment. Please click on the above link to take you to the website for an overview of teleconferencing service options and pricing.

For new activations, scheduling a conference call or support, call 1-877-402-2665.

To sign up for the service, please fill out the attached form on the website:

<https://www.sasktel.com/business/forms/teleconference-form/teleconferencing-form>

Note:

- **SaskTel Teleconferencing Service must be billed to a business landline telephone number versus a cellular telephone number.**
- **When the number is disconnected, the conference service needs to be transferred or disconnected. For assistance, please call activations at 1-877-402-2665 Option 2 or email conferencing@sasktel.com. To assist with the processing, include the account details.**

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

SaskTel Teleconference Guide

Dial in to a Teleconference

From your preferred phone, dial the local or toll-free number in the invite. When provided, it's best to use the number that coincides with the country from which you're calling.

When connected, you will be prompted to enter your Access Code, followed by "#"

- If you are hosting the meeting, please enter your Host Dial-in Code followed by "#"
- If you are the guest of the meeting, please enter the Guest Dial-in Code followed by "#"

Passcodes

Passcodes are numbers provided to the Host.

- One code is for the Host to use to dial into the Meeting Room, while the other is for the Guests to use.
- Host passcodes provide the user customizable options for their Meeting Room, while the other code is for Guests to join the meeting.

Teleconference Commands

- Press ##1 to Mute/Unmute your line.
- Press ##4 to hear the number of callers.
- Press * to return to the conference.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Integrated Business Communications (IBC) Service Overview

IBC Overview

Integrated Business Communications (IBC) is a SaskTel VoIP service that provides local calling, long distance (Canada and the U.S.), voicemail features, basic call features, and audio conferencing in one package for one monthly price. IBC provides three distinct ways to use and manage your phone service: the IBC phone set, the IBC Soft Client application, and the IBC user portal.

IBC phone set – Cisco 8841 and 8851

The Cisco 8841 and 8851 phone sets are **rented** from SaskTel for \$1/month. The set provides several features including:

- Line keys and soft keys
- Back and release keys
- Four-way navigation and select keys
- Hold/Resume, Transfer, and Conference keys
- Messaging, Application, and Directory keys
- Standard keypad
- Volume-control toggle key
- Speakerphone, headset, and mute keys

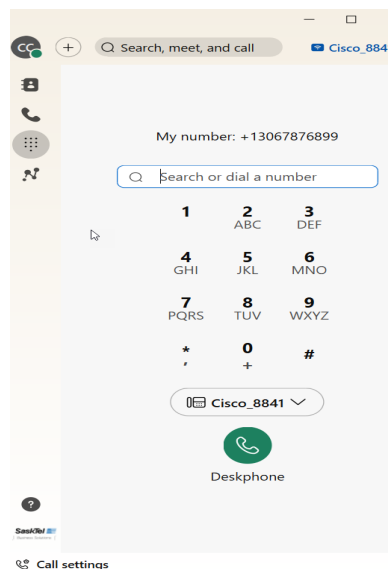
The only difference between the 8841 and the 8851 is that the 8851 has Bluetooth capabilities and a side USB port to enable wired or wireless headsets and the expansion module (pictured right) which provides for up to 36 more programmable feature keys. Expansion modules can be rented for \$1/month.

A maximum of two modules can be provisioned per set.



IBC Soft Client – desktop application

Each IBC account comes with a Soft Client desktop application. This application allows you to make and receive phone calls on your computer and manage other phone settings and preferences. Features include contact list, call history, calling dial pad, user portal link and voicemail link from the convenience of your computer.

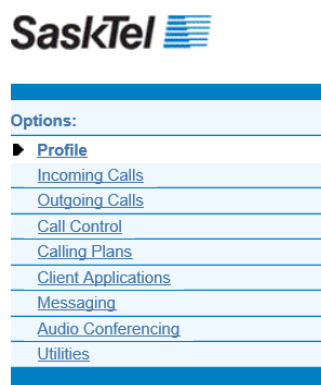


Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

IBC user portal – online setting management

Each IBC account comes with access to the IBC User Portal. This site provides users the opportunity to oversee their profile and preference management for audio conferencing, call forwarding, call logs, busy lamp status monitoring and more.



Long Distance

IBC includes unlimited outbound calling to anywhere in Canada and US, including Alaska and Hawaii. Calls will be completed if 10 or 11 digits are dialed.

This applies to all calls made from the Desktop Client to somewhere in Canada or the US regardless of where the call is originated from. For example:

- A call from Europe to somewhere in Canada or the US, no additional charge
 - A call from Europe to Europe, International Long Distance rates apply

International Long Distance is subject to regular per minute rates that vary per country being called. A searchable database can be found at:

<https://www.sasktel.com/wps/wcm/connect/content/home/tools/international-rates-search>.

Inbound calling (Toll-Free service) will continue to fall under the current Business One Rate contract of \$0.0175 per minute.

IBC Resources

A variety of supporting user documentation exists for the IBC Phone System on both the Taskroom and SaskTel websites. Click on the links below to access information on key parts of the phone system.

- ⇒ **IBC Phone System Support Documentation:** taskroom.saskatchewan.ca/services-and-support/telecommunication-services/learn-about-ibc-phones
- ⇒ **IBC Help Posters:** In a rush and looking for help on a quick topic? The IBC Help Poster is to the rescue with a variety of quick tips: taskroom.saskatchewan.ca/-/media/project/taskroom/documents/resource/ibc-help-posters.pdf
- ⇒ **Audioconferencing Guide:** taskroom.saskatchewan.ca/-/media/project/taskroom/documents/guide/ibc-audio-conferencing.pdf
- ⇒ **How to use your phone when the power or phone service is down:** taskroom.saskatchewan.ca/-/media/project/taskroom/documents/guide/ibc-buisness-continuity-guide.pdf.
- ⇒ **SaskTel IBC Service:** Find out how easy it is to collaborate and communicate with **SaskTel Integrated Business Communications (IBC)**. Please note that the GOS has standardized on the Cisco phones, models 8841 and 8851.
- ⇒ **SaskTel IBC Support Hub:** The **IBC Support Hub** provides supporting documentation for IBC Service including user guides, feature guide, compatible headsets, etc.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

IBC Tutorial Videos

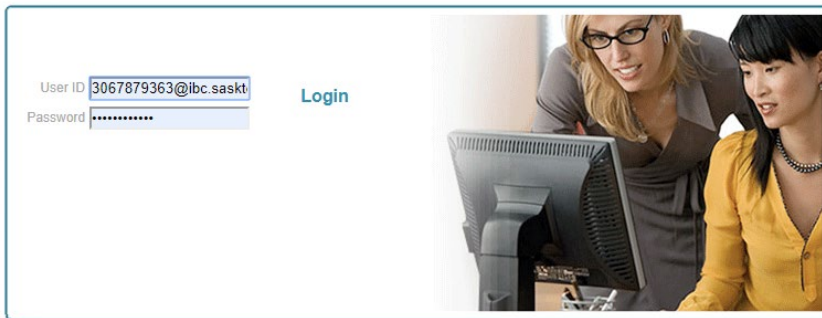
To help you learn how to make the most of your phones we have created five tutorial videos that can be accessed on demand to provide new users with information about the IBC phone system or provide long time users a refresher.

taskroom.saskatchewan.ca/services-and-support/telecommunication-services/learn-about-ibc-phones/learn-how-to-make-the-most-of-your-phone.

How to Set Up a Conference Call Line in IBC

Each IBC user can create their own **free** conference line in the IBC user portal. This guide will walk you through how to set up a conference line in the IBC portal. As an IBC administrator, you can also log into other users' profiles and create audioconference lines for the user if required.

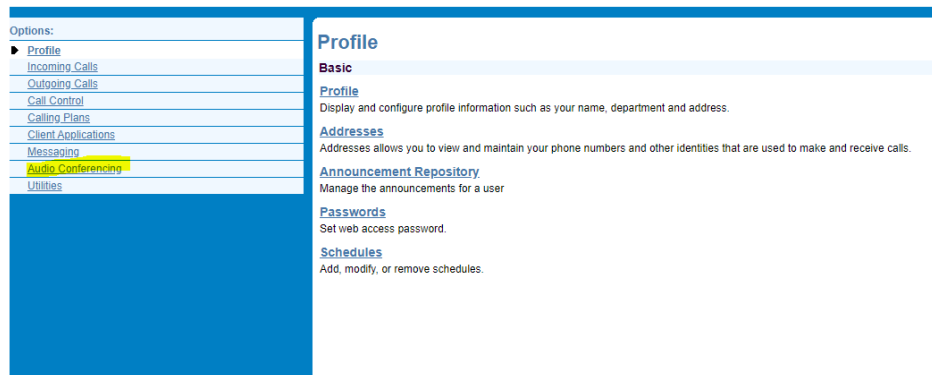
How To Sign Up For An IBC Audio Conference Number



Copyright © 2017 SaskTel and its licensors. All Rights Reserved.

Step One: Creating Your Line

Log into the IBC user portal using your login credentials. The login link is:
<https://ibcportal.sasktel.com/Logout>



Click **Audio Conferencing**

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.



Click **Conferences**

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Audio Conferencing**
- Utilities

Audio Conferencing

Basic

Conferences
Create and manage conferences.

Recordings
Access and manage conference recordings.

To create your conference line, click **Add** at the top.

Audio Conferences

Create and manage conferences.

OK Apply **Add** Cancel

Delete	Title	Bridge Name	Host
<input type="checkbox"/>	Lana's Line	937577888AC-3067...	Guthrie, Lana (3067879363@ibc...

Title Starts With

OK Apply Add Cancel

In the **Title** field, give your conference call a name (i.e. Jane's Line for Monday Meetings)

Don't worry about **Account Code** or **Estimated Number of Participants**.

In the **column of boxes**, select any relevant settings. However, unless you have a clear business need for a moderator or a security pin, it is recommended to keep your conference line as simple as possible. If you choose to not have a moderator, all attendees will use the same conference access code.

Under **When Attendees Join/Leave**, select any type of customized notifications.

It is recommended to ignore the **Scheduling Details**. This sets up a time window that your conference line is active. However, many users have forgotten they have enabled this setting, creating the situation where your conference line will only

Audio Conference Add

Create a new conference.

OK Cancel

Bridge: 937577888AC-3067873999

* Title: [Redacted]

Account Code: [Redacted]

Estimated number of participants: [Redacted]

Mute all attendees on entry
 End conference when moderator departs
 Moderator required to start conference
 Enable security pin
 Allow Unique Identifier

When attendees join/leave: Play tone Play recorded name No notification
Type: One Time Recurring Reservationless

Scheduling Details

Conference Time:

Start Date: 2/25/2020 (mm/dd/yyyy)

* End Date: Never Date 3/25/2020 (mm/dd/yyyy)

OK Cancel

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

be functional for a set amount of time.

Press **OK** to save.

You have now created your personal conference line.

Step Two: How To Access Your Line

To access your newly created conference number, click **Audio Conferencing > Conferences**.

Click on your newly created line.

Audio Conferences
Create and manage conferences.

OK Apply Add Cancel

Delete	Title	Bridge Name	Host	Status
<input type="checkbox"/>	Lana's Line	937577888AC-3067...	Guthrie, Lana (3067879363@ibc...	Active

[Page 1 of 1]

Title Starts With

OK Apply Add Cancel

Audio Conference Modify
Modify the existing conference.

OK Apply Delete Cancel

Profile Delegates Custom Greetings

Bridge Name: 937577888AC-3067873999
* Title: Lana's Line
Account Code:
Estimated number of participants:

Mute all attendees on entry
 End conference when moderator departs
 Moderator required to start conference
 Enable security pin
 Allow Unique Identifier

When attendees join/leave: Play tone Play recorded name No notification
Type: One Time Recurring Reservationless

Scheduling Details
Conference Time:
Start Date: 12/12/2019 (mm/dd/yyyy)
* End Date: Never Date 1/12/2020 (mm/dd/yyyy)

Conference Access
Phone Number: 3067873999
Conference ID: 590513
Call Me Now Link: https://ibcportal.sasktel.com/meet-me-moderator/callmenow/index.jsp?join=3067873999%40ibc.sasktel.com*3067

Moderator Access
Phone Number: 3067873999
Extension: 7873999
Moderator Pin: 430356

OK Apply Delete Cancel

In the conference access box, you will see your conference access phone number and conference ID. Follow the exact same process for your audioconferencing needs as you did with the 1-8xx service number.

Communicate your conference number details to your meeting attendees.

When it is time for your meeting, dial the conference number, then enter the conference ID when prompted.

This conference phone number will work with any type of phone (i.e polycom or other conference-style phones, cell phone, private and public sector number).

If you are using a moderator, the moderator pin can be found in the moderator access box.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Admin as a Service (Pay for Use IBC Programming Service)

Intimidated or don't have the time to manage IBC phone programming? SaskTel may have a solution for you with the launch of the "Admin as a Service" service. For a chargeable fee, Telephone Coordinators and IBC Administrators can engage SaskTel to complete IBC service/feature programming. Admin as a Service is for amending an existing SaskTel feature. To request a new service, contact GovTel at govtel.requests@sasktel.com.

Key details of the service include:

- Admin as a Service is chargeable at \$150 per hour, 30 minute minimum.
- To request a change to an existing IBC service or feature, the process is as follows:
 - Telephone Coordinators/IBC Admins will need to use **SaskTel's** ServiceNow tool to submit the work request. Contact GovTel to set up the MySaskTel.com profile used to access ServiceNow.
 - Telephone Coordinators/IBC Admins will submit their programming request in the ServiceNow tool. If required, a quote can be requested in the ServiceNow tool prior to SaskTel proceeding with the work request.
 - SaskTel will respond to the request within one business day.
 - If you have any questions about 'Admin as a Service', please contact GovTel at govtel.requests@sasktel.com.

List of Feature Programming Available

IBC FEATURE	ADMINISTRATIVE SERVICE
Account Code Reporting	Run reports
Announcements	Create and manage announcements
Audio Conferencing	Assign bridges and moderator codes to users
Auto Attendant	Configure call routing/treatment for a number (i.e. dial extension, play greeting, simple IVR)
Call Detail Reporting	Run reports
Call Park and Retrieve	Create groups and assign users to the groups
Call Queue	Configure and manage queues, announcements, users, and routing treatment
Calling Name Delivery	Modify outbound caller ID of users in a group
Calling Number Delivery	Modify outbound caller ID of users in a group
Connected Line ID Restriction	Configure
Group Call Park	Configure the users and define how long calls can stay on park before being recalled to the parking user or an alternative group of users
Group Calling Line ID	Modify outbound caller ID of users in a group
Group Paging	Configure which users can place paging calls and which users will receive paging calls
Hunt Group	Configure and manage a phone number assigned to a group of numbers to forward, answer, reject, and prioritize calls
Incoming/Outgoing Calling Plans	Configure calling plans
Extension Dialing	Configure
Music on Hold	Create and manage files
Scheduling	Manage
Group Moves	Departmental realignment and assigning group users to appropriate areas, including adds, moves, changes, and coordination of phone delivery

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

IBC Support

IBC is very much a self-serve offering. Enabling and configuring features can be done by users via the phone set, user portal and Soft Client application.

When assistance is required, the designated Telephone Coordinators/IBC Administrators within the ministry/organization are to be contacted by users for support.

If the Telephone Coordinators/IBC Administrators need assistance to troubleshoot an issue, they can contact SaskTel Business First Support Team: 1-866-614-7087 PIN #3144 for technical support. Use this number and GOS pin to skip to the front of the queue.

Tier 1: Self-Serve	Tier 2: Telephone Coordinator	Tier 3: Business First Support Team
<ul style="list-style-type: none">Taskroom resourcesUser guidesSaskTel guidesCisco guides	<ul style="list-style-type: none">IBC Administrator portalTelephone Coordinator HandbookIBC Service Framework	<ul style="list-style-type: none">Only approved Telephone Coordinators and/or IBC Administrators will be able to log tickets with the SaskTel BFST (there is no charge for trouble tickets) *

* Troubleshooting tickets are not billable, however requests that would fall under 'Admin as a Service' are.

- An Admin Support Service Charge applies for work done by SaskTel to support the IBC Administrator for requested tasks/programming (i.e., programming complex group features). The Admin as a Service is chargeable at \$150 per hour, 30-minute minimum.

IBC Administrator Resources

A document outlining basic IBC administrator functions, including password resets, reassigning phone numbers, and correcting directory spelling can be found on Taskroom:

IBC Basic Telephone Administrator Guide

A document outlining advanced IBC administrator functions, including programming auto-attendants, changing outgoing caller display IDs, and customizing user privacy settings can be found on Taskroom:

IBC Advanced Telephone Administrator Guide

The complete IBC Administrator User Guide can be found on the SaskTel website:

SaskTel IBC Administrator User Guide

SaskTel Customer Training

IBC Administrator Training

SaskTel provides IBC Administrator training prior to the implementation of the IBC service. This training is mandatory and is delivered remotely by SaskTel Training Coordinators via web conference, with a recommended maximum of 5 participants. This training is strictly Administrator training, where the SaskTel Training Coordinators will show the GOS IBC Administrator, how to use the IBC Administrator Web Portal to configure their services. The primary GOS IBC Administrator and any backup GOS Administrators should be in attendance. This training will teach the GOS IBC Administrator how to access the IBC Portal, set up their hunt groups, call queues, etc, prior to the conversions. This will

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

minimize downtime during the conversions and allow the GOS IBC Administrator to manage calling features in the future. This training is NOT intended to teach end users how to use the phone sets, clients, etc.

IBC End User Training

IBC end user training is not mandatory. The Telephone Coordinator/IBC Administrator can typically provide basic training for new IBC users. SaskTel can also be engaged to provide training to new IBC users. Current rates are \$150.00 per hour with a 30-minute minimum. For inquiries about all billable customer training for new and/or existing IBC users, contact GovTel: gov.implementation@sasktel.com

IBC Training Rates

Customer Administrator Training is mandatory upon implementation of the Service. SaskTel will not charge for the original Administrator training for each ministry, division, or department. If full Administrator training is required later, the charge will apply. Any additional Administrator training the Customer wants at or after implementation, beyond what is included at no charge in the mandatory training, is optional.

IBC Training	Rate
Mandatory Administrator Training	\$300.00
Additional Administrator or End User Training (Optional)	\$150/hour

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

IBC Service Requests

The following service information will help ministry Telephone Coordinators provision new phone service, terminate a phone service, or make changes to an existing service.

The **SaskTel IBC Service Request Form** can be found on Taskroom:

<https://taskroom.saskatchewan.ca/-/media/project/taskroom/documents/form/ibc-service-request-form.pdf>

New Service with Cisco Set or ATA (user or boardroom)

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$40 for IBC package implementation and \$99 for install (additional installs at the same time are \$35 each);

Non-IBC ready spaces will incur a \$300 access fee for new service along with any wiring charges if applicable. A minimum of 10 business days if new access is required.

New Service with Soft Client

Process - complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$40 for IBC package implementation

Change Existing Service or Features (user or boardroom)

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$15 for feature changes, \$25 for package changes (between basic & standard)

Reassign a Number to Another Person

Process – can be completed by the Telephone Coordinator in the IBC Administrator portal. If reassignment requires moving the set to a different office/cubicle or building, see process for “**Move Number**” below.

Timelines – N/A

Service Charge Fees – N/A

Move Number (to a new building or area of the building serviced by a different telephone access)

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$25 for package change and \$99 for equipment install (additional moves at the same time are \$35 each).

Group Move (move number from one ministry to another ministry)

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$25 for package change and \$99 for equipment install (additional moves at the same time are \$35 each).

***Note** – info required on the IBC Request Form is as per a new install (first & last name, email address, new account number etc.) because service will go down and need to be reprogrammed. User must save all voicemails before number is moved. Must let SaskTel know if user has combined voice mail and if they wish to retain it when the number moves.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Group Name Change (change Group Name due to a Ministry/Org name change)

In order to change the Group Name i.e. from Central Services to SaskBuilds, it is currently treated like a Group Move. This means as the process sits today it would be a disconnect and a reconnect on every telephone number that sits in the old Group Name and needs to be moved to the new Group Name.

TN Change (change number to a brand new number; no other changes)

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$25 for package change and \$99 for equipment install (additional moves at the same time are \$35 each).

Terminate/Disconnect Number

Process – complete IBC request form and submit to govtel.requests@sasktel.com.

Timelines – minimum five business days; SaskTel will need to recover rental set.

Service Charge Fees – \$0 to terminate (this does not include phone retrieval).

Phone Set Replacement (change model)

Process – complete IBC request form and submit to govtel.requests@sasktel.com

Timelines – minimum five business days

Service Charge Fees – \$25 for package change and \$99 for equipment install (additional sets replaced at the same time are \$35 each).

Phone Set Replacement (broken set)

Process – call Business First Support Team (1-866-614-7087 PIN #3144) to log ticket, SaskTel will issue order for replacement.

Timelines – minimum five business days

Service Charge Fees – \$0

***NOTE:**

All IBC users (Basic or Standard Packages) need some form of voice mail as they use their 10-digit phone number & voice mail password to log into <http://voip911.sasktel.com> to update their temporary location for 911 purposes.

Standard Packages are provisioned with regular voice mail and SaskTel cannot remove it. The user can disable voice mail through the IBC Portal.

- Messaging > Voice Mail > Select **OFF** > Deselect any call forwarding
- Click **Apply**
- Click **OK**

Basic Packages are provisioned with a listen only mailbox.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Monthly Costs

Monthly phone expenses are outlined in the table below. A portion of the service expenses will come from SaskTel on your monthly bill and the other portion will be recovered through the lease accommodations managed by SaskBuilds and Procurement.

	Monthly Equipment Rental (SaskTel)	Monthly IBC Package Charge (SaskTel)*
Phone Cisco 8841	\$6.00	\$16 standard package \$10 basic package
Phone Cisco 8851	\$8.00	\$16 standard package \$10 basic package
Expansion Module	\$5.00	-
Grandstream Adapter (for Polycom Conference Phone)	\$2.00	\$10 basic package
Conference Phone Cisco 8832	\$31.50	\$10 basic package
Wired Expansion Microphone Kit for 8832	\$9.00	

* This does not include any IBC Access (building infrastructure) charges. For each location, these are billed separately either through SBP Accommodation charges or directly on the SaskTel bill.

Other fees	Details
9-1-1- fees	9-1-1 fees are payable monthly per IBC user/package telephone number. Current Rates (subject to change) <ul style="list-style-type: none"> • \$0.21 per month (9-1-1- telecommunications fee) • \$1.88 per month (9-1-1- call taking cost)

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Feature Fees

Some features and functionality are considered Optional Add-ons that come with additional charges. The list below outlines some of the most common features and their associated monthly and installation costs.

	Monthly Fee	Service Charge New	Service Charge Change
Call Queue	\$0	\$100.00	\$100.00
Call Queue Basic Users	\$10.00	\$15.00	\$15.00
Call Queue Standard Users	\$14.00	\$15.00	\$15.00
Auto Attendant	\$15.00	\$15.00	\$15.00
Group Paging	\$15.00	\$15.00	\$15.00
Hunt Group	\$15.00	\$15.00	\$15.00
Multi Key Call Waiting	\$10.00	\$15.00	\$15.00
Shared Call Appearance	\$5.00	\$15.00	\$15.00
Group Voice Mail	\$19.95	\$15.00	\$15.00

IBC Packages and Features

IBC is made up of multiple service components, Packages, Optional Add-On Features, Access, and Equipment.

A Package is required for each user/phone number. There are two Packages to choose from. The Basic package is comparable to a Single Line service and is primarily used for conference rooms, fax machines and lobby phones. The Standard package is a full featured service that is applicable to all users.

Feature	Feature Description	Basic	Standard
3-Way Conference	Allows end-users to have 3 parties on a call at the same time.	X	X
6-Way Conference	Allows end-users to have 6 parties on a call at the same time.		X
Announcements	Repository of announcements and greetings to be used for Auto Attendants, Call Queues and Music on Hold.		X
Audio Conferencing	Supports simple ad-hoc conferences involving a few parties, or large-scale scheduled conferences for groups.	X	X
Auto Call Back	Allows a user to be notified when the previously called busy party becomes idle and automatically establish a call for the user when the busy party becomes available.		X
Basic Call Logs	View call log information including the name of the remote party, the phone number, and the time the call was made. 20 of the		X

	most recent logs per call type (placed, received or missed) are stored for a user.		
Busy Lamp Field	Allows a user to monitor the hook status and remote party information of up to 50 selected users via the busy lamp fields on the phone. For each monitored user, the device shows whether the user is busy, ringing, or idle. In combination with the Directed Call Pickup feature, a user can pick up a call directed to one of the users being monitored on the set or the desktop client		X
Call Forwarding	Allows a user to redirect all incoming calls to another destination automatically.		X
Call Forwarding Busy	Allows a user to redirect incoming calls to another destination when the user is busy.		X
Call Forwarding No Answer	Allows a user to redirect incoming calls to another destination when the user does not answer within a specified number of rings.		X
Call Forwarding Selective	Allows a user to redirect their incoming calls to a specified destination based on selective criteria specified by the user.		X
Call Me Anywhere	Extends incoming calls to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, tablet, cell phone, and/or a soft phone may ring simultaneously.		X
Call Notify	Allows a user to receive e-mail notifications about selected incoming calls based on specified criteria. Can be used to create an archive of callers or to determine if users have missed any important calls.		X
Call Park and Retrieve	Allows users to put a call on hold and park it against their own number or on another number. Users can then retrieve the call parked on their own number, or retrieve a call parked on another extension, within the Call Park Group.	X	X
Call Pickup	When one of the users in the group is called, another user in the group can pick up the call.		X
Call Pull	Allows a user to seamlessly move a call between any of their IBC connected devices.		X
Call Return	Enables a user to return the call from the last party that called. The system stores the number of the last party that called, and when the user dials a recall feature access code, the system attempts to connect the user to that party.	X	X
Call Trace	Enables users to request that a call they have received is automatically traced by dialing a feature access code after the call.	X	X
Call Transfer - Blind	Enables the user to transfer a call to a specified destination without consulting the destination party.	X	X

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Call Transfer 3rd Party Consult	Enables the user to transfer a call to a specified destination by consulting with the add-on party before transferring the call to the add-on party.	X	X
Calling Line ID Delivery Blocking	Allows users to block their calling line ID on outgoing calls outside of their internal group on a call by call basis	X	X
Calling Name Delivery	Allows the Calling Line name for callers from inside a group or enterprise and/or callers from outside the group or enterprise to be displayed.	X	X
Calling Number Delivery	Allows the Calling Line number for callers from inside a group or enterprise and/or callers from outside the group or enterprise to be displayed.	X	X
Combined Voicemail	An enhancement to the existing Voice Mail voice mailbox, designed to answer incoming calls to both cellular and landline numbers		X
Connected Line ID Presentation	Allows the calling party to be presented with the identity of the connected party, which may or may not be the dialed party.		X
Connected Line ID Restriction	Allows you to block your number from being shown when receiving a call.	X	X
Directed Call Pickup	Allows a user to pick up (answer) a call directed to another user in the same customer enterprise. A call can also be picked up from the Busy Lamp Field feature on the set or on the desktop client. This is different than Call Pickup, which restricts a pickup to a group.		X
Do Not Disturb (DND)	Allows users to automatically forward all incoming calls to their voicemail.		X
Extension Dialing	Speed or short dialing for external numbers that is accessible to all users.	X	X
Fax to Email	Allows customers to send their faxes to a designated email address as an attachment.		X
Group Call Park	Allows a group of extensions defined by the customer to be used to park calls on		X
Group Calling Line ID	Defines a default group Calling Line ID to all external calls.		X
Incoming/Outgoing Calling Plans	Defines which types of calls each user is restricted from receiving or dialing and regulates calling by restricting specific digit patterns.	X	X
Last Number Redial	Allows a user to make a call to the last dialed number without having to reenter the number.	X	X
Long Distance Plan	Provides customers with unlimited outbound calling anywhere in Canada and US, including Alaska and Hawaii	X	X
Music on Hold	Repository of music that can be played for callers on hold, camped or parked.	X	X

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Privacy	Allows a user to exclude themselves from the group and enterprise directory listings, as well as the Auto Attendant extension and/or name dialing.		X
Push to Talk	Allows a user to call another station, where the system requests that the destination station automatically answer. This provides for intercom-like functionality. The user at the destination station can control which users can call them in this way. The destination must be a certified set.		X
Scheduling	Create schedules to route incoming calls based on day of the week, time of the day, and holidays.		X
Selective Call Acceptance	Allows a user to accept only those calls that meet selective criteria defined by the user. The accepted calls can terminate as usual whereas the rejected calls are provided a treatment.		X
Selective Call Rejection	Allows a user to block calls that meet selective criteria defined by the user. The rejected calls are provided a treatment whereas the accepted calls can terminate as usual.		X
Speed Dialing	Allows each user to set up to eight speed dial numbers that can be called with the push of a button.		X
User Alternate Name/Number	Defines a user's Calling Line ID on external calls.		X
Voicemail	Allows end-users to access a confidential 'mailbox' to retrieve, store, or send messages.		X
Voicemail to Email	Allows customers to be sent a notification email to the email destination of their choice when they have received a voicemail.		X
Voicemail to Text	Allows customers to have incoming voice mail messages converted to text and routed to their cellular phone on the SaskTel network via an SMS text message or to the email destination/s of their choice.		X

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Call Queue Overview

The following overview provides a comparison of the Call Queue options. The IBC Call Queue Add-on allows agents to receive incoming calls from a central phone number. Callers can receive appropriate entrance and queue messages, and calls can overflow to alternate locations if they wait too long in queue or if the queue is beyond capacity.

The Administrator can configure call queues and assign users who should be part of the call queue. An agent needs a call queue user license, basic or standard, before they can be assigned to a call queue. Configuration the Administrator can control includes the following:

- Basic information, such as call queue name and queue length
- Call distribution policy
 - Regular call distribution – rings each user in the order they appear on the user list, beginning at the top of the list for each new call
 - Circular call distribution – notes the last user to answer a call, and then rings the next user on the user list
 - Uniform call distribution – rings the user that has been idle the longest
 - Simultaneous call distribution – rings all users at once
 - Weighted call distribution – rings users based on pre-set weight assignments.
- Call queue profile settings such as, the agent’s ability to join a call queue, and whether the call waiting time should be reset upon being transferred to a new queue
- Call routing policies, such as Overflow or Bounced Calls settings
- Call queue announcement attributes specifying the source for each type of announcement
- The agents assigned to a call queue

Components of the call queue:

Feature	Basic	Standard
Maximum calls in queue	25	50
Distinctive ringing	X	X
Queue ID display	X	X
Overflow treatment	X	X
Bounced call treatment	X	X
Greeting and Comfort announcements	X	X
Caller Queue escape	X	X
Queue Audio configuration	X	X
Agent timer settings	X	X
Selective Call Forward	X	X
Selective Call Acceptance / Rejection	X	X
Stranded Calls Routing Policy		X
Agent state selection		X
Agent unavailable codes		X
Call escalation via star code		X
Basic status and statistics		X

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Feature Access Codes

Feature Access Codes allow users to Access, Activate or Deactivate IBC Features from their telephone.

Code	Function
*58	Automatic Callback Deactivation
*59	Automatic Callback Menu Access
*30	Call Bridge
*72 or *21	Call Forwarding Always Activation
*73 or #21	Call Forwarding Always Deactivation
*#21	Call Forwarding Always Interrogation
*22	Call Forwarding Always to Voice Mail Activation
#22	Call Forwarding Always to Voice Mail Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*#23	Call Forwarding Busy Interrogation
*23	Call Forwarding Busy to Voice Mail Activation
#23	Call Forwarding Busy to Voice Mail Deactivation
*92 or *61	Call Forwarding No Answer Activation
*93 or #61	Call Forwarding No Answer Deactivation
*#92 or *#61	Call Forwarding No Answer Interrogation
*24	Call Forwarding No Answer to Voice Mail Activation
#24	Call Forwarding No Answer to Voice Mail Deactivation
*63	Call Forwarding Selective Activation
*83	Call Forwarding Selective Deactivation
*67 or #31	Calling Line ID Delivery Blocking per Call
*55	Call Park
*56	Call Park Retrieve
*76	Call Pickup
*11	Call Pull
*69	Call Return
*29	Call Return Number Deletion
*97	Clear Voice Message Waiting Indicator
*#25	Connected Line Identification Restriction Interrogation
*57	Customer Originated Trace
*85	Directed Call Pickup
*98	Direct Voice Mail Transfer
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*95	Group Call Park
*51	Hunt Group Busy Activation
#51	Hunt Group Busy Deactivation
*#51	Hunt Group Busy Interrogation
## or **	Last Number Redial
*12	Location Control Activation
*13	Location Control Deactivation
*48	Music on Hold Per-Call Deactivation
*94	No Answer Timer

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

#0322	Push Notification Retrieval
*53	Push to Talk
*#60	Selective Call Rejection Interrogation
*74	Speed Dial 8
*00	VM Deposit Dialing
*99	VM Retrieval Dialing

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Glossary of terms

The following glossary provides a more detailed explanation of the phone features and operations.

Term	Explanation
Call features	
Call Queue	Phone numbers can receive incoming calls from a central phone number. Callers receive appropriate entrance and queue messages, and calls can overflow to alternate locations if they wait too long in queue or if the queue is beyond capacity.
Call Queue Basic Users	Phone number that is part of a Call Queue
Call Queue Standard Users	Phone number that is part of a Call Queue
Auto Attendant	Routes calls to various destinations, employees within the company, specific groups of employees, voice mail, or other outside numbers and provides callers with the company greeting and dialing menu options.
Group Paging	Ability to dial and speak to up to 100 users by dialing a paging group phone number.
Hunt Group	Assign users to a group so that incoming calls to a specific number are routed to that group and will be answered by one of the users.
Multi Key Call Waiting	A user's telephone number can appear on up to 6 keys on their telephone set, essentially adding multiple lines to their number. A user cannot use both Multi Key Call Waiting and Shared Call Appearance.
Shared Call Appearance	An end-user telephone number appears and can be answered on another telephone set(s) within their Group, allowing incoming calls to appear at multiple locations simultaneously. A user cannot use both Multi Key Call Waiting and Shared Call Appearance.
Group Voice Mail	A voice mailbox on a Hunt Group, Call Queue, or Auto Attendant telephone number.
IBC Collaboration	Users can share presence, their desktop and files with other users, have text-based communications and add video to their audio calls using any of the soft clients (desktop, mobile or tablet).
Directory displays	
IBC directory (internal)	The name that shows on the phone set and IBC directory listings
Call display internal	The name and number that show up when a user calls within government
Call display external	The name and number that shows up when a user calls outside government
Other terms	
IBC group name	Identifier for a Ministry, Agency, etc. that is part of the Government of Saskatchewan IBC service.
Customer Account Number	SaskTel assigned customer account number (CAN) for billing purposes.

Government of Saskatchewan Wireless Information

Quick Tips

- Email business.wireless@sasktel.com for
 - Service and billing additions, changes, and/or cancellations.
 - **Changing, adding, and removing rate plans, packages, features, and add-ons.**
 - Rate plan changes.
 - Recommendations for a travel add-on package, etc. A travel add-on package may be beneficial for users who are travelling to the United States or Internationally.
 - Implementing a spending limit on wireless device.
 - Reporting a lost or stolen SaskTel wireless device and/or SIM card.
 - Wireless optimization studies – This study is completed upon request and analyzes a user’s usage over a period of time to ensure they are on the correct rate plan.
 - Hardware eligibility reports – This report is completed upon request and identifies contract start and end dates; early device upgrade fees; and early cancellation fees.
- Alternatively, you can contact the following however email is the preferred method of contact as your request will be handled by an available representative in the group:
 - Jamie Windjack @ 1-844-727-5835, Ext 7988
 - Jocelyn Constantinoff @ 1-844-727-5835, Ext 7968
- All devices purchased are eligible for a hardware upgrade after 36 months as per the Government of Saskatchewan Agreement.
- Early Device Upgrade Program - For users who want to upgrade and receive a full device subsidy they have the choice of waiting until their eligibility date or paying the Early Device Upgrade Fee. The Early Device Upgrade Fee is calculated according to the following formula:
[(Retail Value of the Subsidized Device – Amount paid for the Device at time of purchase)/Number of months in the Agreement for Wireless Service for that Device] x Number of Months Remaining in the Agreement for Wireless Service.
For example:
 - You signed a 3-year contract and paid \$99.99 for a \$399.99 phone. Your device subsidy was \$300.00.
 - You want to get a new phone when there is 6 months left on your contract.
 - The device subsidy owing on your phone is \$50.00 $\{(\$399.00 - \$99.00) / 36\} \times 6$.
- When Devices are terminated, the Customer must pay an Early Cancellation Fee (ECF). The fee is based on the subsidized retail value of the device and the remaining months left in the Customer’s contract. The formula is as follows:
 - (Subsidy at time of purchase/length of contract) x months remaining in the contract.
- As an alternative to terminating a device under contract and paying an Early Cancellation Fee, a device can be put on Temporary Suspend. By doing this, it retains the service plan at a reduced monthly rate until the device can be redeployed.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Transfer of Responsibility

If you have a wireless agreement with SaskTel, you can transfer:

- The phone number to another person or business
- Responsibility for that agreement to another person or business

In both cases, there is no penalty, termination fee, or service fee.

To transfer a number or agreement, both the former and new customer must sign the Transfer of Responsibility form.

- If both customers visit a store or dealer together, they will get both signatures and submit an online form.
- If plus pricing needs to be bought out this must be done at the store or dealer.
- Otherwise, the new customer may visit a store or dealer alone as long as they bring the **Transfer of Responsibility form** (pdf) signed by the former customer.

Voice Mail

- Requests to add, remove or change Combined Voice Mail must be submitted through SaskTel's landline account group by emailing govtel.requests@sasktel.com.
- Requests to reset a voice mail password should be made to the Business First Support Team at **1-866-614-7087 PIN #3144** or by emailing business.wireless@sasktel.com. Note: If a user incorrectly enters their password 3 times, they will be locked out of their voice mail and will require a password reset.

SIM Card Swapping

The swapping of SIM cards by GOS users is not recommended. This is crucial to avoid issues while roaming, as well as to ensure the accuracy of asset tracking records. Outlined below are several reasons to support why SIM card swapping should not occur:

1. One of the primary concerns arising from SIM card swapping is the potential impact on cellular coverage while roaming in the USA. Since the discontinuation of the 3G cellular networks in the USA, SaskTel customers roaming in the country will now require VoLTE functionality on their devices. To ensure seamless roaming several factors may need to be considered.
 - 1) The sim card on the SaskTel network is VoLTE compatible.
 - 2) The VoLTE feature is enabled on the SaskTel account.
 - 3) The customer is using a VoLTE capable device, with the latest software update.
 - 4) Accurate matching of the customers device (IMEI), Sim Card, and the information listed on their SaskTel account to guarantee proper provisioning.
 - 5) VoLTE must be enabled/turned on in the device settings.

It is important to note that SaskTel cannot guarantee proper roaming functionality if device information and accounts are not configured properly.

2. SIM card swapping can also cause issues such as the following:
 - Outdated or inaccurate information. This may cause issues for asset management teams who are responsible to maintain accurate records.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

- Asset tags, usernames, and device information may no longer match with who is using the device.
- The SaskTel phone number and contract will also no longer match the device information for the original device purchased.
- The SaskTel Early Device Upgrade Fee (EDUF) or Early Cancellation Fee (ECF) are still on the account with the original phone number, but the device no longer matches the contract dates. Which may result in discrepancies when the client wants to upgrade or cancel the number.

Lost or Stolen SaskTel Cell Phone or SIM Card

Location	Do This
Within Canada	call 1.800.SASKTEL (1.800.727.5835) immediately NOTE: Press 3 for technical support (available 24/7)
Within the United States	call 1.800.667.6870 (available 24/7); if this doesn't work, try 1.306.664.2859
Outside Canada and the United States	call +1.306.664.2859 (press and hold 0 to get the "+" symbol); if this doesn't work, dial this phone number without the "+" in front

SaskTel will suspend the phone or SIM card so it can't be used and add the IMEI (electronic identifying number for the phone) to a national database called a blacklist.

- SaskTel can put the phone on the blacklist during **business hours**.
- It's important to add the phone to the blacklist to prevent fraudulent use.
- There's no charge for this.

If the device was stolen, SaskTel suggests filing a police report as well.

Spending Limits

With the removal of data caps, the recommended alternative (if required) is setting spending limits per device. A spending limit is a spending threshold to help customers manage their monthly wireless bill.

- The minimum spending limit per device is \$150.00 and the maximum is \$500.00.
- The spending limit is set at the 'subscription' level on the customer's account.
- If implementing a spending limit, it is recommended to leave it on the unit versus adding and removing. It can be removed if desired however spending limits should not be added and removed throughout the same bill period as this may cause issues.
- Customers get a text message when they are at 80% and 100% of their spending limit. At 100%, all real-time rated services with chargeable usage on the subscription will be shut off until they make a spending limit top-up payment. Real-time rated services with chargeable usage include:
 - Data
 - Text messaging pay-per-use
 - Picture/video messaging pay-per-use
 - Voice Mail to Text pay-per-use

Voice, long distance calling and unlimited features (data, text, picture messaging) are not affected.

- The top up payment can be done online or at a SaskTel store/authorized dealer. The payment can be made by anyone. When you go to sasktel.com you add only the unit number. If you go into a SaskTel store or SaskTel dealer, they will take the money and apply the top up payment. A user will not be turned away because they are not the account holder.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Checking your Data Usage and Limit

To see information about your device such as usage (data, messaging, roaming) and services (plan details, device details, add-ons), you can:

- Download the free **mySASKTEL mobile app** on your Android or iOS phone or tablet

Wireless Support Hub

Visit the Wireless Support Hub for information on:

- Using and setting up your device.
- Setting up email, Wi-Fi, and voice mail.
- Using calling features.

Travelling Support Hub

Visit the Travelling Support Hub for information on:

- What you need to know for travelling in Canada, US and internationally.

Voice Mail Support Hub

Visit the Voice Mail Support Hub for information on:

- Setting up and using business voice mail (land line) and wireless voice mail (cell phone).
- Troubleshooting voice mail.

Troubleshooting Your Wireless Phone

Visit the Troubleshooting Hub for information on:

- Problems such as not getting email, apps won't open, delayed text messages, can't make phone calls, can't use Internet, audio/sound problems, dropped calls, lost or stolen phones and more.
- Resetting your phone.

noSTRINGS Prepaid Support Hub

Visit the noSTRINGS Prepaid Support Hub for information on:

- Monitoring and managing prepaid service.

MYSASK411

The free mysask411 mobile app helps you search Saskatchewan smarter - get the most relevant results and all kinds of local info ranging from business listings, movie times, menus, deals, and so much more! To download, simply text APP to 306411 or visit your smartphone's app store. Available on **iOS** or **Android**. Standard message rates may apply.

Government of Saskatchewan Wireless Contract Information

Contract Term – 5 Years – Expires February 29, 2028

Rate Plans

1. Voice and Data Devices

Feature	Business VIP 60 (Voice and Data Devices)	Business VIP 115 (Voice and Data Devices)	Business Talk & Text 30 (Voice Only Devices)
Price Per Month	\$45.00 (Regular \$60.00)	\$86.25 (Regular \$115.00)	\$21.50 (Regular \$30.00)
Canada-wide Airtime	Unlimited within Canada to anywhere in Canada or to the U.S. plus incoming calls while in Canada	Unlimited within Canada to anywhere in Canada or to the U.S. plus incoming calls while in Canada	Unlimited within Canada to anywhere in Canada or to the U.S. plus incoming calls while in Canada
Canada-wide Data	Unlimited in Canada (Speed Reduced After 20GB) *	Unlimited in Canada (Speed Reduced After 50GB) *	N/A
U.S. Data	\$5/day for 300MB***	2 GB (Hard-capped) **	N/A
Nationwide Calling (Within Canada to Canada and the U.S.)	Unlimited	Unlimited	Unlimited
U.S. Calling (Within the U.S. to the U.S. and Canada)	\$3.00/day for Unlimited	Unlimited	\$3.00/day for Unlimited
Text (Incoming and Outgoing)	Unlimited Text & Picture/Video Messaging in Canada and the U.S.	Unlimited Text & Picture/Video Messaging in Canada and the U.S.	Unlimited Text & Picture/Video Messaging in Canada and the U.S.
Voicemail	Enhanced Voice Mail (Includes Free deposits and retrievals anywhere in Canada and the U.S.)	Enhanced Voice Mail (Includes Free deposits and retrievals anywhere in Canada and the U.S.)	Enhanced Voice Mail (Includes Free deposits and retrievals anywhere in Canada and the U.S.)
Voicemail to Text	Free	Free	Free
Features	Call Display, Call Waiting, Three-Way Calling, Call Forward, Call Forward Busy, Call Forward No Answer	Call Display, Call Waiting, Three-Way Calling, Call Forward, Call Forward Busy, Call Forward No Answer	Call Display, Call Waiting, Three-Way Calling, Call Forward, Call Forward Busy, Call Forward No Answer
5G Compatibility	Yes	Yes	Yes
Hardware Upgrade Cycle	36 Months	36 Months	36 Months

* Canada Wide usage subject to the Wireless Data Fair Use Policy. Business VIP 60 has a soft cap of 20GB per month with speeds reduced to 2 Mbps download speed and 2 Mbps upload speed. Business VIP 115 has a soft cap of 50GB per month with speeds reduced to 2 Mbps download speed and 2 Mbps upload speed.

** Any U.S. data used past the 2GB hard-capped amount is chargeable based on U.S. pay per day rates of \$5/day for 300 MB of usage.

*** Data usage over 300MB is billed \$5 for every additional 300 MB of usage.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

2. Data-Only Devices

shareMORE Data-Only Rate Plan

Feature	Business shareMORE Data Only
Price per month	\$10
Canada-wide Data	Choose applicable data bucket below (rated at \$1.60/GB)
Nationwide Calling Airtime (Within Canada to Canada and the U.S.)	Pay-per-use (\$.50/min)
Long Distance Calling (Any calls SK to Nationwide, CAN to CAN, or CAN to U.S.)	Pay-per-use (\$.25/min)
International Long-Distance Rates	https://www.sasktel.com/wps/wcm/connect/content/home/wireless/rateplans/international-wireless-calling-rates
U.S. Calling (Within the U.S. to the U.S. and Canada)	\$3.00/day for Unlimited
U.S. Data	\$5.00/24 hours for 300MB

Choose the amount of shared data to fit your business needs.

Canada-Wide Data-only bucket	Price for GOS \$1.60/GB (Regular \$2.00/GB)
shareMORE 1GB	\$1.60
shareMORE 5GB	\$8.00
shareMORE 10GB	\$16.00
shareMORE 15GB	\$24.00
shareMORE 20GB	\$32.00
shareMORE 35GB	\$56.00
shareMORE 50GB	\$80.00
shareMORE 70GB	\$112.00
shareMORE 100GB	\$160.00
shareMORE 150GB	\$240.00
shareMORE 200GB	\$320.00
shareMORE 250GB	\$400.00
shareMORE 500GB	\$800.00
shareMORE 750GB	\$1200.00
shareMORE 1000GB	\$1600.00

- shareMORE data buckets may have a maximum number of units allowed.
- Additional Canada-wide data is \$5/100 MB.
- shareMORE data-only plans are available on any compatible Device utilizing a sim card, including, Tablets, iPads, Mobile Office Hub products such as Novatel MiFi, Netgear Orbi, ZTE Unite IV, and smart phones.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Business Mobile Internet Data-Only Rate Plan with Throttle Exemption

Unlimited Data-Only Plan with Throttle Exemption is only available for use:

- a) by Saskatchewan Public Safety Agency (SPSA) fire towers in the Province of Saskatchewan
- b) by Saskatchewan Air Ambulance and
- c) In situations where both the Customer and SaskTel agree that high data usage is warranted for the delivery of government programs/services which programs/services may include and are limited to the protection of people, animals, environment, and property. For greater certainty, the parties agree that usage as contemplated in this subsection c) to be rare and often time limited.

Feature	Unlimited Data-Only plan for Emergency Services use
Price Per Month	\$75.00
Canada-wide Data	Unlimited (no speed throttle)
Nationwide Calling Airtime (Within Canada to Canada and the U.S.)	Pay-per-use (\$.50/min)
Long Distance Calling (Any calls SK to Nationwide, CAN to CAN, or CAN to U.S.)	Pay-per-use (\$.25/min)
U.S. Calling (Within the U.S. to the U.S. and Canada)	\$3.00/day for Unlimited
U.S. Data	\$5.00/24 hours for 300MB

Business Mobile Internet Data-Only Plans

The Business Mobile Internet Data-Only Plans are available to Devices of the Customer and to Qualifying Entities.

Feature	Business Mobile Internet 5	Business Mobile Internet 10	Business Mobile Internet 25	Business Mobile Internet 50
Monthly fee - BYOD price	\$50.00	\$100.00	\$250.00	\$500.00
Monthly fee - no BYOD discount	\$65.00	\$115.00	\$265.00	\$515.00
Unlimited Saskatchewan-wide data	✓	✓	✓	✓
Upload speed	Up to 5 Mbps	Up to 10 Mbps	Up to 25 Mbps	Up to 50 Mbps
Download speed	Up to 5 Mbps	Up to 10 Mbps	Up to 25 Mbps	Up to 50 Mbps
Throttling threshold	N/A	N/A	N/A	N/A
Throttled speeds	N/A	N/A	N/A	N/A

- Business Mobile Internet service is available on any compatible device utilizing a sim card, including, Tablets, iPads, Mobile Office Hub products such as Novatel MiFi, Netgear Orbi, ZTE Unite IV, and smart phones.
- Business Mobile Internet plans are ONLY available for use in Saskatchewan. Service is geo-locked to SaskTel's towers.
- Bring Your Own Device (BYOD) pricing applies when:
 - The Device is purchased outright.
 - The Device is financed with NO subsidy.
 - The Customer brings in a device they already own (used or unlocked).
- Voice minutes used with Business Mobile Internet: Follows the same pay per use structure as the shareMORE data only plan.

Other Fees/Information

Other Fees & Information	Details
Agreement Terms	A SaskTel Agreement for Wireless Service must be completed for each Customer User at the time of, or prior to, activation of such User on the Service under this Corporate Account Agreement. The term for each such Agreement for Customer Users will be three (3) years. Depending upon when an individual Customer User activates a Device, the term of an individual Customer User's Agreement for Wireless Service may extend beyond the Contract Term of this Corporate Account Agreement.
Hardware Upgrade Cycle	36 months If the Customer upgrades a subsidized Device prior to 36 months elapsing from the date of activation of that Device, the Customer is required to pay the Early Device Upgrade Fee (EDUF) before purchasing a new Device.
Activation Fee	No Charge
Account Administration Fees	Requests to transfer service, port in from competitors, make rate plan or feature changes will have No Activation Fee or Administration Fees associated to them.
9-1-1- fees	A monthly 911 fee applies to each device. Current Rates (subject to change): <ul style="list-style-type: none"> • \$0.43 per month (9-1-1 telecommunications fee) • \$1.95 per month (9-1-1 call taking charge)
Termination fees (All Subsidized Devices)	<ul style="list-style-type: none"> • When devices are terminated, termination fees for the unamortized portion of the original Device subsidy are calculated according to the formula: <i>[(Retail Value of the Subsidized Device – Amount paid for the Device at time of purchase)/Number of months in the Agreement for Wireless Service for that Device] x Number of Months Remaining in the Agreement for Wireless Service</i> • Devices transferred out of SaskTel's network will be subject to the termination fees described in this Agreement. <hr/> <ul style="list-style-type: none"> • Customer Devices that have received a hardware subsidy with the activation of the Service may terminate the Service within 15 days of activation provided voice, text, and data usage is no more than 50% of the buckets in your chosen wireless rate plan (no usage limit for unlimited plans). • In the event a Customer User has self-declared as having a disability, the Customer User may terminate the Service within 30 days of activation, provided total usage on such Customer User's Device with voice, text, and data usage is no more than 100% of the buckets in your chosen wireless rate plan (no usage limit for unlimited plans). • The Customer User must immediately upon such termination, return such subsidized Device in new condition, or pay to SaskTel the subsidized price of such Device to retain such Device if the Device cannot be returned.
Detailed Billing	No Charge
Porting-In Devices	No charge to port service from another provider. SaskTel Activation Fees are waived.
Porting-Out Devices	There is no charge to port-out from SaskTel. Termination fees and prorated billing apply.
Apple Device Enrollment (Apple Business Manager)	No Charge

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Other Fees & Information	Details
Optimization Study/Hardware Eligibility Report	<p>SaskTel will do an annual review during each year of the Contract Term with each Exec and Non-Exec government organization.</p> <p>This will include one (1) free annual Optimization Study (including plan recommendations) and a hardware eligibility report for all devices.</p>
Additional reporting requests	<p>Usage optimization studies and hardware eligibility reports requested in excess of the one annual study which is included at no charge will be charged custom work rates of \$150 per hour with a minimum half hour charge.</p>
Data Caps at an Account Level	<p>Data Caps will apply to those Customers at an Account level with a monthly combined wireless and wireline spend lower than \$2,500. All Device's data overage charges within an account apply towards the data cap.</p> <p>Data caps will result in data usage limits of:</p> <ul style="list-style-type: none"> • \$50 of data overage charges in Canada • \$100 of international data roaming charges for usage outside Canada <p>Data cap notifications are sent to the account holder and device users on the account.</p> <p>Only the account holder or an authorized user can consent to additional charges beyond the data cap.</p> <p>Customers have the option to Opt-out of Data Caps applying if they so choose.</p>
Spending Limits at a Subscription Level (Optional)	<p>A spending threshold to help customers manage their monthly wireless bill. Set at the 'subscription' level on the customer's account. Can range from \$150 to \$500.</p> <p>Customers get a text message when they're at 80% and 100% of their spending limit.</p> <p>At 100%, all real-time rated services with chargeable usage on the subscription will be shut off.</p> <p>Real-time rated services with chargeable usage include:</p> <ul style="list-style-type: none"> • Data • Text messaging pay-per-use • Picture/video messaging pay-per-use • Voice Mail to Text pay-per-use • Voice, long distance calling and unlimited features (data, text, picture messaging) are not affected <p>Once the spending limit has been reached:</p> <ul style="list-style-type: none"> • To resume real-time rated services apply a spending limit top-up payment. (www.sasktel.com/spendinglimit) • Services will be restored within 30 minutes of the top-up.
International Travel Rates	<p>www.SaskTel.com/travel</p>
International Long Distance (from within Canada)	<p>https://www.sasktel.com/wps/wcm/connect/content/home/wireless/rateplans/international-wireless-calling-rates</p>
U.S. Roaming / U.S. Travel Packs	<p>U.S. Roaming is charged on all data used in the U.S. and is not taken out of the included bucket of data in each plan.</p> <p>Exception: U.S Roaming charge does not apply when Customer subscribes to a Travel Data Add-On or a Canada & U.S shareMORE voice and data plan.</p> <p>Roam and Relax travel pack add-ons can also be purchased for U.S. travel when you require additional data. https://www.sasktel.com/store/product-detail-compare/Business/Products-and-Solutions/Wireless/Add-ons/Travel/roam-RELAX-U-S-/ /N-aduqb8</p>

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Other Fees & Information	Details
Wireless Network Speed	SaskTel does not guarantee the speed of its wireless network nor the speed of any SaskTel wireless service due to a variety of factors including without limitation, customer device type, SaskTel wireless network congestion, SaskTel wireless signal strength and the distance the customer is from a SaskTel wireless service tower when accessing the SaskTel wireless network or using any SaskTel wireless service. Building materials may also impact indoor coverage, speed and performance of the SaskTel wireless network and SaskTel wireless service offerings.
5G Compatible Rate Plans	<p>All government rate plans that include data are 5G compatible.</p> <p>To access the 5G network:</p> <ul style="list-style-type: none"> • Customer must be within a 5G coverage area, using a 5G-enabled wireless Device. • Customer must have an activated SIM/eSIM on their Device and provisioned on the network to send or receive 5G data. • Customer must have a 5G compatible wireless plan.
Transfer of Responsibility for Temporary Workers	<ul style="list-style-type: none"> • This is an option that will enable temporary employees (i.e., term, summer/co-op students) to bring their own mobile device to the workplace versus using a Customer owned device. • The employee would transfer the responsibility of their account to the Customer. A \$15 Bring Your Own Device (BYOD) credit will be applicable monthly to any Device temporarily moved to the Customer account that is not carrying a subsidy. This credit is removed if the Customer upgrades that Device at any time. • The BYOD credit does not apply if the Device transferred over is carrying a subsidy amount. If the employee Device is carrying a subsidy amount when transferring to the Customer, that subsidy amount will transfer over to the responsibility of the Customer but remain on the same hardware upgrade cycle of the employee i.e., 24 months. • The Customer can transfer responsibility back to the employee with their consent and a positive credit check at any time if they have not upgraded their Device. If the Customer upgrades such Device, it will be moved to a 36-month hardware upgrade cycle. A Device with a 36-month hardware upgrade cycle must have the EDUF paid out before the Device can be transferred to the responsibility of the employee. The employee’s consent to the transfer and a positive credit check of the employee’s creditworthiness is required before such a transfer can occur. Employees taking responsibility of the Device are not eligible for Business rate plans.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Appendix A: Government of Saskatchewan Name Display Policy

Purpose

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. Government of Saskatchewan Centrex and Integrated Business Communication (IBC) customers who subscribe to Call Display, 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 to block the name /number display.

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

Scope

This policy applies to Government of Saskatchewan ministries and organizations directed to participate in the centralized procurement, use and administration of telephone services as provisioned through SaskBuilds and Procurement. It governs the use of telephone services including Centrex and IBC.

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 change the name display.
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. SaskTel makes outgoing name display changes on Centrex telephone service at no charge.

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Appendix B: Government of Saskatchewan Standardized Billing Names

SaskBuilds and Procurement (SBP), Telecommunications Branch is responsible for administering a government-wide telecommunication billing name standard. The standard helps facilitate the consistent use of names on SaskTel invoices, and for purposes of generating telecommunication reports.

Listed below are the standardized billing names (SBN) for each government organization. The billing names on all Customer Account Numbers (CANs) and Mobility Account Numbers (MANs) should begin with the appropriate SBN. As billing names can be 22 characters in length including spaces, organizations may opt to include extra information in the name providing they stay within the 22-character limit.

Example: SK ENV ADMIN

The standardized name is SK ENV, but because this name only uses 6 characters, the ministry has 16 more to work with if they choose.

When the name of a government organization changes, the standard billing name should also be changed accordingly. Telephone Coordinators should submit a list of CANs/MANs to SaskTel and request the applicable billing changes be made. Billing name changes are made at no charge.

Organization Name	Standardized Name
Advanced Education	ADVANCED ED
Advocate for Children and Youth	ADVOCATE CHILD & YOUTH
Agriculture	AGRICULTURE
Apprenticeship & Trade Certification	SATCC
Carlton Trail Regional College	CARLTON TRAIL REG COLL
Centre Café	CENTRE CAFÉ
Conflict of Interest Commissioner Office	COIC
Corrections, Policing & Public Safety	CORR & POLICING
Creative Saskatchewan	CREATIVE SASKATCHEWAN
Crown Investments Corporation	CROWN INVESTMENTS CORP
Early Childhood Intervention Program	EARLY CHILDHOOD INTER PROG
Education	EDUCATION
eHealth Saskatchewan	eHEALTH SASKATCHEWAN
Elections Saskatchewan	ELECTIONS SASKATCHEWAN
Energy & Resources	ENERGY & RESOURCES
Environment	SK ENV
Executive Council	EXEC COUN
Finance	FIN

Organization Name	Standardized Name
Pahkisimon Nuye A'H Library System	PAHKISIMON NUYE LIB
Parks, Culture and Sport	PKS, CUL & SPORT
Petroleum Technology Research Centre	PTRC
Provincial Archives of Saskatchewan	PROVINCIAL ARCHIVES SK
Provincial Auditor	PROVINCIAL AUDITOR SK
Provincial Capital Commission	PROV CAPITAL COMM
Provincial Ombudsman	PROV OMBUDSMAN
Public Service Commission	PUB SERV COMM
Saskatchewan Arts Board	SASK ARTS BOARD
Saskatchewan Assessment Management	SAMA
Saskatchewan Crop Insurance Corp	SK CROP INSURANCE
Saskatchewan Development Fund Corp	SASK DEVELOPMENT FUND
Saskatchewan Distance Learning Corporation	SK DISTANCE LEARN CORP
Saskatchewan Food Industry Dev Centre	SK FOOD INDUST DEV CEN
Saskatchewan Gaming Corporation	SASK GAMING CORP
Saskatchewan Human Rights Commission	SASK HUMAN RIGHTS COMM
Saskatchewan Legal Aid Commission	SASK LEGAL AID COMM

SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

Financial and Consumer Affairs Authority	FCAA
Gary Tinker Federation	GARY TINKER FEDERATION
Global Transportation Hub	GLOBAL TRANS HUB
Government Relations	GOVT RELATIONS
Great Plains College	GREAT PLAINS COLLEGE
Health	HE
Highways	HIGHWAYS
Immigration & Career Training	IMMIG & CAREER TRAIN
Information and Privacy Commissioner	INFO & PRIVACY COMMISSION
Innovation Saskatchewan	INNOVATION SASK
Justice	JUSTICE
Labour Relations and Workplace Safety	LRWS
Legislative Assembly	LEG ASSEM
Legislative Assembly Opp Caucus Office	LEG ASSEM OPP CAUCUS
Legislative Assembly Govt Caucus	LEG ASSEM GOVT CAUCUS
Legislative Assembly Third Party Caucus	LEG ASSEM THIRD PARTY CAUCUS
Legislative Council & Law Clerk	LEG COUN & LAW CLERK
Legislative Library	LEGISLATIVE LIBRARY
Lieutenant Governor	LIEUTENANT GOVERNOR
Lotteries and Gaming Saskatchewan	LOTTERIES AND GAMING
Metis Family & Community Justice Services	METIS FAM & COMM JUST
Nortep	NORTEP
Northlands College	NORTHLANDS COLLEGE

Saskatchewan Liquor & Gaming Authority	SK LIQ & GAM AUTH
Saskatchewan Municipal Board	SASK MUNICIPAL BOARD
Saskatchewan Pension Plan	SASK PENSION PLAN
Saskatchewan Public Safety Agency	SK PUBLIC SAFETY AGENCY
Saskatchewan Research Council	SASK RESEARCH COUNCIL
Saskatchewan Sheep Development Board	SASK SHEEP DEV BOARD
Saskatchewan Trade & Export Partnership	STEP
Saskatchewan Water Corp	SASK WATER
SaskBuilds and Procurement	SASKBUILDS AND PROCURE
Saskatchewan Polytechnic	SASK POLYTECH
Social Services	SOCIAL SERVICES
Society for the Involvement of Good Neighbours	SIGN
Southeast College	SOUTHEAST COLLEGE
Suncrest College (formerly Parkland College)	SUNCREST COLLEGE (formerly PARKLAND COLLEGE)
Surface Rights Board	SURFACE RIGHTS BOARD
Teachers' Superannuation Commission	TEACHERS' SUPERAN COMM
The Technical Safety Authority of Saskatchewan	TECHNICAL SAFETY AUTH
Tourism Saskatchewan	TOURISM SASKATCHEWAN
Trade & Export Development	TRADE & EXPORT DEV
Water Security Agency	WATER SECURITY AGENCY
Western Canada Lottery Corporation – VLT Division	WCLC VLT DIVISION
Workers' Compensation Board	WORKERS' COMP BOARD

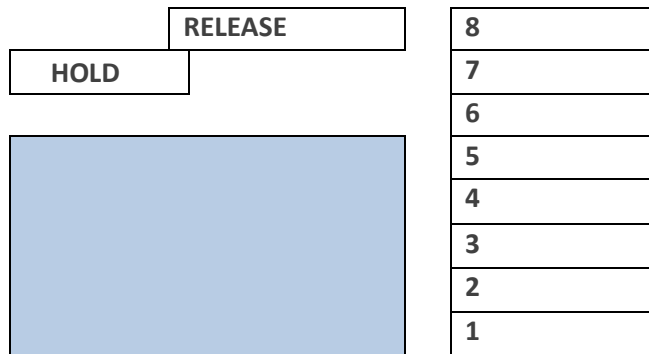
Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

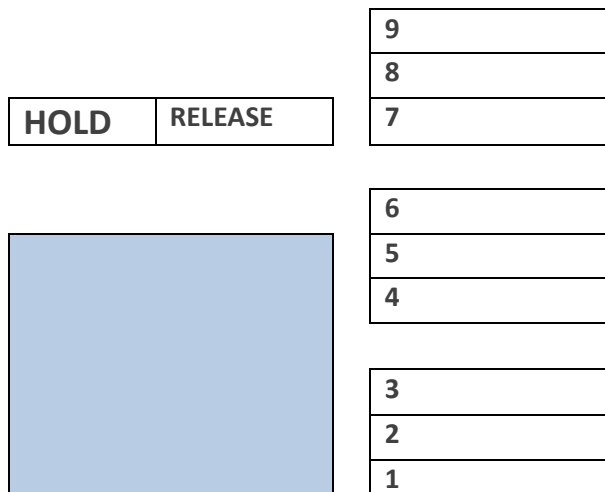
Appendix C: SaskTel Telephone Set Templates (Centrex)

The following are templates for the digital telephone sets (current and obsolete). This will assist in identifying the position of keys on the various models of telephone sets.

M5208 (obsolete – not available to purchase)



M5209 (obsolete – not available to purchase)



Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

M5312 (obsolete – not available to purchase)

HANDSFREE		MUTE
10		8
9		7
RLS	HOLD	6
		5
		4
		3
		2
		1



M5216 (obsolete – not available to purchase)

RELEASE		MUTE	8
HOLD		PROGRAM	7
		14	6
		13	5
		12	4
		11	3
		10	2
		9	1

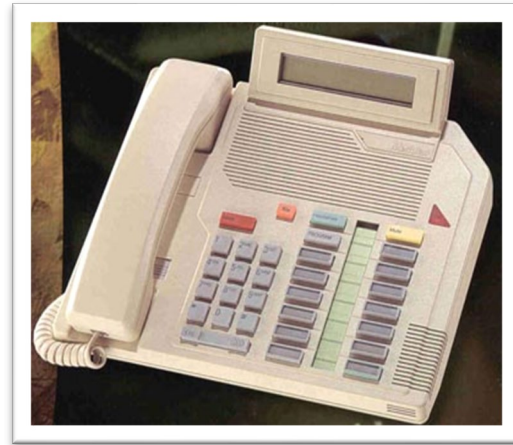


Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

M5316 (obsolete but reconditioned sets still available to purchase)

	RELEASE	HANDSFREE	MUTE
HOLD		PROGRAM	7
		13	6
		12	5
		11	4
		10	3
		9	2
		8	1



** call display only works for keys 1 through 9

M522 (obsolete – not available to purchase)

K25		K36	
K24		K35	
K23		K34	
K22		K33	
K21		K32	
K20		K31	
K19		K30	
K18		K29	
K17		K28	
K16		K27	
K15		K26	



SBP Telephone Coordinator Handbook

Last revised: January 2024
Next review: December 2024

Telecommunications, Operations and Service Delivery Division, Ministry of SaskBuilds and Procurement

This handbook was compiled to support the role of organizational Telephone Coordinators.

M6320 (obsolete – not available to purchase)



HOLD	RELEASE

13
12
11
10
9
8
7

PROGRAM
6
5
4
3
2
1

** call display only works for keys 1 through 9

Contact Information

Telecommunications Unit
Yvette Sitter, Manager
Ministry of SaskBuilds and Procurement
110 Henderson Dr, Regina, SK, S4N5V5
Phone: 306-787-6899 ✉ yvette.sitter@gov.sk.ca