MTS Prepaid Wireless

User Guide



Quick Reference Guide

	From your MTS Prepaid Wireless phone	From any phone or when you are in another province	Online
Account management	#TALK (#8255)	1-888-283-1873	mts.ca/prepaidaccount
Adding airtime with credit card	#TALK (#8255) or #TIME (#8463)	1-888-283-1873 or 1-877-629-8646	mts.ca/prepaidaccount
Adding airtime with debit card			mts.ca/prepaidaccount
Instant access to adding airtime	#ADD (#233)		mts.ca/prepaidaccount
Customer service	611	204-225-5687 (204-CALLMTS) or 1-800-806-5819	

Prepaid Card

Prepaid cards are available from:

- MTS stores
- · Convenience stores such as 7-Eleven and Mac's
- · Gas stations such as Petro-Canada and Shell
- Other outlets including Best Buy, Giant Tiger, London Drugs, Shoppers Drug Mart, Real Canadian Superstore and Wal-Mart

Getting Started is Easy

1. Activate your new phone by calling 1-800-806-5819 from any phone, other than your MTS Prepaid Wireless phone, Make sure you have a pen and paper ready. If you are activating a 4G device, please have your SIM card ready - you will need the number on the back

Front of SIM card



Back of SIM card



SIM card number

- 2. One of our MTS representatives will help you program and activate your phone. If you are using a 4G phone, you will need to have the SIM card inserted before use (ask us for assistance or review your phone's manual for instructions).
- 3. You are now ready to go!

Table of Contents

MTS Prepaid Wireless	1
Managing Your Account	2
Keeping Your Account Active	2
Online Account	3
How to Retrieve or Reset your Password	3
Logging in to Online Account	4
Topping Up	5
Prepaid Cards	6
Plans	7
30-Day Prepaid Plan	7
Pay-Per-Use Plan	9
Prepaid 30-Day Tablet Plan	9
Prepaid 30-Day Data Add-Ons	9
Text Messaging Add-Ons	10
Long Distance Rates	11
Using Your Device Across Canada	12
Included Features	13
Call Display	13
Voicemail Lite	13
Call Waiting	14
Conference Calling	1.4

Table of Contents

MTS Prepaid Wireless Calling Features	15
Text Messaging	15
Picture & Video Messaging	15
Emergency Services, E-9-1-1 Service, Message Relay Service	16
Emergency Service Enhanced E-9-1-1	16
Message Relay Service	17
Cell Phone Safety	17
Texting During an Emergency	17
Text with 9-1-1	18
My Wireless Support	19
Terms and Conditions	20

MTS Prepaid Wireless

Thank you for your purchase! We appreciate your business and hope you enjoy your new device.

We are available to help answer any of your questions and we have assembled some helpful information you may need to get the most out of your phone.

For specific details about your phone, please refer to your handset manufacturer's guide.

Managing Your Account

Managing your account is easy. Check your balance, change your rate plan, top-up your account, and more. Choose the most convenient way for you:

- · Log in to your MTS account at mts.ca/prepaidaccount
- Dial #TALK (#8255) from your MTS Prepaid phone
- Dial 1-888-283-1873 from any phone

Note: You will be prompted for a password when calling in. Your default password is 1234.

Keeping Your Account Active

To make sure you don't lose your minutes, it is important to check your account balance often, and to add money to your account before your balance expires.

Please remember the following tips:

- You will have a 7-day grace period after your balance expires to top-up your account. If you don't top-up within 7 days, you will lose all the money in your account.
- If your account has expired and your balance is \$0 for 180 days in a row, your service will be disconnected. You can sign up again by visiting an MTS store, but you will get a new phone number. 4G customers will need to get a new SIM card.
- If your balance reaches \$0 while you are on a call, your call will end, and your phone service will be inactive until you top-up your account.

Online Account (mts.ca/prepaidaccount)

With MTS Prepaid Wireless you get a free online service that lets you manage your account over the Internet:

- · Top-up your Prepaid account using a:
 - Credit card

Dial #TALK from your

- Interac® Online
- Prepaid card/PIN number
- Change your rate plan (after topping-up your account)
- · Purchase data add-ons
- Sign up for a 30-day plan
- · Update personal information
- · Top-up your account automatically

How to retrieve or reset your password for your online account:

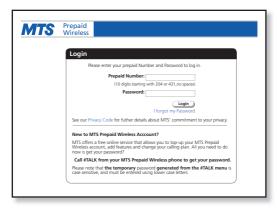
Follow these steps when you want to retrieve your online account password for the first time or if you've forgotten your password and need to reset it.

Dial 1-888-283-1873 from

Prepaid Wireless phone	any phone
1. Press 6 to retrieve or reset your password for your online account 2. Enter your 4-digit Prepaid password (note: default password is 1234)	1. Enter your 10-digit Prepaid phone number 2. Enter your 4-digit Prepaid password (note: default password is 1234) 3. Press 6 to retrieve or reset
 You will be given your online account password (make sure you write it down) 	your password for your online account 4. You will be given your online account password (make sure you write it down)

Logging In To Online Account

Visit www.mts.ca/prepaidaccount



Upon your first visit, you will be asked to enter your 10-digit phone number (starting with 204 or 431) and your online account password.

Topping Up

You can top-up your phone online, or by phone using your credit card, a Prepaid card, or your Interac[®] Online. For a list of locations where you can purchase a Prepaid card, please see the inside cover of this guide.

Online:

- · Log on to mts.ca/prepaidaccount
- Select Top-up Account (left hand side of your screen)
- · Follow the on-screen instructions

By Phone:

- Call #TALK (#8255) from your Prepaid Wireless phone or 1-888-283-1873 from any other phone
- · Follow the prompts to top-up your account
- NOTE: Your default password is 1234

Auto Top-Up

With auto top-up, you will never have to remember to top-up your minutes again! Set up your account in one of two ways:

Top-up whenever your balance dips below \$5

OR

. Top-up on a certain day of the month every month

Visit mts.ca/prepaidaccount to try it out today.

Note: If you subscribe to a 30-day plan, the auto top-up date and expiry date of the 30-day plan may not always coincide. If using a Prepaid card, you will need the PIN found on the card.

Prepaid Cards

MTS Prepaid cards are available in four denominations and each has its own expiry date.

Top-up amount	^{\$} 15	\$30	^{\$} 60	\$100
Expires	30	60	90	365
after	days	days	days	days

Plans

30-Day Prepaid Voice & Text Plans

Simple plans paid for in advance, no fixed term contracts required. Choose the plan that fits your needs.

30-Day Plan Price	^{\$} 15	\$30	\$45
Worldwide Text Messaging from Canada	Unlimited	Unlimited	Unlimited
Manitoba Voice Minutes	\$0.25/minute	300 anytime minutes	Unlimited anytime calling
Evenings (6 pm to 8 am) & Weekend Calling	\$0.25/minute	Unlimited	Unlimited
Additional Minute Rate (outside included minutes)	\$0.25/minute	\$0.25/minute	No charge
Long Distance Calling Rate (Canada & U.S.)	\$0.50/minute	\$0.50/minute	\$0.50/minute
Bonus Feature Included		/i-Fi access at a spots in Manito	

Your 30-day plan will auto-renew as long as you have sufficient funds in your Prepaid account. If your account does not have sufficient funds, you will be moved to the Pay-Per-Use plan. Voice minutes do not rollover. Available only on the 4G HSPA+ and LTE networks. All rates are per minute. Rates are subject to change without notice.

Pay-Per-Use Plan

If you want to pay for wireless service as you need it, you can choose to pay standard pay-per-use rates.

Manitoba Voice Minutes	\$0.40/minute
Worldwide Text Messaging from Canada	\$0.40/text
Long Distance Calling Rate (Canada & U.S.)	\$0.50/minute

Prepaid 30-Day Tablet Plan

Select a Prepaid 30-day tablet plan for access to 4G wireless internet on the go.

	Tablet Starter Plan \$15	Tablet Plus Plan
Data	250 MB	5 GB

Prepaid 30-Day Data Add-Ons

Add a data to any Prepaid Wireless plan.

400 MB Canadian Data	\$15
1 GB Canadian Data	\$30
2 GB Canadian Data	\$45

All data add-ons can be used on the 4G HSPA+ and LTE network across Canada. Data add-ons expire after 30 days. Rates are subject to change without notice.

Text Messaging Add-Ons

The following add-ons are available to Pay-Per-Use Prepaid Wireless customers.

50 text messages	\$5
250 text messages	\$10
2500 text messages	\$15

Your unused messages do not expire. Your text messaging add-ons will roll forward with your account balance as long as you keep topping up your account.

Long Distance Rates

The following table outlines the long distance rates that apply when making a long distance call.

Long Distance Rates	Received by a Manitoba number	Received by a non- Manitoba Canadian number	Received by a U.S. number
Calls from Manitoba	Free	50¢/minute	50¢/minute
Calls from Canada (outside of Manitoba)	50¢/minute	50¢/minute	50¢/minute

For long distance rates for calls placed to an international number, please visit mts.ca/mts/internationalrates

Using Your Device Across Canada

You can use your MTS Prepaid Wireless phone in most major Canadian cities

Please note that your Prepaid Wireless phone does not have coverage outside of Canada.

Visit mts.ca/coverage for details about coverage and roaming in Canada. CDMA roaming is no longer supported.

The data included in our data add-ons and tablet plans can be used across Canada.

Included Features

The following features are complimentary with your MTS Prepaid Wireless phone. There is no additional monthly charge.

Call Display

MTS Call Display shows you the name of the person calling. You decide whether to answer or return the call later.

Voicemail Lite

With Voicemail Lite callers can leave you a message when you're busy, your phone is off, or if you just don't want to answer! Voicemail Lite provides up to 3 one-minute messages that are stored for 3 days from date of retrieval.

To set-up Voicemail Lite dial *97 from your MTS Prepaid Wireless phone. Note that your default password is 1234.

Regular airtime charges will apply while you are using this feature.

Call Waiting

Never miss a call while on the phone. Call Waiting lets you answer a second call without hanging up on your first call.

To use Call Waiting to talk to your second caller:

- Press Send or Talk to put your original call on hold and to connect with the second caller.
- Press Send or Talk again to alternate between the first and second callers, until either one disconnects the call.
- Press End to end both calls.

Regular airtime charges will apply to both calls.

Conference Calling

Talk to two people at the same time when you have to, or just because you can.

Conference Calling can be accessed directly from the calling options on your 4G phone.

Simply press add call or add participant on the phone's home screen while on your original call to start your conference call.

Regular airtime charges will apply to both calls.

MTS Prepaid Calling Features

Have fun with your phone and do more than just talk!

Text Messaging

Send short notes instantly with text messaging. This is a great way to communicate when you don't have time to talk.

How to send a text message to another phone:

- On your phone, go to the main menu, find the Message or Mail function, and press OK.
- Select Text Message or New Message, and press OK.
- In the Address or Send To or Phone Number screen enter the 10-digit wireless number or short code that you are texting and press OK.
- In the Message screen, enter your message using the letters on the keypad, and then press OK.
- Press the Send Message key to send your message.

Picture & Video Messaging

On select devices you can take pictures or video and send them instantly to friends and family. In order to send a picture/video message you must first purchase a data add-on. The charge is 50¢/message, plus applicable data usage.

Emergency Services

Wireless E-911 (E9-1-1)

When you dial 9-1-1 from your MTS Wireless phone or smartphone your call will be routed to the 9-1-1 emergency operator in your area.

No matter which type of wireless phone or smartphone you are using, calls to 9-1-1 will provide emergency operators with your wireless number and the location of the cellular tower handling your call.

If you dial 9-1-1 from a wireless phone that is A-GPS (Assisted-Global Positioning System) capable the emergency service operator will be able to better determine your approximate location.

Important to note:

Calls to 9-1-1 (like any calls from a wireless phone) are affected by a number of factors including whether your phone has battery power, signal strength, and if service is available in your municipality. Availability and accuracy of the location information is affected by a number of factors, including whether a call is made indoors or from a covered or underground location. You can only make 9-1-1 calls from a phone or smartphone. Use 9-1-1 only for emergency voice calls. Text messaging (SMS) to 9-1-1 is not supported and will not connect you with a 9-1-1 operator.

To be safe, when dialing 9-1-1 from a wireless phone, it is very important to follow existing cell phone safety best practices.

For more information on wireless 911 service, please visit mts ca/wireless911

Cell Phone Safety

In the unfortunate event that you need to call 9-1-1, there are some very important safety tips that are worth remembering to ensure that you receive the help you need.

- Indicate the nature of the emergency that you are calling about and the emergency services required.
- The operator may not know your cell number or location, so please be prepared to provide both your 10-digit phone number and a detailed description of the surrounding area (e.g. street address, exit numbers, street signs, and landmarks).
- Wait for the operator to tell you it is okay to hang up.
- Leave your phone on so that the operator can call you back.

To ensure that you do not accidentally call 9-1-1, please do not program 9-1-1 into your phone.

Texting During an Emergency

Most mobile phones can send text messages, but remember that you cannot send text messages to 9-1-1. However, T9-1-1 (Text with 9-1-1) is a service that provides 9-1-1 call centres with the ability to communicate with a deaf, hard of hearing, or speech impaired person during an emergency, using wireless text messaging. Customers must register for T9-1-1 service with their wireless service provider and have an eligible wireless device. Visit mts.ca/t911 for more details.

My Wireless Support

You can call us at 204-225-5687 (204 CALLMTS) or at 1-800-806-5814

Monday to Friday: 8:00 am - 6:00 pm Saturday: 9:00 am - 5:00 pm

For information on frequently asked questions and support, visit mts.ca/support

Follow us on Twitter or visit MTS Community for tech support and timely responses to all inquiries

Twitter.com/MTSHelps mts.ca/community

If you have any complaints or compliments about our service, contact us at 204-225-5687 (204-CALLMTS)

If you're not satisfied, contact the MTS Advocate's Office PO Box 6666, Rm CC100R, Winnipeg, Manitoba, R3C 3V6

If your complaint is not resolved to your satisfaction, contact the **Commissioner for Complaints for Telecommunication Services** at cts-cprst.ca

For a copy of the Wireless Code from Canadian Radio-Television and Telecommunications Commission, visit mts.ca/wirelesscode

For a copy of our fair use policy, visit mts.ca/fairuse

Terms and Conditions

These terms and conditions outline the agreement between MTS Inc. ("MTS") and you, the customer, with respect to the Service. The term "Service" means the Prepaid Wireless service (including wireless calling or data service provided to you by MTS. Where provided to you, this agreement must be read in conjunction with the MTS Prepaid Wireless User Guide (the "User Guide") and the terms and conditions on the back of any MTS Prepaid Card (the "Card") or other plan details provided to you by MTS.

Other Applicable Terms of Service — Should you use the Service in any way that involves access to the Internet, you will be subject to MTS's standard terms and conditions applicable to Internet access, which may be viewed on MTS's website at www.mts.ca, or will be provided upon request.

Acknowledgement – By using the Service, you acknowledge that: (i) if applicable, you have received a copy of the User Guide and the Prepaid Card; and (ii) you have read all the terms and conditions in connection with, if applicable, the User Guide, the Prepaid Card and your wireless device and accept those terms.

Service Rules — You must only use the Service in compliance with the law and with all Service regulations MTS issues or adopts from time to time. You may not use the Service for any illegal, interfering, annoying, offensive or dangerous purpose. For your own safety, and to protect the integrity of the MTS Network, you must only use authorized equipment on the Service namely, the equipment must be technically and operationally compatible with the MTS Network and must comply with the rules and regulations of Industry Canada. You must not resell, transfer or share the Service or any part of the Service and you shall not, and shall not permit anyone else, to reproduce, after, adjust, repair or tamper with any signal, identification (including your wireless device's electronic serial number, the mobile identification number or other numbers) or transmission function or component of any wireless device used on the Service, unless specifically authorized by MTS in advance.

Third Party Applications/Services – MTS shall not be responsible or liable to you for any content, applications or services provided to you by a third party for use with your wireless device, even if MTS issues a billing statement to you for such content, applications or services on behalf of such third party.

Identifying Numbers — You may be assigned a unique number, (such as a telephone number) in which you have no property right and MTS may change the number at any time as it, in its discretion, considers necessary, without any liability whatsoever.

Limitation of Liability and Indemnification – MTS does not guarantee the hardware, or the uninterrupted working of its network, the Service, or complementary features or other services. Any warranties, representations or guarantees not specifically contained herein are expressly disclaimed by MTS to the maximum extent allowed by law, as are any other warranties, representations or conditions of any nature, either express or implied, including, without limitation, any warranty, representation or condition of fitness for a particular purpose or merchantable qualify. MTS shall not be liable to you, any user of the Service, complementary features or other services or related equipment or hardware

or any other person, for any damages howsoever caused, directly or indirectly, relating to or resulting from:

- failure, interruptions or defect in the Service, complementary features or other services, equipment, hardware or facilities;
 - failure to provide any Service or complementary features or other services, equipment, hardware or facilities;
 - · mistakes, omissions, interruptions, delays, errors or defects in transmission;
- any other cause including manufacturer recall of equipment, court orders or orders of any competent authority, fire, flood, explosion, war, riots, strikes, lockouts, picketing, boycotts, act of government authorities, acts of terrorism or civil disobedience or by any other cause beyond MTS's control;
- the contents or accuracy of any programming, information or data carried, transmitted
 or delivered by, on, or through the Service, complementary features or other services;
- · any breaches of confidentiality; or
- any breaches relating to or arising from breach of privacy or security in the transmission of data.

Should you use the Service or any complementary features or other services or any hardware or Equipment in a way that causes defamation, copyright, patent or other infringement that results in a claim against MTS, you agree to indemnify and hold harmless MTS for all costs and damages MTS may suffer as a result of such claim.

You acknowledge that the above limitation of liability is reasonable in light of the amount paid for the Service and agree that if MTS should be found liable in any way then MTS's cumulative liability to you or any person claiming through or under you shall be limited to the amount paid by you for the Service during the previous 3 month period which shall be the agreed upon damages and shall be your exclusive remedy, and you shall indemnify and save MTS harmless against any claims in excess of this amount.

You shall ensure that all persons accessing the Service, complementary features or other services comply with these terms and conditions. You shall be solely responsible and liable for, and shall indemnify and hold harmless MTS and its agents and contractors, from and against all losses, damages, expense and costs, including reasonable attorney's fees, sustained by reason of the breach of any term or condition herein contained whether by you or by any person accessing the Service with your permission (express or implied) including, without limitation, all losses, damages, expenses and costs incurred by MTS in attempting to enforce any provision hereof, or in recovering any charges or any damages for breach of any term or condition herein contained. All remedies conferred upon MTS shall be deemed to be cumulative and no one is exclusive of the other. Or any other remedy conferred by law.

Termination – MTS may, in its sole discretion, either terminate this agreement or suspend the Service, without notice or liability at any time if you are in default of this agreement. MTS also reserves the right to terminate the Service if you carry a 50 balance on your Prepaid Wireless account for more than 180 days, provided that such time period is subject to change without notice. You will be held responsible for all charges in connection with this agreement outstanding as of the date of termination or suspension, as the case may be. If there is remaining airtime, data or other service on the MTS Prepaid Wireless account at the time of termination or suspension, such credit amount will be forfeited to MTS, in

addition to whatever other remedies MTS may have recourse to at law. The SIM card from your device cannot be transferred to another type of device and may result in suspension of the Service.

Loss or Theft – It is your responsibility to notify MTS immediately if your wireless device is lost, stolen or destroyed. You will be responsible for replacing your handset in addition to all fees and charges incurred until MTS receives notification. You shall pay all charges up to the time of notification to MTS of such theft, loss or destruction.

Privacy of Communications – MTS does not guarantee the privacy of any communications while you are using the Service or equipment. MTS disclaims all responsibility for any interception of private communications or for any breach of your security or privacy. You acknowledge that your phone number will be displayed when you call other landline or wireless users where technically possible.

Privacy — You acknowledge that MTS collects, uses and discloses personal information for the purposes identified in the MTS Privacy Code. These purposes are: (a) to establish and maintain responsible relations with customers and to provide ongoing service; (b) to understand customer needs; (c) to develop, enhance, promote or provide products and services; (d) to manage and develop MTS business and operations; and (e) to meet legal and regulatory requirements. In the course of providing the Service, customer information may be transmitted outside of the country. You consent to MTS collecting, using and disclosing your personal information in accordance with the MTS Privacy Code. The entire MTS Privacy Code may be viewed on MTS website at www.mts.ca/privacy, or will be provided upon request.

Marketing Information — You acknowledge and accept that from time to time, MTS may use e-mail, text messaging, voicemail, telemarketing and direct mail if MTS thinks such information will be of interest to you. If you do not wish to receive these types of communications, please call (204) 225-5887 or "611 from your wireless device.

Text Messaging — Access and charges may vary depending on hardware. For hardware capable of accessing Text Messaging service, a fee will be charged on a per message basis, for each message sent. A charge applies per text message according to your plan, regardless of whether the text message was delivered to the destination. Rates are charged based on current rates applicable at the time the message is sent, and are subject to change. The customer must have a balance greater than \$0 in their airtime account in order to send text messages.

Text Messaging Add-Ons are for text messages only, and do not apply to Media (picture/ video) Messages, International Text Messages, or Text Messages sent to short codes or email accounts. These messages are still charged on a Pay-Per-Use basis. MTS will carry forward your unused Text Messages as long as you are an MTS customer and your account balance does not expire. If your account expires, the remaining Text Messages will be forfeited.

Prepaid Cards — Prepaid Cards are non-refundable. MTS is not responsible for loss, theft or unauthorized use of the card or number. If you add multiple airtime denominations at the same time, the longest expiry date will be applied to the entire account. Any remning balance is forfeited upon expiration. Airtime is used on a per-minute basis. Portions of minutes are rounded up to the next minute and deducted from your account. Phone numbers will be disconnected after six months of inactivity following the expiration date on the account.

30-Day Plans/Add-ons — First month's plan fee will be collected on the day of enrollment. After your first plan month, the plan fee and all other applicable charges will be collected at the end of the day on the plan expiry date. The 30-Day plans will expire 30 days after the date purchased. Data usage is available in Canada only.

Calling/Texting Rates — Calls made while in Manitoba to another Manitoba number over and above the voice innutes provided in a plan will be charged at an overage rate of 80.25/minute on a 30-day plan or pay-per-use plan. Unlimited anytime calling refers to calls made and received in Manitoba. Long Distance calls made from Manitoba to any non-Manitoba Canadian/U.S. number or calls made to any Canadian/U.S. number while outside Manitoba will be charged \$0.50/minute. Calls made to International numbers are subject to standard International calling rates. Visit mts.ca/internationalrates for details. Text messages sent to Canadian or international numbers over and above the allotment provided in a plan will be rated at \$0.40 per text. Messages sent using short codes may be subject to additional charges over the regular text messaging charge. Picture/ video messaging uses data from your plan and is available on select devices only. Media messages will be rated at \$0.50 per message plus applicable data usage.

Roaming - Voice or data roaming in the U.S. or internationally is not available on Prepaid.

Account Balances — You are responsible for ensuring you have sufficient funds in your prepaid account. If the balance in your account does not cover the monthly fee and we have a valid credit card on file, the fee will be charged to your credit card. If a credit card is not provided, or if MTS is unable to collect the fee from your credit card, the monthly plan will not renew and will switch to the pay-per-use plan.

Locked Hardware — Locked hardware can be unlocked for a one-time fee of \$50. All hardware is new and locked unless otherwise specified. MTS may unlock hardware, upon request, for the unlock fee stated herein provided you have sufficient funds in your prepaid account.

E9-1-1 Service – MTS provides emergency call routing when 9-1-1 service is available and the device is capable. It is local government (i.e. urban/rural municipalities, First Nations) that provides the 9-1-1 emergency response services. If you live in an area where 9-1-1 emergency response services are not available, then your call may not be routed to a live operator. For more information on wireless 911 service, please visit mts.ca/mts/support/ wireless/safety/wireless+e9-1-1. MTS is not responsible for any inability to access 9-1-1 service, to the extent permitted by applicable law.

Governing Law – This agreement shall be governed by and construed in accordance with the laws applicable in the Province of Manitoba.

Fair Use – All plans and data options are subject to our Fair Use Policy. Visit mts.ca/fairuse for details on our Network Management Practices.

Trademarks – MTS design mark is a registered trademark of Manitoba Telecom Services Inc., used under license.

