

MTS

We're with you.

MTS Prepaid Wireless

User Guide

mts.ca/prepaid



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

MTS SIM card

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!**

Activation and programming of your phone is free through a call to **1-800-806-5819**. If you would rather activate your phone in person, please visit one of our MTS stores. Activation and programming at a store location is subject to an activation charge (approximately \$25).

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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
 - 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

Topping Up

You can top-up your phone online, or by phone using your credit card, a Prepaid card, or your Interac® Online.

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 after	30 days	60 days	90 days	365 days

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

Plans

We have a great lineup of Prepaid plans including pay-per-use, monthly, and annual options. Visit mts.ca/prepaid for more information.

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.

Prepaid Features

Included Features

- Call Display
- Voicemail Lite
- Call Waiting
- Conference Calling

Additional Features

- Text messaging (included in some Prepaid Plans)
- Picture and Video messaging (\$0.50/message plus applicable data usage)

For more information about Prepaid Features, please visit mts.ca/prepaysupport

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](tel:204-225-5687) or [1-800-806-5814](tel: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/prepaidsupport

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

[Twitter.com/MTSHelps](https://twitter.com/MTSHelps)

mts.ca/community

If you have any complaints or compliments about our service, contact us at [204-225-5687](tel:204-225-5687).

If you're not satisfied, contact the MTS Advocate's Office
[PO Box 6666, Rm CC100R, Winnipeg, Manitoba, R3C 3V6](mailto:mtsadvocate@mts.ca)

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 MTS Prepaid Wireless service (Service). This User Guide provides certain terms and conditions applicable to MTS Prepaid Wireless Service ([User Guide](#)) and must be read together with the terms and conditions on the back of any MTS Prepaid Card (the “Prepaid Card(s)”), certain terms and conditions on the [mts.ca](#) website or other plan details provided to you by MTS.

Other Applicable Terms of Service – In addition to the terms and conditions in the User Guide, certain terms and conditions from the [mts.ca/termsandconditions](#) site are also applicable. Sections applicable to the Service include, but are not limited to, Effective Date, Your Responsibilities, Limitation of Liability and Indemnification, Marketing Information, Third Party Providers, Locked Hardware, Identifying Number, and E9-1-1 Service. Further, 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 the Service, the User Guide, the Prepaid Card and your wireless device and accept those terms.

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 \$0 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 – 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.

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.

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 remaining 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.

Calling/Texting Rates – Calls made while in Manitoba to another Manitoba number over and above the voice minutes provided in a plan will be charged at an overage rate of \$0.25/minute on a 30-day plan or \$0.40/minute on a 365-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 <https://www.mts.ca/mts/personal/wireless/plans/travel/international+wireless+long+distance+rates> 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.

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.

Fair Use – All plans and data options are subject to our Fair Use Policy. Visit [mts.ca/fairuse](https://www.mts.ca/fairuse) for details on our Network Management Practices.

Trademarks – MTS design mark and *We're with you.* are trademarks of Manitoba Telecom Services Inc., used under license.





