

Important 9-1-1 Limitations and Acknowledgement

- Access to 9-1-1 via IP Relay has certain limitations relative to Enhanced 9-1-1 service, which is available on most "traditional" telephone service.
- Availability of IP Relay is subject to network availability which may be affected by lack of Internet connectivity, power outages, and other interruptions in service.
- The 9-1-1 operator may not know where you are calling from unless you provide accurate location information (address) when asked.
- 9-1-1 emergency calls made using IP Relay may take longer to be connected to the correct 9-1-1 response centre than calls made from a traditional wireline phone.
- You should keep your address information current as the operator may assume that you are at the address you submitted upon service registration if you are not able to speak or type during a 9-1-1 call.
- When placing a 9-1-1 call, do not disconnect until told to do so by the operator, and place the call again if you are disconnected.
- Make sure that you and any users of IP Relay are familiar with the nature and limitations of 9-1-1 calls placed using the service.
- IP Relay service users should contact their service provider with any questions about 9-1-1 service on IP Relay.

Acknowledgement

I acknowledge, understand and agree that:

1. I have read and understood the important information regarding 9-1-1 service and IP Relay limitations above.
2. The 9-1-1 service as described above is correct and I undertake to inform all users of this IP Relay service about the nature and limitations of the 9-1-1 service that I will receive.

Signature

Name

Date

Please make sure to return both pages of the IP Relay application signed to prevent delays in processing your request.