

IP Relay service is provided subject to your provider's terms of service and tariff, as applicable. Please check your provider's website for the most up to date version(s).

This document provides important information about, and describes your obligations associated with, your use of IP Relay, including specific limitations on access to the 9-1-1 emergency call routing service. Please review carefully.

IP Relay Service Limitations

Should I use IP Relay to make 9-1-1 calls? You should always attempt to complete 9-1-1 emergency calls through TTY or Text-with-9-1-1, if available. Emergency calls routed to 9-1-1 through IP Relay will be handled differently than when made on a traditional wireline or mobile network. You are responsible for notifying any user (and potential user) of IP Relay of the nature and limitations of placing emergency calls to 9-1-1 through IP Relay.

Are there any times when IP Relay is not available? Yes. IP Relay, including your 9-1-1 emergency call routing service ("9-1-1 Service") will not work:

- during network outages, including during planned hardware or software upgrades.
- during power outages or if there is no battery back up in your IP Relay-enabling equipment (for example, your laptop, computer, tablet or mobile device), or once any such battery back-up has been depleted;
- if you otherwise don't have access to the Internet;
- if the IP Relay-enabling equipment you are using has been tampered with or damaged; and
- if the IP Relay-enabling equipment or Internet connection have insufficient capacity available.

For IP Relay (including 9-1-1 Service) to work, you are responsible for: (1) the supply of electrical power; and (2) the proper maintenance of your IP Relay-enabling equipment, including replacing the battery, if any, and contacting your Internet service provider for technical servicing as required.

Can I access and dial the 9-1-1 Service with IP Relay? Yes. However, there are important limitations when you dial 9-1-1 ("Emergency Call"). Your Emergency Call and location information are not automatically sent to the nearest emergency centre. The Emergency Call is first answered by a third-party operator. **You must be ready to provide your location to the operator who will then route the Emergency Call to the appropriate emergency response centre based on the location you provide.** If you cannot communicate your location during the Emergency Call, do not disconnect. IP Relay allows you to verify and update your location through a web portal. This location information will be transmitted to the operator who will then route the Emergency Call based on the address in the portal. ***This is why it is crucial that you keep the location information up-to-date in the IP Relay web portal.***

To the extent permitted by applicable law, we are not responsible or liable for any claims or actions related to the inability to access 9-1-1 or receive emergency response services for any reason, including failure or inability to provide correct and up-to-date address and location information.

Are there any other service limitations for IP Relay? Yes. In the event that your applicable telephone services (whether wireline or wireless) are cancelled, discontinued or terminated, IP Relay will no longer be available to you. IP Relay is for individual use only - any other use of IP Relay is strictly prohibited. 900 pay-per-call, and any other similar types of calls of which we notify you, are not permitted.

Can I make Emergency Calls from outside of Canada? Do not use IP Relay for Emergency Calls outside of Canada. An operator may answer the call but will not be able to transfer it to the appropriate emergency response centre.