

# IP Relay Service Application Form



## 1. Please provide your account and contact information.

### Freedom Mobile phone number:

Username (must be the first and last name of the user): \_\_\_\_\_

Password (max of 16 characters): \_\_\_\_\_

Email Address: \_\_\_\_\_

IP Relay Service User's Contact Information:

a. Full Name: \_\_\_\_\_

b. Street Address: \_\_\_\_\_

c. City: \_\_\_\_\_

d. Province: \_\_\_\_\_

e. Phone number: \_\_\_\_\_

f. Emergency Contact Name: \_\_\_\_\_

g. Emergency Contact Phone Number: \_\_\_\_\_

## 2. Send completed form to:

Freedom Mobile  
200-3671 Uptown Boulevard,  
Victoria, B.C. V8Z 0B9

Phone Number: 1-877-946-3184  
Fax Number: 1-866-418-4145  
Email: [info@freedommobile.ca](mailto:info@freedommobile.ca)

Subscribers of this service should contact Freedom Mobile to inquire about the registration status and if required to resolve issues.

Service Terms and Conditions apply.

The following terms, conditions and service limitations (collectively, the "Terms") apply to the IP Relay Access Service. Please note that these Terms supplement and are incorporated into Freedom Mobile's applicable terms of service, and form part of your agreement with Freedom Mobile.

Please note that these Terms include very specific limitations of use. As further outlined below, the IP Relay

Access Service has certain limitation regarding 9-1-1 emergency calls. 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 to report real life emergency situations.

Please read the Terms below, and make sure you fully understand them before agreeing to accept them.

## Terms and Conditions

- “IP Relay Service” is a voice relay service being provided to registered IP Relay service users. Communication between operator and IP Relay service happens over the Internet and being relayed to other party through usual voice call.
- “IP Relay Service user” is a deaf, hard of hearing or speech impaired (DHHSI) person, registered to participate in the IP Relay Service. All IP Relay Service users are bound by the same terms and conditions.
- The wireless phone service account (prepaid or postpaid) that the IP Relay Service user maintains with Freedom Mobile must remain in good standing at all times during the use IP Relay Service. IP Relay Service user activities that result in a lapsed subscription or unsubscription from the service provider may result in a loss of subscription to IP Relay Service.
- The IP Relay Service user is not fully registered for the IP Relay Service until confirmation of a successful registration has been provided by Freedom Mobile. The time required to process an IP Relay Service registration may be as much as 5 business days in order to ensure all applicable databases have been updated.

## IP Relay Service Availability Limitations

- 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.

## Important 9-1-1 Limitations

- 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.
- 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 wire line 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 type during a 9-1-1 call using the IP Relay service.

# IP Relay Service Application Form



- 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 Freedom Mobile with any questions about 9-1-1 service on IP Relay.

## The IP Relay Service user:

- WILL direct any questions about the IP Relay Service, including subscription and/or registration status to Freedom Mobile only. E-mail: [info@freedommobile.ca](mailto:info@freedommobile.ca) or General Inquiry Number: 1-877-946-3184.
- WILL NOT share his/her account and login credentials for the purpose of allowing others to perform IP Relay Service activities.
- WILL NOT change his/her wireless telephone number or wireless service provider during the subscription to the IP Relay Service. It is understood that if the wireless telephone number or wireless service provider change, the IP Relay Service user will become deregistered from the IP Relay Service.
- Local 9-1-1 centres, being the responsibility of the municipalities in which they operate, will attempt to honour your language choice on a best effort basis, but they may not always have the ability to provide bilingual service.
- Neither the wireless service provider(s), the 9-1-1 service provider(s), the 9-1-1 call centre(s) or their agents make any guarantee as to the delivery, compliance with and/or success of the IP Relay Service, and the IP Relay Service user shall hold all above-noted parties harmless in cases of failure to perform or successfully execute any IP Relay Service activity.
- The wireless service provider(s), the 9-1-1 service provider(s), 9-1-1 equipment providers, the 9-1-1 call centre(s) or their agents will not be liable for any damages, costs, claims, losses or expenses, including, without limitation, any indirect, special consequential, incidental, economic or punitive damages, that arise from, or are due to, any interruptions, delays, errors or defects in the transmission of an emergency communication that is made using the IP Relay Service. Furthermore, the IP Relay Service user shall indemnify the above-noted parties for any breach by the IP Relay Service user of these Terms.
- Misuse and/or abuse of the IP Relay Service or its stakeholders may result in actions, including but not limited to, termination of the user's IP Relay Service eligibility.

By signing below, you confirm that you have read, understood and agree to the Terms above.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_