

# T9-1-1 Service Registration Form



## 1. Please provide your Freedom Mobile account and contact information (please PRINT all entries):

Freedom Mobile Phone Number: \_\_\_\_\_

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

Street Address: \_\_\_\_\_

City: \_\_\_\_\_

Province/Postal Code: \_\_\_\_\_

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

Phone Make/Model: \_\_\_\_\_

Preferred Language:  English  French

Purpose of application:  Registration  De-registration

## 2. Send completed form to:

Freedom Mobile  
401 Ouellette Ave, PO Box 65  
Windsor, N9A 4H0

Fax Number: 1-866-418-4145  
Email: [backoffice@freedommobile.ca](mailto:backoffice@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.

## Terms and Conditions

### *Definitions:*

“T9-1-1 service” is a text message-to-911 service provided to registered users.

“T9-1-1 User” is a deaf, hard of hearing or speech impaired (DHHSI) person, registered to participate in the T9-1-1 service.

- The T9-1-1 user understands and agrees that the T 9-1-1 service is solely intended for people who are deaf, hard of hearing or speech impaired (DHHSI).
- The wireless user account (prepaid or postpaid) that you maintain with Freedom Mobile provider must remain in good standing at all times in order to remain eligible to use the T9-1-1 service. User activities that result in a lapsed subscription or unsubscription from Freedom Mobile will result in your loss of eligibility to use the T9-1-1 service.
- You must register your wireless telephone number in order to use the T9-1-1 service. If the T9-1-1 User owns multiple wireless devices, only the wireless device assigned to that wireless telephone number, as approved by Freedom Mobile, will be eligible for the T9-1-1 service. Any combination of an unregistered wireless telephone number or incompatible device will result in your loss of eligibility for the T9-1-1 service.
- The T9-1-1 User is not fully registered until confirmation of a successful registration has been provided by Freedom Mobile. The time required to process a T9-1-1 registration may be as much as five (5) business days in order to ensure all applicable T9-1-1 databases have been updated.
- The T9-1-1 user:
  - WILL direct any questions about the T9-1-1 service, including subscription and/or registration status to Freedom Mobile only , by calling 611 or 1-877-946-3184
  - WILL NOT share his/her wireless device for the purpose of allowing others to perform T9-1-1 service activities
  - understands and agrees that if the wireless telephone number changes or if you port your number away from Freedom Mobile, the T9-1-1 User will become deregistered from the T9-1-1 service

## *Service Limitations:*

- The T9-1-1 User acknowledges and understands that the T9-1-1 service includes limitations such as:
  - After dialing 9-1-1, you must wait for a 9-1-1 call centre's SMS message response before you are able to reply via SMS
  - Delivery of SMS messages is not guaranteed (could be delayed, discarded or miscarried)
  - Wireless handset eligibility is limited to only those handsets confirmed as compatible by Freedom Mobile. Additional device-specific requirements may exist. For a list of compatible devices, please visit <http://www.freedommobile.ca/accessibility-and-terms/accessibility>
- The wireless device and keypad must NOT BE LOCKED for the duration of the T9-1-1 call
- Wireless calls may occasionally be misrouted to an "incorrect" 9-1-1 call centre when the caller is located near the geographic boundary between two (or more) serving areas. For the T9-1-1 Service, you must be reliably located within a T9-1-1 Service area where PSAP is ready to ensure your 9-1-1 and SMS communications to be received by the correct 9-1-1 call centre

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*Legal Disclaimer:*

- The T9-1-1 User understands and acknowledges that SMS is a best effort service and delivery is not guaranteed.
- Neither Freedom Mobile, 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 T9-1-1 service, and the T9-1-1 User shall hold all parties harmless in cases of failure to perform or successfully execute any T9-1-1 service activity.
- Freedom Mobile, 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 T9-1-1.
- Misuse and/or abuse of the T9-1-1 service or its stakeholders may result in actions, including but not limited to, termination of your T9-1-1 User eligibility.

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

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

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