



VoIP Service Agreement Update 9-1-1 Service Addendum

To all our customers:

9-1-1 emergency service over a VoIP phone (Broadband Internet) has certain limitations compared to Enhanced 9-1-1 services available on traditional phones. It is important that you understand and agree to the conditions and limitations regarding 9-1-1 service outlined in this service agreement update.

In order for I Want Wireless Ltd. to continue your VoIP service, you must read and expressly consent to the terms and conditions contained in this document by returning a signed copy of this agreement by mail to I Want Wireless.

**I Want Wireless
Suite 540, Alberta Ave
Debolt, Alberta
T0H 1B0**

We will include VoIP 9-1-1 Warning stickers to be prominently displayed on your VoIP telephone sets.

9-1-1 VoIP Service Conditions and Restrictions

Service Limitations: Voice Over Internet Protocol (VoIP) service connects through an Internet connection and not to a traditional telephone line. This is an important difference which affects the 9-1-1 Emergency Services available to you. These differences include, but are not limited to:

- The type of 9-1-1 service available to you will depend on where and how you use your phone.
- 9-1-1 emergency calling from within Canada is subject to the availability of 9-1-1 service at the caller's physical location. If 9-1-1 is not available from your physical location, directly contact emergency services such as the fire department, ambulance, or police.
- 9-1-1 dialed emergency calls will be routed to a bilingual central Emergency Services Call Centre Operator who will speak with you to determine your exact location and telephone number. This operator will then route your call to the Emergency Services Operator serving your geographic location. If you are unable to speak, emergency services personnel may not be able to locate you in an emergency.
- 9-1-1 emergency calls made from locations outside of Canada cannot be completed by the emergency call centre operator. The caller will be told to use an alternate service to dial 9-1-1.

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As well, 9-1-1 emergency service may be unavailable under the following conditions:

- 9-1-1 emergency service may not be available during a power outage.
- 9-1-1 emergency service is not available during a broadband Internet outage.
- 9-1-1 emergency service is not available if your VoIP service or Internet service is suspended or terminated.
- 9-1-1 emergency service may be impeded by your Internet service provider.

Power outages or other disruptions may require the Customer to re-set or reconfigure the VoIP equipment and service.

The Customer will immediately notify I Want Wireless of any change of address as to the location where the VoIP service is registered.

9-1-1 VoIP Service – User Tips

- In an emergency, dial 9-1-1 to reach an emergency centre operator.
- Be prepared to provide your physical location, call-back number, and nature of the emergency.
- Do not hang up unless instructed by the call centre operator.
- If you get disconnected, please redial 9-1-1. The operator, if they have your number will also attempt to call you back.
- Ensure that your VoIP service and Internet service is configured and initialized correctly.
- Inform all other users and potential users of the limitations of VoIP 9-1-1 service and about these user tips.
- Display the VoIP 9-1-1 warning sticker on the phone set or in a location that is clearly visible to all users and potential users.

Alternate 9-1-1 Arrangements

If you do not understand and agree with the limitations of the VoIP 9-1-1 service, you should consider alternate means of accessing traditional 9-1-1 or E9-1-1 services or terminating your VoIP service.

Updates to I Want Wireless's 9-1-1 Terms and Conditions

The information contained in this VoIP Service Agreement Update and revisions will be available on our web-site at:

www.IWantWireless.ca

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Limitations of Liability Regarding VoIP 9-1-1 Service Limitations

You also understand and agree that you must communicate these conditions and limitations to all users and potential users of your VoIP telephone service.

We employ third parties to assist us in routing 9-1-1 emergency calls to local emergency call centres and to a national emergency call centre. We disclaim any and all liability or responsibility with respect to third parties' handling of 9-1-1 calls.

The Customer acknowledges that I Want Wireless, Ltd. is not responsible or liable for any of the conditions described in this service agreement update which may impede VoIP 9-1-1 service.

The Customer understands the limitations of VoIP 9-1-1 services and assumes all liability and responsibility for the provision of emergency services and agrees to hold I Want Wireless, Ltd., its officers, directors, employees, or agents harmless for any injury or damage whether direct or indirect that may result from the use of VoIP 9-1-1 emergency calling or lack thereof.

I, as a Customer of I Want Wireless, Ltd., understand and agree to the terms, conditions, and user tips provided in this VoIP Service Agreement Update - 9-1-1 Service Addendum. If this account is for the use of a business, I have the authority to legally bind the company to this agreement.

Customer Name: _____
(*please print*)

Account Number or Address: _____

Signature: _____

Date: _____
mm/dd/yy