



IP Relay Application

Primus Canada IP Relay Guidelines

- If you require IP Relay service due to impairment and are certified by an organization, physician, or other party acceptable to Primus you may apply for IP Relay using this application form.
- To receive IP Relay service you must be a current customer with an active Home Phone service. If you cancel your Primus Home Phone, your IP Relay service will also be cancelled.
- IP Relay is a free service for calls completed within Canada. International calling will be billed according to the Long Distance plan your Home Phone service is subscribed to.
- 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. It is important that you review and acknowledge the service limitations (including 9-1-1 limitations) prior to use.
- Please attach acceptable certification along with the fax or mailed application. This certification may take the form of a general certification from an organization, physician or other party acceptable to Primus.
- In accordance with applicable privacy laws, this information will be utilized for the sole purpose of confirming eligibility for IP Relay service and any fees that may be exempt.

Fax the required documentation to 1-877-329-1811 or mail to:

**Accessibility Services Group, Residential Provisioning
 Primus Telecommunications Canada Inc
 5343 Dundas St West, Suite 400
 Etobicoke, ON M9B 6K5**

Customer Contact Details (please print)

Primus account number		
Last Name		First Name
Street Address		City/Town
Province	Postal Code	Phone Number
Email Address		
Primus Home Phone services subscribed to:		
<input type="checkbox"/> TalkBroadband - VoIP		<input type="checkbox"/> Traditional Home Phone
<input type="checkbox"/> I have attached acceptable certification		

Signature

Name

Date

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.