



## IP Relay Application

### VMedia IP Relay Guidelines

- If you require IP Relay service due to impairment and are certified by an organization, physician, or other party acceptable to VMedia 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 VMedia Home Phone, your IP Relay service will also be canceled.
- 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 VMedia.
- 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.

Mail the required documentation to:

VMedia Inc, Accessibility Services Group  
1881 Steeles Ave West, Suite 405  
Toronto, ON M3H 0A1

Customer Contact Details (please print)

VMedia account number			
Last Name		First Name	
Street Address		City/Town	
Province	Postal Code	Phone Number	
Email Address			
VMedia Home Phone services subscribed to:			
<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.

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Signature

Name

Date

**Please make sure to return both pages of the IP Relay application signed to prevent delays in processing your request.**