

## **Bell IP Relay Service Limitations**

### **Availability Limitations:**

- Availability of Bell 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 Bell 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 Bell 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 with Bell Canada as the operator may assume that you are at the address you submitted upon service registration if you are not able to speak 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 Bell IP Relay are familiar with the nature and limitations of 9-1-1 calls placed using the service.
- Bell IP Relay and 9-1-1 access are subject to a limitation of liability which you can find at Article 16 of the Bell Canada Regulated Terms of Service.
- Bell IP Relay service users should contact Bell Canada with any questions about 9-1-1 service on Bell IP Relay.