



# Text with 9-1-1 User Agreement

All information submitted will be kept confidential.

For the purposes of responding to your emergency, information may be shared with Emergency Response Agencies when you use 9-1-1 service, and with 9-1-1 database providers for the purpose of relaying this information to the appropriate Emergency Response Agencies.

Please PRINT all entries and send completed form to:

**Mail:** SaskTel – CS Admin  
446 2nd Avenue N  
Saskatoon, SK  
S7K 1W8

OR

**Fax:** 1-306-683-0195

OR

**E-mail:** crcsales.admin@sasktel.com

A confirmation text message will be sent to the mobile phone number being registered. If you do not receive the confirmation, please contact SaskTel.

Contact Number: 1-800-SASKTEL (1-800-727-5835)

Please note it may take up to 5 business days for your T9-1-1 Service to be active and ready for use.

If you are mailing in your Agreement, allow extra time for mailing.

## Section A: Text with 9-1-1 (T9-1-1) Subscriber Information

Mobility Account Number: \_\_\_\_\_

Account Holder's Name: \_\_\_\_\_

T9-1-1 User's Name:  
(if different from Account Holder) \_\_\_\_\_

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

Mobile Phone: **Make:** \_\_\_\_\_ **Model:** \_\_\_\_\_

Preferred Language (please check one):

- English
- French

## Section B: Text with 9-1-1 (T9-1-1) User Agreement

The following terms apply to the Text with 9-1-1 (T9-1-1 Service).

Please note that this Agreement for T9-1-1 Service includes very specific limitations of use. Ensure that you fully understand these limitations before agreeing to accept this Agreement. If you have any questions about these limitations, T9-1-1 Service, or your registration status, please contact SaskTel.

For important information on how to effectively use T9-1-1, please visit the national website [www.Textwith911.ca](http://www.Textwith911.ca).

### Terms and Conditions:

- "T9-1-1" is a text message-with-911 service intended for Deaf, Hard of Hearing, or Speech Impaired (DHHSI) persons.
- "T9-1-1 user" is a deaf, hard of hearing or speech impaired (DHHSI) person that is registered with his/her wireless service provider to use T9-1-1 Service.
- "Business day" means Monday to Friday, SaskTel observed holidays excepted.
- By signing up for T9-1-1 Service, you acknowledge that you are a deaf, hard of hearing, or speech impaired person.
- Only compatible wireless devices will support T9-1-1 Service. It is up to the T9-1-1 user to ensure that their device is approved as compatible for T9-1-1 Service. For a list of compatible devices, visit [sasktel.com/text911](http://sasktel.com/text911).
- Only those wireless telephone numbers that successfully register for T9-1-1 Service can use the Service. If the T9-1-1 user owns multiple wireless devices, only the wireless device assigned to the wireless telephone number approved by SaskTel will be eligible for the T9-1-1 Service.
- The T9-1-1 user's SaskTel wireless account must remain in good standing at all times. Anything that results in a suspension or termination of wireless service from SaskTel will result in a loss of eligibility to use the T9-1-1 Service.
- The SaskTel wireless account must have a valid text messaging (also known as SMS –short message service) subscription.
- Only the default SMS application on your device will support T9-1-1. Using any SMS application other than that which comes with your device, such as a third-party SMS application (other "Texting Apps"), may cause T9-1-1 Service to not function.
- If your wireless telephone number or wireless service provider changes, your T9-1-1 Service will cease to function. You will be required to re-register your new wireless telephone number and/or register with your new wireless service provider.
- Any combination of an unregistered wireless telephone number or unregistered device will result in a loss of eligibility for T9-1-1 Service.



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The T9-1-1 user:

- Will ensure that they are using a device that is compatible with T9-1-1 Service.
- Will ensure the device and/or keypad remains unlocked (not be locked or blocked in a password protected or like-mode state) for the duration of a T9-1-1 call.
- Understands that T9-1-1 Service may not be available in all parts of Canada. It is up to the T9-1-1 user to be aware of where T9-1-1 Service is available in Canada. For a list of T9-1-1 available locations, the user can visit: [www.Textwith911.ca](http://www.Textwith911.ca).
- Understands that in order to initiate T9-1-1 Service, he/she must first dial the digits 9-1-1 on his/her compatible wireless device that has been registered with SaskTel. After dialing 9-1-1, he/she must wait for a 9-1-1 call centre's text message response before he/she can reply via text messaging.
- Understands that they must become familiar with the T9-1-1 call sequence. Further information on the call sequence, along with instructional videos, is available at: [www.Textwith911.ca](http://www.Textwith911.ca).
- Understands that 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, the user must be reliably located within a T9-1-1 Service area to ensure his/her 9-1-1 and text message communications are received by the designated 9-1-1 call centre.
- Understands and acknowledges that T9-1-1 Service is an SMS (text messaging) service that is provided on a best effort basis, and that delivery of T9-1-1 messages is not guaranteed.
- Understands that local 9-1-1 centres will attempt to honour your language choice of English or French on a best effort basis, but they may not always have the ability to provide bilingual service.
- Understands that none of SaskTel, the 9-1-1 Service Provider, the 9-1-1 call centres nor their agents make any guarantee as to the delivery, compliance with and/or success of T9-1-1 Service. The T9-1-1 user holds all such parties harmless in cases of failure to perform or successfully execute any T9-1-1 Service activity.
- Understands that none of SaskTel, the 9-1-1 Service Providers, 9-1-1 equipment providers, the 9-1-1 call centres or their agents will 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 the T9-1-1 Service.

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

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