

Wi-Fi Calling terms and conditions

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THESE WI-FI CALLING TERMS and CONDITIONS (the “Terms”) GOVERN YOUR USE OF THE WI-FI CALLING FEATURE (“Wi-Fi Calling”) AND CONTAIN IMPORTANT INFORMATION, INCLUDING 9-1-1 LIMITATIONS AND DETAILS ABOUT SERVICE CHARGES. WHILE USING WI-FI CALLING, YOUR STANDARD WIRELESS PLAN RATES APPLY, INCLUDING LOCAL AND LONG DISTANCE AIRTIME, MESSAGING, AND CURRENT PAY-PER-USE RATES.

Visit telus.com/wificalling for additional details on Wi-Fi Calling. These Terms supplement and are incorporated into the TELUS standard mobility Service Terms available at [TELUS standard mobility service terms](#), and form part of our agreement with you. You agree to cause all persons who use Wi-Fi Calling on your device to comply with these Terms.

1. What is Wi-Fi Calling?

Wi-Fi Calling lets you make and receive phone calls, and send and receive text messages on your device over a Wi-Fi connection. In most cases, when you have access to both a Wi-Fi network and the mobile network, your device will automatically default to use the mobile network.

2. Do I need a specific device or plan to use Wi-Fi Calling?

To use Wi-Fi Calling, you must have a compatible TELUS device and subscriber identity module card (SIM card), and the Wi-Fi Calling feature must be enabled in your settings on your device. You must also subscribe to a TELUS postpaid wireless voice, messaging and data plan.

3. What type of Wi-Fi connection do I need to use Wi-Fi Calling?

To use Wi-Fi Calling, you need access to a public or private Wi-Fi connection. While using Wi-Fi Calling, you will use internet data on the Wi-Fi connection. Internet service charges and overage rates apply in accordance with your TELUS wireless plan or third

party internet service plan. If you use a third party internet service provider to access Wi-Fi Calling, any issues with your internet service are not the responsibility of TELUS, and it is your responsibility to resolve any such issues with your internet service provider.

4. How is Wi-Fi Calling rated while I'm in Canada?

All incoming calls and messages received over Wi-Fi Calling while in Canada, and all outgoing calls and messages sent over Wi-Fi Calling while in Canada to a Canadian number, will be deducted from the airtime and messaging limits included in your wireless plan, and will not be charged long distance service. Current pay-per-use rates apply to usage that exceeds the limits outlined in your wireless plan. All outgoing calls and messages to a non-Canadian number will be charged according to current pay-per-use rates unless your plan specifies a different rate, and long distance service will be charged according to your wireless plan.

5. Can I use Wi-Fi Calling while travelling outside of Canada?

Wi-Fi Calling cannot be used while travelling outside of Canada.

6. Can Wi-Fi Calling be exposed to abuse?

Yes. Many Wi-Fi networks (such as public Wi-Fi networks) do not provide any level of encryption (such as WEP, WPA or other encryption and authentication mechanisms), therefore it is strongly recommended, and it is your responsibility, to ensure the configuration of your device is secure. Devices using Wi-Fi connections may be vulnerable to unauthorized attempts to access data and software stored on the device.

7. How does 9-1-1 emergency service work on Wi-Fi Calling?

THIS SECTION CONTAINS IMPORTANT INFORMATION ABOUT THE DIFFERENCES AND UNIQUE LIMITATIONS OF 9-1-1 EMERGENCY SERVICE ASSOCIATED WITH WI-FI CALLING. PLEASE READ CAREFULLY.

By using Wi-Fi Calling, you acknowledge and agree to the information in this section regarding the limitations of using Wi-Fi Calling for dialing 9-1-1. If you are not

comfortable with these limitations, we recommend that you not use Wi-Fi Calling, or consider an alternate means for accessing traditional 9-1-1 emergency services. We recommend you keep an alternative phone service handy to increase the reliability of your access to emergency services during any service interruption. Note: Wi-Fi Calling cannot support emergency calls outside of Canada. Ensure you are connected to a mobile network when attempting to make an emergency call outside of Canada to be routed to the nearest emergency services. You agree to inform all people who use Wi-Fi Calling on your device of the following limitations and requirements.

A) Your 9-1-1 Emergency Address. When you first turn on Wi-Fi Calling on your device, you will be asked to provide an address for the current Wi-Fi connection location for your device (your “9-1-1 Emergency Address”). You may only register one (1) 9-1-1 Emergency Address (which you should update from time to time based on your new Wi-Fi connection location). Your 9-1-1 Emergency Address should always be a location in Canada.

B) Placing 9-1-1 Calls. If you dial 9-1-1 while using Wi-Fi Calling, your emergency call location information is not sent to the nearest Public Safety Answering Point (“PSAP”). Your call routes to a specialized TELUS call center that will transfer your call to the correct PSAP by using the 9-1-1 Emergency Address you specified for your device or based on the location you have provided to the TELUS operator. When using Wi-Fi Calling to dial 9-1-1, you must immediately inform the TELUS operator of your location (or the location of the emergency, if different) if you are able to do so. It is important that you do not hang up unless directly told to do so, and if disconnected, immediately dial 9-1-1 again. You should also be prepared to provide your call-back number to the 9-1-1 operator. If you use Wi-Fi Calling to dial 9-1-1 and the Wi-Fi connection is lost, your call to 9-1-1 will drop and the specialized TELUS call center and/or PSAP will not have any method of re-connecting with you. If this occurs, dial 9-1-1 again.

C) Accuracy of 9-1-1 Information. You agree to provide true, accurate, current and complete 9-1-1 Emergency Address and other information to TELUS, and are responsible for maintaining and updating the 9-1-1 Emergency Address associated with your device based on your current Wi-Fi connection location. If you do not update your 9-1-1 Emergency Address and do not correctly identify the location of the emergency, 9-1-1 calls made using Wi-Fi Calling will be routed based on your previously provided 9-1-1 Emergency Address and therefore may be routed to the incorrect PSAP for the emergency location. If you are unable to speak, the dispatcher may not be able to locate you if you have failed to update your 9-1-1 Emergency Address. You may update your 9-1-1 Emergency Address in the settings section of your device. During certain periods, updates to your 9-1-1 Emergency Address may not be reflected instantly (e.g., during service maintenance periods).

D) Connection Time and Technical Difficulties. The 9-1-1 service will not function if the internet access point and underlying Wi-Fi network is not configured correctly, does not have the bandwidth to carry a call, or if the Wi-Fi Calling feature is not functioning for

any reason, including but not limited to, power outage, Wi-Fi or broadband service outage or suspension, network or internet congestion or disconnection, mobile network outage or service disconnection due to billing issues or breach of these Terms.

E) Text with 911 (“T9-1-1”) with Wi-Fi Calling. Wi-Fi Calling does not support T9-1-1. In order to use T9-1-1, you will need to do so over a mobile network and you must first register with TELUS as a T9-1-1 user. For information on how to use T9-1-1, please visit <http://textwith911.ca>

8. Will Wi-Fi Calling always be available to me?

Wi-Fi Calling is provided to you on an “as available” and “as is” basis, with no guarantee of continued access and/or quality of service, on account of its reliance on public or private internet and/or mobile networks.

9. How does TELUS limit its liability in respect of Wi-Fi Calling?

To the extent permitted by applicable law, TELUS is not responsible to anyone for any damages, including direct, indirect, special, consequential, incidental, economic, exemplary or punitive damages relating to or arising out of any inability to access 9-1-1 service or use Wi-Fi Calling as a result of the above-mentioned limitations or your failure to comply with the above-mentioned requirements.