

CLASSOUND SERVICE RESTRICTIONS CANADA

Disclaimer

This document provides guidance on potential legal and regulatory restrictions for each country in which WILDIX EE OÜ provides its services. It also contains the contact details of the National Regulatory Authority (NRA). WILDIX EE OÜ does not guarantee that the information contained herein is complete, accurate or up to date. The information below may be adjusted and it is therefore highly recommended to consult this page on a regular basis. The information is not intended as a substitute for legal or regulatory advice. Any customer is solely responsible for the operation of his own business, for complying with any applicable legal and regulatory provisions, and for applying and obtaining the required license(s). WILDIX EE OÜ recommends that its customers seek advice on any legal and regulatory obligations and restrictions before using WILDIX EE OÜ's services. As a general rule, WILDIX EE OÜ's services cannot be used to trigger call-back services and collect calls.

Type	Category	Description
Legal or regulatory requirement	Other restrictions	Any provider with annual Canadian telecommunications service revenues exceeding \$10 million in the previous fiscal year, as reported to the CRTC under the contribution regime, is required to be a member of the Commissioner for Complaints for Telecommunications Services (Decision CRTC 2007-130 on the establishment of an independent telecommunications consumer agency).
Legal or regulatory requirement	Other restrictions	Outbound SMSs are restricted to be used by our customers or their subscribers for sending person-to-person traffic only. The message must be initiated by human interaction. This service cannot be used for sending bulk notifications or other marketing campaigns which fall outside of the scope of CTIA guidelines with regards to the usage of long virtual numbers.
Legal or regulatory requirement	CLASSOUND	Customer should provide end-users one or more methods of updating their registered location. Any method used must allow end-user to update the registered location at will and in a timely manner.
Legal or regulatory requirement	CLASSOUND	Customer shall obtain and keep a record of affirmative acknowledgement by every end-user of having received and understood the limitations of Customer's service which uses the CLASSOUND feature.

Legal or regulatory requirement	CLASSOUND	Customer shall advise every end user, both new and existing, prominently and in plain language, of the circumstances under which the CLASSOUND feature may not be available through or may be in some way limited by comparison to traditional emergency service. Such circumstances include, but are not limited to, relocation of the end user's IP compatible CPE (customer premises equipment), use by the end user of a non-native telephone number, broadband connection failure, loss of electrical power, and delays that may occur in making a Registered Location available in or through the ALI database.
Legal or regulatory requirement	CLASSOUND	The primary method of routing of emergency calls is not available for the entire territory of Canada; therefore a second routing solution is used according to the applicable regulatory framework which may cause the the following limitations: 1. when the end-user places the emergency call, this may be routed to an Emergency Services Center other than the Emergency Services Center that would normally receive the emergency call placed from the end-user location; 2. the end-user physical location and CLI will not be presented to the Emergency Services Centers; 3. in the event that the end-user cannot speak, no information will be provided to the Emergency Services Centers in order to contact WILDIX EE OÜ to obtain information that could allow them to dispatch emergency services to the end-user's location.
Service limitation	Reachability limitations	CLASSOUND numbers are reachable from Canada and US mainland (48 states)
Service limitation	Reachability limitations	CLASSOUND numbers are reachable from landline, mobile and payphones in Canada. They are not reachable from payphones in the US. CLI info from mobile phones can not be guaranteed.
Service limitation	Compatibility issues	Compatibility issues have been reported for international fax transmissions.
Service limitation	Reachability limitations	Reachability issues from Telkomsel (Indonesia) and Telcel (Mexico) have been reported for SMS.
Service limitation	Other restrictions	Outbound SMSs are limited to 1000 messages per day for Canada.

Service limitation	CLASSOUND	CLASSOUND cannot be enabled on non-geographical or CLASSOUND DID Mobile numbers
Service limitation	Reachability limitations	International reachability cannot be guaranteed for SMS and inbound voice on SMS enabled numbers. Please contact our NOC team through the ticketing system to report such issues as we are working on extending international reachability.
Service limitation	CLASSOUND	CLASSOUND National not supported on CLASSOUND DID Mobile numbers
Service limitation	CLASSOUND	CLASSOUND National currently does not support outbound calling to Premium rate numbers and temporarily to short codes 1819 and 1788

Disclaimer: This file is confidential and intended for customer use only.