

a valid proof of purchase; or (h) any indirect or consequential harm caused as a result of any defect or failure of the Product to properly operate, including without limitation lost data or inability to communicate.

**How to Get Warranty Service.** To obtain warranty service, call Customer Support toll-free at 1-866-929-6662 for detailed information, including instructions on how and where to return your Product and on any applicable costs associated with a repair, replacement or exchange. You may be required to provide proof of purchase before obtaining warranty service, and it is your sole responsibility to maintain such proof (e.g., a sales receipt). Returned products that are determined not to be materially defective will be subject to a handling fee. If you disagree with any of our decisions with respect to warranty service, you have the right to contest that decision as permitted under applicable laws and regulations.

**How Provincial Law Applies.** This limited warranty gives you specific legal rights. You may also have other rights which vary from province to province.

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## Important 911 Information

Ooma wants to make sure that you are aware of important differences in the way 9-1-1 service operates with Ooma when compared with traditional telephone service. Here's what you need to keep in mind:

### Differences between traditional 9-1-1 service and Ooma 9-1-1.

With traditional phone services, your 9-1-1 call is sent directly to the nearest emergency response center. With Ooma phone service, your 9-1-1 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response center.

### Remember to verify your location.

Because you can move your Ooma device between locations and because, for technical reasons, the emergency operator may not have your name, location or contact information available, you must immediately inform the emergency operator of your location and contact particulars any time you

call 9-1-1. Do not risk sending police or ambulance services to the wrong location.

### Be prepared during any service interruption.

Ooma phone service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 9-1-1 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

### Do not disconnect.

Until you are told to do so by an emergency dispatcher, do not disconnect your 9-1-1 call. If you are inadvertently disconnected, call back immediately.

## Keep your service address up to date.

Ooma will attempt to provide the emergency operator with your service address, so please ensure that your information on file with us is always accurate and updated. If you do not do this (for example, if you are unable to speak during a 9-1-1 call), the emergency operator may assume that you are calling from the last registered address.

## Inform other users.

You must notify members of your household and other potential users of your Ooma phone service of the nature and limitations of 9-1-1 emergency calls.

## Limitations of Liability.

Ooma's terms of service limit and disclaim liability related to Ooma 9-1-1 service, so please read these carefully.

For a complete description of our Ooma 9-1-1 service, please see Ooma's terms of service at: [ca.ooma.com/terms](http://ca.ooma.com/terms).

## Safety Information

When using telephone equipment, including the Ooma Telo device, basic safety precautions should always be followed to reduce the risk of fire, electric shock, damage to equipment, loss of property, severe injury to persons or even loss of life, including the following:

- Do not use the equipment and all related accessories near or under water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, near a swimming pool, under the rain, do not plunge any parts in water or any other liquid.
- Avoid using the equipment during an electrical storm. There may be a remote risk of electric shock from lightning.
- Use only the power adapter indicated in this manual, if necessary order a new replacement power adapter from Ooma or authorized retailers using the original part number.
- Do not insert the power adapter into an extension cord, receptacle or outlet unless the prongs can be fully inserted, failure to do so may cause electric shock or excessive heat resulting in a fire.
- Do not overload power outlets and extensions cords, otherwise it can result in fire or serious electrical shock.
- To prevent overheating, situate the equipment away from heat sources such as radiators, heat registers, stoves, or other fixtures, appliances and products that produce heat.
- Unplug with caution the equipment from power outlets if it emits smoke, an abnormal smell or makes unusual noise. These conditions may cause fire or electrical shock.
- Do not remove the cover or disassemble any component of the equipment. The equipment contains no user-serviceable parts.
- Unplug the equipment from the power outlet before cleaning. Do not use liquid or if aerosol cleaners, use a damp cloth or a microfiber cloth for cleaning.
- The equipment should never be placed near or over radiator or heat register, nor in any area where proper ventilation is not provided.
- Do not allow anything to rest on the equipment, its power cord or power adapter.
- Do not install the equipment where its power cord may be walked or stumbled on.

- Unplug the equipment from the power outlet if the power adapter cord or power adapter prongs are damaged or frayed, if liquid has been spilled onto the equipment, if the equipment has been exposed to rain, water or any other liquid, if the internal components of the equipment or its power adapter are exposed.
- Do not use a telephone to report a gas leak in the vicinity of the leak.
- The power supply adapter is intended to be correctly oriented in a vertical or floor mount position, the prongs are not designed to hold the power adapter in place if it is plugged upside down, for example do not use facing down power outlets on a ceiling, under a table or in a cabinet.
- The equipment and accessories must be operated only for its intended use and not for any other purposes.

**DO NOT DISASSEMBLE THE EQUIPMENT.** It does not contain any user serviceable components. Changes or modifications to the equipment not expressly approved by Ooma, or operation of the equipment in any way other than as detailed by the owner's manual, could void your authority to operate this product.

**NOTICE:** According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrestor is recommended.

## Industry Canada Notice

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions; (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## Limited Warranty

**What this Warranty Covers.** Ooma agrees to provide a limited warranty to the holder of a valid proof of purchase ("Consumer" or "you") that the Ooma Telo device contained in this package ("Product") is free from material defects in material and workmanship, subject to the exclusions noted below. This limited warranty extends only to the Consumer for Products purchased and used in Canada.

**What Ooma Will Do.** During the warranty period, Ooma or its authorized service representative will repair or replace, at its option, without charge, a Product which is found to be materially defective in materials or workmanship and returned to Ooma. Ooma, at its option, may use new or refurbished replacement parts to repair the Product, or may replace the Product with a new or refurbished product having the same or similar function.

**How Long this Warranty Lasts.** This limited warranty shall expire one (1) year from the date of the Product purchase. Replacement or refurbished parts and products are warranted for the original Product warranty period. This warranty terminates if you sell or transfer your Product.

**What this Warranty Excludes.** This limited warranty does not cover: (a) the cost of shipping and handling for returned and replacement products, or damage or loss during shipment for warranty service; or (b) any software (which is governed exclusively by the licensing terms of such software); or (c) any Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling that is contrary to operation instructions, neglect, acts of god, inundation, fire, water or other liquid intrusion, or force major; or (d) any Product that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of Ooma; or (e) any Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or (f) any Product whose identifying information has been removed, altered or rendered illegible; or (g) any Product purchased, used, serviced, or shipped for repair from outside Canada, or that is returned without