

## IMPORTANT NEWS ABOUT REQUESTING INSTRUMENTS

When you enter an Instrument number in Teraview and receive the message “**Document Number Entered is Not Available**”, please make sure that the Instrument number is correct and you are requesting it from the correct LRO.

If your information is correct, it could be because the instrument you are requesting is not listed in the POLARIS® Instrument database (i.e., non-title instruments), the Property Description or the Property Remarks.

To request these instruments to be made available in Teraview, please submit a **Request for Instrument Availability** by logging on to <http://www.teraview.ca/csc/helpCentre/howE/requestform.html>. Please note this service will not process requests for First Application Documents (FAD) and all documents where the instrument number is available in Teraview including Uncertified Paper Documents.

Once the request is submitted, and unless advised that the instrument is not available, the instrument will be available for downloading and printing in approximately 72 hours. Be sure to add this link to your Internet browser’s favorites list to help make accessing it more convenient.

**Effective November 7, 2005**, requests for the instrument types listed above placed through Teraview will no longer be processed. Any automated fee applied for this type of request will not be refunded.

Your continued support of Teraview software is appreciated.

To contact the Teraview Customer Service Centre:  
e-mail [info@teraview.ca](mailto:info@teraview.ca)  
visit <http://www.teraview.ca/contact.html>