

Email Subject Line: Your Hum device needs to be replaced - important information about your current device.

Customer ID: # Customer ID

Customer Name: #FirstName #LastName

Vehicle: #Year #Make #Model

Dear Customer:

We have determined that your existing Hum device is no longer functioning as it should and needs to be replaced.

What does this mean to you?

Verizon has determined that your Hum device, which plugs into the On-Board Diagnostic ("OBD II") port in your car, is not working or is not functioning as it should. It is possible that your ability to place an emergency call may be impacted. Even if your device continues to work, certain features, such as Crash Response and Vehicle Location Services, may not function properly. If this is the case, your Hum device may not provide emergency responders with your accurate location if needed.

How do we plan to resolve this issue?

We are replacing your existing Hum device and wireless speaker (if you have a speaker as part of your Hum System) free of charge. We will mail you the new equipment within the next 14 days. You will receive a shipping confirmation via the email associated with your Verizon Wireless account with a tracking number once the device has shipped from our warehouse.

What do you need to do?

Once you receive the new equipment, complete the following steps to install it:

- *To activate your new Hum, call 1-877-807-4646 and follow the prompts.*
 - *You will need to have your Hum number available which can be found on the receipt inside the box. It may take up to 10 minutes for your device to activate.*
- *After you call and activate your Hum, make sure you are in a good coverage area (outside with a strong cell signal) prior to plugging in your new Hum so that you can receive important network updates.*
- *Replace your existing ODB reader and wireless speaker (if you have a speaker as part of your Hum system) with new equipment.*

- *Once the new equipment is installed, take a 10-15 minute drive so that the system can validate the equipment.*

Original Hum equipment can either be recycled or returned using the pre-paid shipping label included with your new device.

Note: For HumX only, use the Bluetooth Speaker pairing and Wi-Fi setup instructions (in Hum Quick Start Guide) to set up your new device.

We sincerely apologize for any inconvenience you may have experienced. If you have further questions, please visit our website to see answers to common questions. Click [here](#)

If you need additional assistance, please contact Hum Customer Service at 800-711-5800.

Sincerely,

Hum by Verizon

Hum by Verizon is dedicated to protecting your privacy. [Privacy Policy](#).

Please do not reply to this email as this mailbox is not monitored.