

Customer ID: # Customer ID

Customer Name: #FirstName #LastName

Vehicle: #Year #Make #Model

Dear Customer:

We have determined that your Hum device is not 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 as it should. Your Hum device's ability to place an emergency call and features such as Crash Response and Vehicle Location Services, are not functioning properly. As a result, your Hum device may not provide emergency responders with your accurate location if needed. You will still be able to request services through the Hum App on your mobile device.

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 seven 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 OBD 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.

What should you expect?

We will also issue a credit for service disruption and inconvenience to you, which will be reflected on your bill within one to two billing cycles.

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.

Select Customers – Hum Replacements

We have recently determined that some Hum by Verizon devices may not be working as they should. For impacted customers, your ability to place an emergency call through your Hum device, and certain features, such as crash response and vehicle location services, are not functioning properly, so that your Hum device may not provide emergency responders with your accurate location if needed.

To resolve this issue, we are replacing your unit at no cost to you. If you have a non-functioning device, until you receive your replacement and follow the steps below to activate it, the emergency services function will not be available. However, you will still be able to request services through the Hum App on your mobile device.

How we plan to resolve this issue

We will replace your existing OBD Reader and Speaker (Hum^x customers only) free of charge. We will mail you a new unit and notify you when the shipment of the replacement device is in route.

What you will have to do

You will simply need to do the following:

1. Open the package.
2. Call 1-877-807-4646 and follow the prompts to activate the new device.
3. Remove the old OBD Reader and Speaker.
4. Install the new equipment and take a 10-15 minute drive to register your equipment.
5. Verify you can see it in the Hum App.

For your inconvenience

We will also issue a credit to your Verizon Wireless bill for the service disruption and inconvenience. It will be credited to your bill within the next one to two bill cycles.

Additional support

View the FAQs below for more information.

Also, if you need additional assistance activating the new device, you can reach Hum Customer Service at 1-800-711-5800 at any time.

FAQ Section

What is the issue?

Verizon Connect has identified that certain Hum× and Hum+ devices may not be working as they should. If your device is impacted, your ability to place an emergency call through your Hum device and certain features, such as Crash Response and Vehicle Location services, may not function properly, so that the Hum device may not provide emergency responders with an accurate location if needed.

How many units are impacted?

The number represents a very small percentage of the overall Hum by Verizon customer base.

How will customers be notified?

Verizon Connect will reach out to the customers with identified devices via email, text message and personal phone calls if needed to make them aware.

How will customers receive a new device?

Verizon Connect will be shipping a new unit directly to the customer at his/her billing address.

Does the customer need to ship back the defective device?

The original Hum equipment can either be recycled or returned using the pre-paid shipping label included with the new device being shipped.

What about credit for service?

Verizon Connect will be applying a credit for the service disruption and inconvenience directly to affected customers' Verizon Wireless account within one to two bill cycles.

How will customers know if the device has a problem?

Verizon Connect has notified customers whose devices have this issue. A device is not affected if the customer did not receive an email, text message or phone call from Hum by Verizon about this.