

HUM VT 750 Customers - Hum Vehicle Location Services

We have determined that vehicle location services in your Hum device are no longer functioning as they should. As a result, your Hum device will not provide emergency responders with your accurate location if needed. Also, certain features, such as Crash Response, Boundary Alerts and other features based on vehicle location services, do not work properly.

How we plan to resolve this issue

We have developed a software update that will automatically push to your Hum device. This update will resolve the issue and restore functionality of vehicle location services.

FAQ Section

What happened?

We have identified that vehicle location services in certain Hum devices (VT 750) are not working as they should. As a result, your Hum device will not provide emergency responders with your accurate location if needed.

How do I know if my device is affected?

If your device is affected, the account owner will receive a communication via email and text message.

If my device is affected, what will happen?

We are automatically updating your Hum by Verizon device to restore proper functionality.

What if my device is not updated?

Vehicle location services do not work on your current Hum device. As a result, your Hum device will not provide emergency responders with your accurate location if needed. Your device must receive the software update to restore the functionality of vehicle location services, or your device must be replaced.

What if my vehicle location continues to report incorrectly?

Please contact Hum Customer Service at 800-711-5800 or see options to request a device replacement below.

Additional options:

If you prefer we replace your existing Hum with a new Hum+, contact Hum Customer Service at 800-711-5800 to request one and we will ship a free Hum+ replacement to you at no cost.

The HUM+ includes these enhanced features, which your current device does not offer:

- 4G LTE connectivity
 - Optional In-Vehicle Wi-Fi services can be added for an additional \$10 per month
 - Ability to connect up to 10 devices

- Please note: The Hum+ device does not include a speaker. However, with your new device, most of the features available through your current speaker will be available to you in the Hum App.

Additional Support:

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