

Subject: Please Read: Activating Your Replacement Hum Device

Customer Name: #FirstName #LastName

Vehicle: #Year #Make #Model

Dear Customer:

We recently sent you a replacement Hum device as we have determined the vehicle location services in your current device are not functioning as they should. Here is some additional information to help activate your new device.

Helpful Activation Tips

- You will need the phone number associated with your Hum device to activate. **You can find the Hum device's number on the receipt inside the box.**
- When you have your Hum's number, call 1-877-807-4646 and follow the prompts to activate.
- After you call and activate your Hum, make sure your vehicle is 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.
- Remove your old Hum device from the OBD II port (if it is still plugged in).
- Plug your new Hum device in the OBD II port.
- Once your new Hum is installed, take a 10 - 15 minute drive so that the system can validate the equipment.

Why should I activate my new Hum?

You must activate and install the replacement to gain full functionality of the Hum service. If the replacement is not activated and installed, your current 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, will not work properly.

Further Questions

If you have further questions, please visit www.hum.com/swap to see answers to common questions. If you need additional assistance, please contact Hum Customer Service at 800-711-5800.

Sincerely,
Hum by Verizon