

Lüm Mobile Member Forum Terms of Service ("Forum TOS")

Welcome to the Lüm Mobile Member Forum (the "Forum") and thank you for participating.

Lüm Mobile has created this peer-to-peer Forum to provide an avenue for people to find answers, solve problems and get the most out of their Lüm Mobile service.

The Forum TOS are intended to ensure a healthy, fun and informative Forum for all users. Lüm Mobile suggests each user of this Forum carefully read the Forum TOS and reference it as needed when using the Forum.

By using the Forum you are agreeing to the Forum TOS fully. Lüm Mobile alone will determine if changes are needed.

If Lüm Mobile determines changes are needed to the Forum TOS, we may at any time update the Forum TOS. You should check the Forum TOS from time to time for changes. Your continued use of the Forum after any such changes constitutes your acceptance of and agreement to any such changes.

Terms and Conditions of Use:

- 1) Lüm Mobile grants you a non-transferable, limited, right of access to and use of the Forum.
- 2) In addition to the Forum TOS, the Lüm Mobile Legal Terms govern the use of the Forum. The Lüm Mobile Legal Terms include the Terms of Service, Privacy Policy, Website Terms and Conditions and such other documents as may be applicable from time to time. The Lüm Mobile Legal Terms will always override the Forum TOS in the event of contradiction between the two. These documents are available at lum.ca/legal.
- 3) Lüm Mobile does not endorse the advice, comments, views or opinions posted by members to the Forum.
- 4) Never submit, post or in any way provide personal information such as addresses, phone numbers, personal email addresses or full names on the Forum.
- 5) Lüm Mobile, at its discretion, reserves the right to edit, re-locate, and/or partially or fully remove any submission, but does not validate the accuracy of the information. Lüm Mobile reserves the right to edit or delete any and all content at any time for any reason.
- 6) Lüm Mobile will make good faith efforts to review reports of violation of the Forum TOS. However, Lüm Mobile reserves the sole right to determine the course of any actions taken or not taken in response to a reported violation.
- 7) Lüm Mobile will not formally provide technical support in the Member Forum. Remember this is a peer to peer Forum. Lüm Mobile does not constantly monitor the Forum. Any and all information provided by Lüm Mobile employees is governed by the Lüm Mobile Legal Notices referenced above.
- 8) Members may be offered additional privileges for participation in the Forum. These privileges do not grant a member employment with Lüm Mobile in any form. All official Lüm Mobile employee contributions to the Forum will be clearly identified in their tag. Additional privileges may be altered from time to time with no notice.

- 9) Lüm Mobile's Privacy Policy (lum.ca/privacy) governs all personal information provided to the Forum. You agree and understand that any information posted or contributions made by you are public.
- 10) Lüm Mobile may track your activity on the Lüm Mobile Forum using "cookies" or similar technologies to help us improve the Forum or Lüm Mobile products or services. Refer to Lüm Mobile's Privacy Policy for further details at lum.ca/privacy.
- 11) By using the Forum, you agree to receive electronic communications from Lüm Mobile regarding your activity with the Forum. For example, notifications of a reply to your post or survey requests intended to help us improve the Forum may be sent to the email address you used when registering. Recipients of Forum communications can opt out at any time by changing your notification preferences in the Member Forum.
- 12) Posts asking for donation or sponsorship requests will not be allowed. Lüm Mobile, at its discretion, reserves the right to remove any posts pertaining to donation or sponsorship requests.

Member Contributions to the Lüm Mobile Member Forum:

- 1) The Forum is here to create a constructive, efficient, avenue for Lüm Mobile customers and potential customers to find solutions and learn how to use Lüm Mobile services efficiently. In most cases your additions to the Forum should be in the form of technical questions or technical based answers. Content which fails to enhance the collective technical knowledge of the Lüm Mobile Forum may be removed. Examples include but are not limited to the following:
 - a) Lüm Mobile policy or procedure discussion
 - b) Lüm Mobile corporate decisions or direction
 - c) Future industry speculation
 - d) Petitions of any kind or sort
- 2) Be respectful, courteous and polite. All users of the Forum should feel welcome and comfortable participating. Be respectful of other cultures and those who use English as a second language. Lüm Mobile will not tolerate the posting of content which is rude, libelous, inflammatory, indecent, vulgar, pornographic, or any comments made in a sexual, racial, cultural or ethnic context.
- 3) Be relevant. Make sure your contributions are relevant to this Forum and to the specific topic, category or board where you post. If you have a new question, start a new topic rather than interrupting a conversation.
- 4) When at all possible any suggested solution to any problem identified in the Forum by a Member should be verified through testing before it is posted to the Forum. You are responsible for your own decisions to act upon the information provided by members.
- 5) All polls posted to the Forum will be initiated by Lüm Mobile Moderators, or Staff.
- 6) Do not advertise. The Forum is not to be used to advertise a member's products, services or personal/professional offerings of any kind under any circumstances.
- 7) Use appropriate nicknames. All Member Forum nicknames should be carefully chosen so they are not deemed inappropriate or offensive to other members. If you are unsure if the Nickname you are considering may be found offensive, it probably will be. Lüm Mobile suggests you chose another. Nicknames should not contain personal information such as URLs, Email addresses, phone numbers or possibly confuse members into thinking you are a Lüm Mobile employee.



- 8) Abide by the law. Do not submit content to the Forum that could be construed as being the promotion to commit an illegal action or the commission of any action contrary to law.
- 9) All submissions to the Forum must be your own work. Anything that you don't own will be taken down when Lüm Mobile is made aware of its presence.
- 10) By sending a submission to the Forum you grant Lüm Mobile perpetual use of that content on a royalty free, non-exclusive and worldwide basis. Lüm Mobile reserves the right to use, publish, reproduce, modify, translate as desired and make available to the public any and all submissions as it sees fit. If you do not want to grant these rights to Lüm Mobile, do not submit the content to the Forum.
- 11) Any posts that promote or aid in bypassing of any security features of the service, the Lüm network, or the Forum will not be allowed.
- 12) Do not offer or allow other members to take remote control of your computer.

Breach of the Forum TOS:

Failure to abide by the Forum TOS may lead to the removal or editing of your submission. In extreme or repeated cases, Lüm Mobile may decide to temporarily or permanently delete your account and membership. Lüm Mobile reserves the right to delete any submission or take any action against an account or membership at any time, for any reason.