# Lüm Mobile Wi-Fi Calling Terms of Service

The Wi-Fi Calling Terms contain important information, including 9-1-1 limitations and details about potential service charges. While using Wi-Fi Calling, your standard wireless plan rates apply. By activating this service, you acknowledge and agree to accept these terms and conditions, including any additional terms we refer to below, as revised from time to time (collectively the "Wi-Fi Calling terms of Service"). If you do not agree with any of the Wi-Fi Calling Terms, you should not use Wi-Fi Calling. You are responsible for all use of Wi-Fi Calling on your phone, including any breach of these terms by you or any user of your phone.

Visit lum.ca for additional details on Wi-Fi Calling. These terms supplement and are incorporated into Lüm Mobile's Terms of Service at lum.ca/terms and form part of our agreement with the customer.

## 1. What is Wi-Fi Calling?

Wi-Fi Calling enables you to make and receive voice calls and send and receive text messages over a Wi-Fi connection. Once you have enabled Wi-Fi Calling on your wireless device and you are connected to a Wi-Fi network, your device will use Wi-Fi Calling when the cellular signal is poor or non-existent.

## 2. Do I need a specific device or plan to use Wi-Fi Calling?

To use Wi-Fi Calling, you must have a compatible device, SIM or eSIM, and the Wi-Fi Calling feature enabled in the settings on your device. Completion of all required steps, like 9-1-1 address, need to be completed prior to activating and using Wi-Fi Calling. It is your responsibility to complete these steps fully to be able to use the service.

## 3. What type of Wi-Fi connection do I need to use Wi-Fi Calling?

To use Wi-Fi Calling, you need access to a private or public Wi-Fi connection provided the Wi-Fi does not block VoIP calling. You may experience technical difficulties using networks with low bandwidth, particularly low upload speeds. Please note that many Wi-Fi networks, such as public networks, do not provide encryption and therefore there may be security vulnerabilities. It is your responsibility to ensure the configuration is secure.

## 4. How am I charged for using Wi-Fi calling?

All incoming and outgoing calls and messages made while using Wi-Fi Calling will mirror your current rate plan. Outgoing calls made to any international numbers will be charged according to current pay-per-use rates.

## 5. Can I use Wi-Fi Calling while travelling outside of Canada?

Wi-Fi Calling cannot be used while travelling outside of Canada.

## 6. How does 9-1-1 emergency service work while using Wi-Fi Calling?

*This section contains important information describing the limitations of 9-1-1 Emergency Service when using Wi-Fi Calling. Please read carefully.*

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By using Wi-Fi Calling, you acknowledge and agree to the information in this section regarding the limitations of using Wi-Fi Calling for dialing 9-1-1. If you are not comfortable with these limitations, we recommend that you not use Wi-Fi Calling, or consider an alternate means for accessing traditional 9-1-1 emergency services. We recommend you keep an alternative phone service handy to increase the reliability of your access to emergency services during any service interruption.

A) Your 9-1-1 Emergency Address. When you first turn on Wi-Fi Calling on your device, you will be required to provide an address for the current Wi-Fi Calling connection location for your device (your "9-1-1 Emergency Address"). You may only register one (1) 9-1-1 Emergency Address (which you should update from time to time based on your new Wi-Fi connection location). Your 9-1-1 Emergency Address should always be a location in Canada.

B) Placing 9-1-1 Calls. If you dial 9-1-1 while using Wi-Fi Calling, your emergency call location information is not sent to the nearest Public Safety Answering Point ("PSAP"). Your call routes to a specialized 3rd party call centre that will transfer your call to the correct PSAP by using the 9-1-1 Emergency Address you specified for your device or based on the location you have provided to the operator. When using Wi-Fi Calling to dial 9-1-1, you must immediately inform the operator of your location (or the location of the emergency, if different) if you are able to do so. It is important that you do not hang up unless directly told to do so, and if disconnected, immediately dial 9-1-1 again. You should also be prepared to provide your call-back number to the 9-1-1 operator. If you use Wi-Fi Calling to dial 9-1-1 and the Wi-Fi connection is lost, your call to 9-1-1 will drop and the specialized 3rd party call center and/or PSAP will not have any method of re-connecting with you if your device cannot re-establish a network connection. If this occurs, dial 9-1-1 again.

C) Accuracy of 9-1-1 Information. You agree to provide true, accurate, current and complete 9-1-1 Emergency Address and other information and are responsible for maintaining and updating the 9-1-1 Emergency Address associated with your device based on your current Wi-Fi connection location. If you do not update your 9-1-1 Emergency Address and do not correctly identify the location of the emergency, 9-1-1 calls made using Wi-Fi Calling will be routed by the 3rd party call centre based on your previously provided 9-1-1 Emergency Address and therefore may be routed to the incorrect PSAP for the emergency location. If you are unable to speak, the dispatcher may not be able to locate you if you have failed to update your 9-1-1 Emergency Address. You may update your 9-1-1 Emergency Address in the settings section of your device. During certain periods, updates to your 9-1-1 Emergency Address may not be reflected instantly (e.g., during service maintenance periods).

D) Connection Time and Technical Difficulties. The 9-1-1 service will not function if the internet access point and underlying Wi-Fi network is not configured correctly, does not have the bandwidth to carry a call, or if Wi-Fi Calling is not functioning for any reason, including but not limited to, power outage, Wi-Fi or broadband service outage or suspension, network or internet congestion or disconnection, mobile network outage or service disconnection due to billing issues or breach of these Terms.

E) Text with 911 ("T9-1-1") with Wi-Fi Calling. Wi-Fi Calling does not support T9-1-1. In order to use T9-1-1, you will need to do so over a cellular network and you must first register with Lüm Mobile as a T9-1-1 user.

## 7. How does Lüm Mobile limit its liability in respect to Wi-Fi Calling?

Lüm Mobile is not responsible to anyone for any damages, including direct, indirect, special, consequential, incidental, economic, exemplary or punitive damages, relating to or arising out of your inability to access 9-1-1 service or to use Wi-Fi Calling service, resulting from or attributable to the service limitations set out in these Terms of Service, or your failure to comply with any of the requirements set out in these Terms of Service, or any issues associated with or related to any incompatibility between your device and Wi-Fi Calling service.

## 8. Will Wi-Fi Calling always be available to me?

Wi-Fi Calling is provided to you on an “as available” and “as is” basis. Lüm Mobile does not guarantee the access or quality of voice calls. The availability and quality of the service depends on the quality of the Wi-Fi network that you are using.

## Features Not Available for Wi-Fi Calling

The following features may not always be available with Wi-Fi Calling (depending on phone support): call transfer; conference calling and call forwarding. Calls that need location determination to complete the call, made to special numbers such as 211, 311 or operator assisted calls, and some location-based calling services will not be supported.

## Can Wi-Fi Calling be exposed to abuse?

Yes. Many Wi-Fi networks (such as public Wi-Fi networks) do not provide any level of encryption (such as WEP, WPA or other encryption and authentication mechanisms), therefore it is strongly recommended, and it is your responsibility, to ensure the configuration of your device is secure. Devices using Wi-Fi connections may be vulnerable to unauthorized attempts to access data and software stored on the device.