



CODE OF CONDUCT FOR DOOR-TO-DOOR SOLICITATION PRACTICES

1. Purpose and scope

This *code of conduct* governs door-to-door solicitation practices carried out by employees, representatives, agents, mandataries, or authorized subcontractors (hereinafter referred to as "Representatives") acting on behalf of **Lumii Solutions**.

It aims to ensure respectful, transparent, responsible practices that comply with applicable *laws*, including the *Consumer Protection Act (CQLR, c. P-40.1)*, the *Charter of Human Rights and Freedoms*, applicable municipal by-laws, and any other regulatory obligations relevant to the telecommunications sector.

2. Guiding Principles

In the context of any door-to-door solicitation activity, **Lumii Solutions** Representatives must act with professionalism, integrity, and courtesy, respect the privacy, dignity, and peace of mind of those solicited, provide clear, accurate, complete, and non-misleading information, avoid any form of pressure, insistence, or abusive solicitation, and respect at all times the wishes expressed by the person solicited.

3. Identification and transparency

When interacting with a citizen or consumer, Representatives must clearly identify themselves by stating their name, status (employee or authorized representative), and the fact that they are acting on behalf of **Lumii Solutions**. Wear visible identification, when required or upon request, clearly explain the purpose of the visit at the beginning of the exchange, and refrain from any representation that could suggest that they are acting on behalf of a public authority, municipal body, or regulatory agency, unless expressly and verifiably authorized to do so.

4. Respect for refusal and privacy

Lumii Solutions Representatives must leave the premises immediately if the person refuses to discuss the matter, indicates that they are not interested, and/or explicitly asks the Representative to leave. Representatives must never insist after a refusal, whether verbal or nonverbal, and must respect any signs indicating a refusal to be solicited (e.g., "*No soliciting*," "*No door-to-door sales*") and must never attempt to enter a home without a clear and explicit invitation.

5. Strictly prohibited behaviors

Lumii Solutions Representatives are strictly prohibited from providing false, misleading, or incomplete information, or concealing essential details, including prices, applicable fees, the duration of the commitment, and termination conditions. It is also prohibited to use pressure tactics, artificial urgency or fear, make intimidating, disrespectful, aggressive, discriminatory or inappropriate comments, or exploit a person's vulnerability, particularly due to their age, health, distress or lack of knowledge. It is also prohibited to solicit at unreasonable hours or at times prohibited by local regulations.

6. Contractual and legal compliance

When solicitation leads to an offer of services or the conclusion of a contract, the Representative must strictly comply with the requirements of the *Consumer Protection Act*, particularly those applicable to contracts concluded outside of business premises, provide all required contractual documentation in a clear and understandable manner, inform the consumer of their rights, including the terms and conditions of termination, and refrain from concluding a contract if the consumer expresses doubt, misunderstanding, or discomfort.

7. Protection of personal information

When soliciting, Representatives must limit the collection of personal information to what is strictly necessary, inform the person of the purpose of the collection, ensure the confidentiality and security of the information collected, and comply with **Lumii Solutions'** obligations regarding the protection of personal information, including those arising from *Act 25*.

8. Responsibility and disciplinary measures

Any breach of this *code of conduct* may result, depending on the seriousness of the situation, in internal disciplinary measures, suspension or termination of the Representative's mandate, and any other appropriate measures, including contractual or legal remedies.

Lumii Solutions reserves the right to take prompt action to protect its reputation, its clients, and the public.

9. Commitment

Any person authorized to conduct door-to-door solicitation activities on behalf of **Lumii Solutions** acknowledges that they have read this *code of conduct* and agrees to comply with it at all times.


Lumii Solutions


380, 4^e Avenue

P.O. Box 911

Saint-Jean-sur-Richelieu

Quebec, J0J 1K0

 450 346-0057

 1 888 346-0057

By filling out the form on our [Contact Us](#) webpage