



YOUR RIGHTS AS A SUBSCRIBER

Information for Lumii Solutions subscribers

Lumii Solutions is committed to providing its subscribers with reliable, transparent telecommunications services that comply with applicable *laws* and regulations. The purpose of this notice is to inform customers of the main rights and protections that apply, depending on the nature of the services to which they subscribe.

1. Applicable regulatory framework

Depending on the type of service provided, certain rights and obligations may arise from rules established by the *Canadian Radio-television and Telecommunications Commission (CRTC)*, particularly with regard to telecommunications services, business practices, and complaint handling.

You also have other rights that fall outside the *CRTC's* mandate, including those provided for in applicable federal and provincial *laws*, such as the *Personal Information Protection and Electronic Documents Act (PIPEDA)*, the *Act respecting the protection of personal information in the private sector (Bill 25)* and, where applicable, the *Consumer Protection Act*.

The applicable rights and protections may vary depending on the service offered (Internet, telephony, *IP*, other telecommunications services) and the terms and conditions set out in the service agreement entered into with **Lumii Solutions**.

2. Right to information and choice

You have the right:

- ✓ Obtain clear, accurate, and accessible information about the services offered, their features, rates, and terms and conditions;
- ✓ Freely choose your telecommunications service provider when more than one provider is available in your area;
- ✓ To modify or terminate your services in accordance with the terms and conditions of your service agreement.

3. Deposits, guarantees, and financial conditions

In some cases, a deposit or other financial guarantee may be required, particularly in the absence of a credit history, in cases of insufficient information, or when a risk of non-payment is identified.

When a deposit is required:

- ✓ The amount of the deposit is reasonable and complies with applicable rules;
- ✓ The deposit bears interest, where provided for by regulations;

- ✓ The deposit is refunded when the conditions that justified its requirement no longer apply or upon termination of the service, subject to any amounts owed.

4. Billing and payments

You have the right:

- ✓ Receive clear and detailed billing;
- ✓ To dispute charges that you consider inaccurate, paying the undisputed portion of the bill;
- ✓ To be informed of payment deadlines, the consequences of non-payment, and, where applicable, the applicable fees.

Lumii Solutions may not interrupt an essential service without complying with the notice requirements provided for by *law* and applicable internal policies.

5. Interruption or suspension of services

A service may be suspended or interrupted only in specific situations, including:

- ✓ In the event of persistent non-payment;
- ✓ In the event of non-compliance with the terms of service;
- ✓ In the event of fraudulent, abusive, or illegal use of the services.

Before any interruption, **Lumii Solutions** undertakes to inform the customer and, where possible, offer reasonable solutions (payment agreement, account adjustment, etc.).

6. Termination of services

You may terminate your services in accordance with:

- ✓ The duration and conditions set out in the contract or service agreement;
- ✓ The applicable rules regarding notice and, where applicable, clearly indicated early termination fees.

Certain special situations (e.g., moving, death, force majeure) may result in different termination terms.

7. IP telephony (VoIP) and emergency services (911)

When you subscribe to an *IP* telephony (*VoIP*) service, access to *9-1-1* emergency services is provided in accordance with applicable *CRTC* rules.

Unlike traditional landline telephone services, the *9-1-1* service offered through *IP* telephony may have certain limitations, particularly in the event of a power outage, Internet service interruption, technical failure, or when the service address is not up to date.

It is the subscriber's responsibility to maintain an accurate and up-to-date service address to ensure that emergency calls are routed properly. **Lumii Solutions** recommends that customers using IP telephony services have an alternative means of communication for emergency situations.

8. Protection of personal information

Lumii Solutions places the utmost importance on confidentiality and the protection of personal information.

You have the right to:

- ✓ Access the personal information held about you;
- ✓ Request that it be corrected;
- ✓ To know the purposes for which it is collected, used, or disclosed.

These practices are governed by applicable *laws* and **Lumii Solutions'** internal policies.

9. Dissatisfaction (Complaints and Recourse)

If you have a question, dissatisfaction, or complaint about the services you have received, you should first contact **Lumii Solutions** customer service to try to resolve the situation.

If no satisfactory solution is found, you may file a complaint with the *Commissioner for Complaints for Telecommunications Services (CCTS)*, an independent and free consumer organization.

TCPSC

Website: www.ccts-cprst.ca Phone: 1-888-221-1687

10. Additional information

This note is provided for informational purposes only. It does not replace the terms and conditions set forth in service agreements, applicable contracts, or applicable laws and regulations, which prevail in the event of any discrepancy.