

**NOTICE TO SUBSCRIBER: WIRELESS TELEPHONE RELIABILITY
CONSIDERATIONS WHEN USING WIRELESS VITAL LINK PERSONAL
EMERGENCY RESPONSE SYSTEMS**

Your wireless medical alert system has been designed to be very reliable when sending an alarm signal to the monitoring center and then connecting the call to a live attendant. However, the wireless system must have sufficient cell phone reception to make and maintain a call.

Because wireless phones communicate using radio waves, the SUBSCRIBER is hereby advised that the ability of the Mytrex SYSTEM (The SYSTEM) to connect to Vital Link's monitoring center via the wireless telephone network is influenced by many factors, including, *but not limited to*, the following:

- How close the SYSTEM is located to the cell tower with which it is communicating, physical obstacles, and/or the presence of unwanted electronic signals introduced by other circuit components or natural disturbances.
- The effects of severe weather, and hills, large buildings, or other objects between your phone and the nearest base station or antenna that the wireless service provider uses.
- Cell signal connection quality to and from the local network can and does vary, sometimes substantially from minute to minute and sometimes when the SYSTEM is moved only a few feet. It is possible that your unit will not be able to complete a call because of the lack of cell service, even if a connection was made without problems when the unit was first installed and tested.
- The number of phones trying to use the same network at the same time in the same area. When cell circuits are overloaded, the SYSTEM may detect a "busy" signal instead of being able to complete its call.
- During an emergency, personnel from local, state, and federal emergency agencies may be given priority to use the cell system. If this happens, your alarm call may not go through at all.
- While wireless service providers attempt to design their networks to eliminate dropped calls, busy signals and dead zones, no network is perfect, so coverage breaks within the general coverage areas are still possible.
- Calls take longer to be connected to the response center than do land line calls, due to switching and other delays.
- Your SYSTEM has an internal backup battery that will allow it to continue to operate for up to 60 hours after the loss of AC power. When the unit is running on the battery, it may take up to 20 additional seconds to "wake up" and send a signal to the cell network, because the cell phone circuit may be turned off to save energy. If your AC power is off, please be patient while the SYSTEM turns on its cell phone circuit and makes the connection to the network.

Before choosing the SYSTEM for your medical alarm needs, it is extremely important that you press your button to initiate tests in the locations where you feel you will need it, in order to determine that solid, repeatable cell service is present at all times.

MYTREX, INC. AND VITAL LINK ARE NOT LIABLE FOR PROBLEMS RELATED TO CELL SERVICE AVAILABILITY OR QUALITY.

ACKNOWLEDGEMENT: As the SUBSCRIBER to a service using the Mytrex MXD3G Personal Emergency Response System (PERS), I understand that the SYSTEM may be prevented from sending an alarm signal to the monitoring center over the wireless telephone network, for the reasons and causes described above. SUBSCRIBER hereby releases Mytrex, Inc. and Vital Link from any and all liability for loss or damages due directly or indirectly to occurrences, or consequences arising from those occurrences, of wireless telephone service gaps, weak signals, wireless system failures, and interruptions.

SUBSCRIBER:

Signature

Date

Printed Name