

greatcall.com



5STAR
Personal Security

User Guide

GC5STARWG

Welcome to 5Star™!

Thank you for choosing GreatCall's exclusive 5Star Personal Security™ service. You're just a few steps away from activating and getting started with your 5Star device, so you'll have access to immediate assistance if you need it, in any situation, 24-hours a day.

This guide will walk you through the following topics:

- When to use 5Star
- How 5Star works
- Activating 5Star
- About the 5Star device
- 5Star Customer Support
- Become a 5Star Advocate

Please don't hesitate to use your 5Star Personal Security service at any time. We want you to feel safe and secure wherever you go, knowing that our trained 5Star Response Agents are available for you 24/7.

Sincerely,
Your Friends at GreatCall

When to use 5Star

5Star can be used in many situations, and it is important to know that you DO NOT need an emergency to use 5Star. 5Star is available 24 hours a day, 7 days a week for assistance in any situation, big or small. If you happen to lock yourself out of your house, or if you would simply like to talk to someone as you walk to your car late at night, 5Star is there for you. If you suddenly have a flat tire or run out of gas, 5Star is available to assist you. Even if you've lost your way on an unfamiliar street or in a new city, 5Star can help. Any uncertain or unsafe situation is reason enough to use 5Star. In more extreme circumstances such as a car accident or a burglary, 5Star will be able to help your through these unfortunate occurrences by defusing hectic situations or even calling 911 when necessary.



Peace of mind, as mobile as you are.

How 5Star works

Anytime you need to use 5Star, simply press the call button on your 5Star device. You will then be immediately connected to a certified 5Star Response Agent who will have access to the information in your Personal Profile and they can also find your location using enhanced GPS technology. With access to your location and personal information, your 5Star Response Agent will be able to assist you as quickly and efficiently as possible. Remember that you can call as often or as little as you need. Your monthly fee includes unlimited use of our 5Star Personal Security Service.



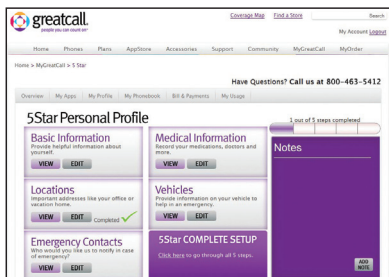
Activating 5Star

Activate your 5Star account now in just three easy steps.

Step 1: Set-up your Personal Profile

Visit mygreatcall.com as shown in Figure A below, or call us at **1-800-463-5412** to set up your Personal Profile.

Figure A



NOTE The more information you provide in your Personal Profile, the better we can assist you when you call.

Step 2: Make a Test Call

Press the call button on your 5Star device to make a Test Call.

NOTE If your 5Star Agent is unaware that you are making a test call, he or she will proceed with your call as a possible emergency.

Step 3: Take 5Star with You

You are now aware of how and when to use 5Star. Be sure to keep your 5Star device within reach at home or on the go. If you experience a situation that requires immediate assistance, you are now prepared to get help from a trained 5Star Response Agent 24 hours a day.



About your 5Star device

You can't predict when you're going to find yourself in an uncertain or unsafe situation, but you can be prepared by keeping your 5Star Personal Security device with you AND charged at all times. Below, you will find more information about how to properly charge and easily attach your 5Star device.

Charging the device

- When the battery is low, the LED light will flash red. When the charge is full, the LED light will be green.
- To charge your 5Star device, use the Micro USB Port located on the outer edge.
- If your battery is low while you are on a call with a 5Star Response Agent, a low battery tone will continue to sound until you recharge or power off the device.
- When your battery is fully charged, your 5Star device will remain charged for 3-4 days.

Attachments

You can use the attachment clip to connect your 5Star device to a convenient location. We recommend the following:

- A purse or backpack
- A keychain

NOTE You can detach the device by pressing down on the top of the attachment clip.



Functions & Features

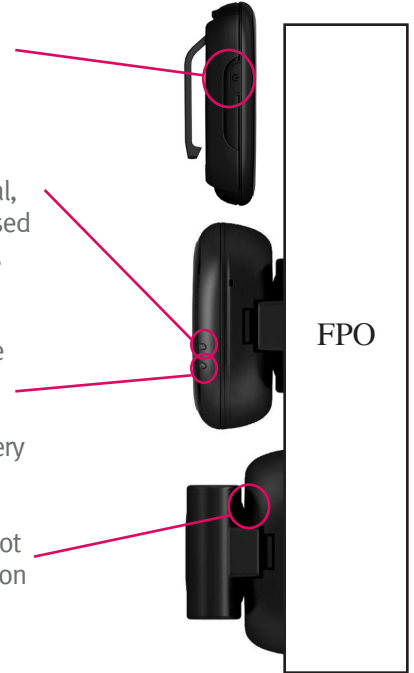
- **Call Button:** Used to either initiate a call or end a call.

NOTE Press and hold the Call Button down for 5 seconds to dial/connect with 911.

- **Speaker:** Two way connection to a trained 5Star Response Agent.
- **Microphone:** High performance microphone capable of clear communication even up to 24 inches from mouth.



- **On/Off Button:** Press and hold for at least one second to power the device on and off.
- **Signal LED:** Green is used to indicate that your 5Star device is on, functional, and connect to our network. Red is used to indicate that it has been turned off, disconnected, or lost its signal.
- **Battery LED:** Green is used to indicate that your 5Star device is either fully charged or currently being charged. Red is used to indicate that your battery is either low or completely inactive.
- **Reset Button:** If your 5Star device is not working properly, press the reset button located at the top of the 5Star device.



Dimensions

74mm(L) x 40mm(W) x 15.7mm(H)

Your new 5Star device is compact and light, making it easy to attach to your purse, keychain, or backpack, so it goes where you go.



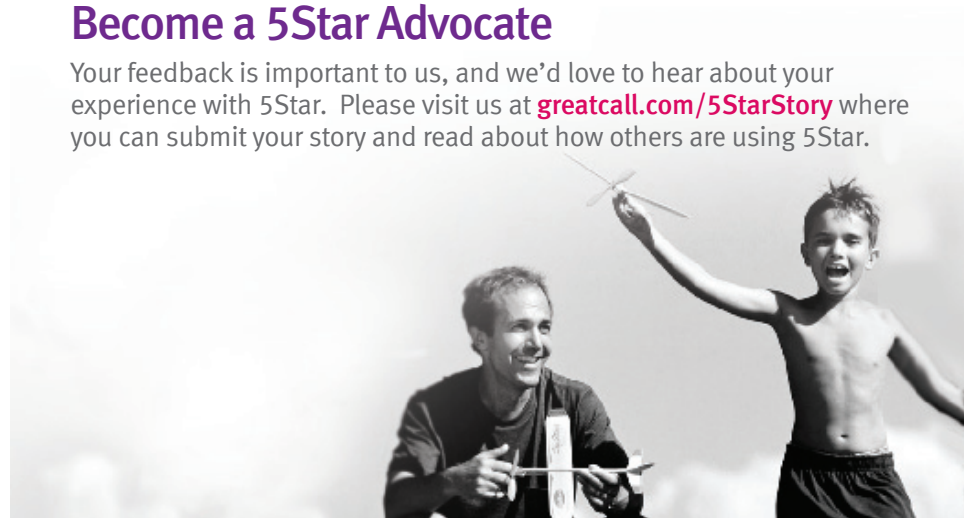
Actual Size

5Star Customer Support

If you need to make updates to your Personal Profile, have questions about your account, or have any other inquiries that do not require a 5Star Response Agent, please call the 5Star Account Support team at **1-800-463-5412**.

Become a 5Star Advocate

Your feedback is important to us, and we'd love to hear about your experience with 5Star. Please visit us at greatcall.com/5StarStory where you can submit your story and read about how others are using 5Star.



Terms and Conditions:

Welcome to GreatCall, Inc.'s 5Star Service ("5Star"). By subscribing to 5Star, you accept, without limitation or qualification, these terms and conditions of use. We may change these terms and conditions from time to time with or without notice, and you agree to be bound by any such changes. Please read this agreement and keep a copy of it in a safe place.

1. How your 5Star Service Works. 5Star service is only available in the United States. 5Star IS NOT A SUBSTITUTE FOR 911. The service will only work if your account is current on payment and if your device is charged, turned on, has network access, and the 5Star service is enabled. 5Star service may not be available in remote or enclosed areas. You agree that once you enroll in 5Star service, we will be able to track your approximate location whenever your device is turned on and that we can provide this information to third party service providers in case of an emergency or service incident. However, you acknowledge that we cannot guarantee that we can track your exact location and in some cases, we may only be able to provide the information provided in your personal profile. We will only use your location information for providing 5Star service.

2. Your Use. You promise to use 5Star services only for actual emergencies and assistance needs. You promise not to use the 5Star service for any fraudulent, unlawful, or abusive purpose, or in any way that interferes with our provision of services to our other customers. If you do any of these things, you agree you will be responsible for any amount anyone else claims from us, plus any expenses, resulting in whole or in part from your actions. You are solely responsible for maintaining the content and accuracy of your personal profile with 5Star.

3. Your Responsibility to Pay for 5Star Service. You are responsible to pay for your 5Star service on time and (unless the law provides otherwise) in full. You are also responsible for directly paying all charges for services provided to you by others (such as emergency service providers).

4. Your Responsibility to Tell us Right Away About Disputed Charges. If you object to any fees or charges for services, you must tell us in writing within 60 days after the fee or charge is incurred, (unless the law does not allow a limit or the law requires a longer period), or you are waiving the dispute.

5. Your Responsibility to Pay for Taxes and Government Fees. You promise to pay all federal, state and local taxes, and other fees and service charges that we are required by law to collect and remit to the government on the Services we provide to you. These charges may change from time to time without advance notice.

6. Your Responsibility for Others Who Use Your 5Star Service. You are solely responsible for any use of the 5Star service associated with your device, even if you are not the one using it, and even if you later claim the use was not authorized. You are also solely responsible for the services requested by you, or by anyone using the service through 5Star on your behalf. You agree that our agent may share your information with any authorized person calling the service on your behalf.

7. Ending Your 5Star Service. You can cancel your 5Star service at any time. All you have to do is call us and tell us you want to cancel service. We will cancel the service immediately and you will not be charged for any future months.

8. Reactivating or Changing Your 5Star Service. We will only accept requests from you (or from someone we believe is your

authorized agent) to activate, cancel, or reactivate your 5Star service. If we do any of these things, you agree to pay any charges associated with these requests. We will attempt to retrieve your previously stored personal emergency profile if you reactivate your 5Star service, but we cannot guarantee our ability to retrieve it.

9. Usage Limits. We may place usage limits for any 5Star service. If we place usage limits for a 5Star service, and you then use such service more than allowed by the limit amount, we will charge you at our then current rates for your usage in excess of the limit amount. You agree that we may use any credit or debit card or other payment account of yours that we have on file for payment of such charges.

10. Connection to Other Service Providers. Our agents may link, conference or transfer you to other service providers such as the police, fire department, ambulance service, or towing service. We'll use reasonable efforts to contact appropriate service providers for help when you ask for it, but we can't promise that any service providers will respond in a timely manner or at all. Furthermore, we can't promise we will provide the best service provider or guarantee any level of service from such service provider. The laws in some places require an emergency situation to be confirmed before emergency service providers will provide service. We will not contact emergency service providers in these locations in response to your call if we cannot hear your request for assistance or otherwise confirm that an emergency exists. We will attempt to have an agent contact you after you have completed a 911 call to make sure that you do not need additional assistance but cannot guarantee this service in all cases.

11. About the Software. 5Star service requires software on your device that we may need or want to change from time to time. We may do this remotely without notifying you first. If we can't change the software on your device

12. Our Right to Terminate or Suspend Your 5Star Service. We may terminate your 5Star service without cause, in which case we will give you notice 30 days prior to the effective date of termination after which your account will be deactivated and your service will terminate. This means that we can decide to cease providing the 5Star service to you at any time and for any reason, even for reasons unrelated to you or your account with us. In such a case, we will refund any amounts you have paid in advance. Also, we may terminate your service without prior notice to you for any good cause. This means, for example, we can terminate your service immediately if you breach any part of this agreement, don't pay amounts that are due to us, interfere with our efforts to provide service, interfere with our business, or if your 5Star service or wireless phone number is used for illegal or improper purposes. You don't have any right to have 5Star service reactivated, even if you cure any of these problems. Whether to allow you to have service again will be entirely up to us. We can suspend your 5Star service for any reason we could terminate it. We can also suspend it for network or system maintenance or improvement, or if there's network congestion, or if we suspect your service is being used for any purpose that would allow us to terminate it.

13. Your Privacy. Some of our key privacy practices are outlined in this section. For a complete description of our privacy practices, please refer to our Privacy Statement. We may update our Privacy Statement from time to time and the updates are available at www.greatcall.com, or you can contact us to request a copy. We may collect information about you in

several different ways: from information you provide to us, from your use of the 5Star service, from calls or emails between us, from location based services, and from third party data providers. We will collect information about your location on a periodic or regular basis. The information we may get about you includes your contact and billing information (including your credit card number), registration information, your physical locations, and information that helps us customize our services (including your medical condition and medications). You agree that we can, subject to applicable law, use this information to provide 5Star location based services, manage your account, conduct analysis and research, comply with legal requirements, prevent fraud or misuse of the 5Star service, and protect our rights or property or the safety of you or others.

14. Your Interactions with 5Star Agents. We may record and monitor conversations between you and our agents, emergency service providers, the police, or other third parties. Please note that our agents may also remain on the line if they conference in a third party to assist in completing a service request. Please understand that 5Star is not required to release any audio or physical records that are created as part of the 5Star service without a subpoena (unless otherwise required by law). We will do our best to accommodate you if English is not your first language and you require translation services, but we cannot guarantee the availability or competence of a third party translator.

15. Warranty. We make no representation or warranty, either expressly or tacitly, for the completeness or correctness of the service. The use of the service is at your own risk. We assume no liability for or relating to the delay, failure, interruption or corruption of any voice, call quality, or data transmitted on a device while using 5Star. While we strive to ensure that the service is provided without interruption and is accurate and reliable, we make no warranties or representations as to the accuracy, correctness, reliability or otherwise with respect to the service and we assume no liability or responsibility of any kind for omissions or errors in the service. TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OR THIRD PARTIES' RIGHTS, AND FITNESS FOR PARTICULAR PURPOSE, AND FREEDOM FROM COMPUTER VIRUS. Specifically, we and our affiliates make no representations or warranties about the accuracy, reliability, completeness including errors or omissions, currentness or timeliness of content, software, text, graphics, links, or communications provided on or through the use of the service.

16. Limitations of Liability. You and 5Star are each waiving important rights. Unless forbidden by law in a particular instance, we each agree as follows: (1) we are not liable for the actions or inactions of any service provider we contact for you, or for our inability to contact any service provider in any particular situation, (2) we are not liable to you for any injuries to persons or property arising out of or relating to your use of the 5Star service, (3) our maximum liability to you under any theory (including but not limited to fraud, misrepresentation, breach of contract, personal injury, or products liability) is limited to an amount equal to the portion of the charges to you for the services relating to the period of service during which such damages occur, (4) unless otherwise provided in this agreement, your maximum liability to us under any theory (including but not limited to fraud, misrepresentation, breach of contract, personal injury, or products liability) is limited

to any charges due and owing by you to us, (5) neither you nor we can recover punitive damages, treble, consequential, indirect, or special damages, or attorney's fees. You and we agree not to make, and to waive to the fullest extent allowed by law, any claim for damages other than direct, compensatory damages as limited in this agreement, (6) no one is liable to you for dropped calls or interrupted service, or for problems caused by or contributed to by you, by any third party, by buildings, hills, tunnels, network congestion, weather, or any other things we do not control, (7) notwithstanding anything else in this agreement, you agree to excuse any non-performance by us or any service provider caused in whole or in part by an act or omission of a third party, or by any equipment failure, act of god, natural disaster, strike, equipment or facility shortage, or other causes beyond the control of us or our service providers, (8) you agree that neither we nor any service provider who sends you data or information through 5Star is liable for any errors, defects, problems, or mistakes in that data or information, and (9) you agree that the limitations of liability and indemnities in this agreement will survive even after the agreement has ended. These limitations of liability apply not only to you, but to anyone using the 5Star service on your behalf, to anyone making a claim on your behalf, and to any claims made by your family, employees, customers, or others arising out of or relating to your 5Star service. Some states don't allow an exclusion or limitation of incidental or consequential damages or certain other damages, so some of the limitations above may not apply in some situations.

17. How We Will Resolve Disputes. If you and we have a disagreement related to 5Star service, we'll try to resolve it by talking with each other. If we can't resolve it that way, we both agree, to the fullest extent permitted by law, to use confidential arbitration, not lawsuits (except for small claims court cases) to resolve the dispute. Of course, either of us can always contact a government agency or regulatory authority for help, too. We agree that any controversy or claim between us will be settled by one neutral arbitrator before the American Arbitration Association ("AAA") or Better Business Bureau ("BBB"). You can get rules and fee information from the AAA (www.adr.org) or the BBB (www.bbb.org). There's no judge or jury in arbitration, and review is limited, but an arbitrator can award the same damages and relief, and must honor the same limitations in this agreement as a court would. If an applicable statute requires an award of attorney's fees, an arbitrator can award them, too.

Any arbitration award made after completion of an arbitration is final and binding and may be confirmed in any court of competent jurisdiction. An award and any judgment confirming it only applies to the arbitration in which it was awarded and can't be used in any other case except to enforce the award itself. If for some reason these arbitration requirements don't apply, or a claim proceeds in small claims court, we each waive any trial by jury. We agree that the arbitration, including the evidence, the argument and the outcome, is confidential between us.

18. Governing Law. To the fullest extent permitted by law, and except as explicitly provided otherwise, this agreement and any disputes arising out of or relating to it will be governed by the laws of the state of Delaware without regard to its conflict of law principles, and by any applicable tariffs, wherever filed.

19. Our Relationship With You. This agreement does not create any fiduciary relationships between you and us. It doesn't create any relationship of principal and agent, partnership, or employer and employee, either.

20. **We Can Assign This Agreement.** We can assign this agreement or your obligations to pay under it in whole or in part to anyone we choose. You cannot assign this agreement or your obligations to anyone else without our prior written consent.

21. **This is the Entire Agreement.** This agreement is the entire agreement between you and us. It supersedes all other agreements or representations, oral or written, between us, past or present, and may not be amended except in a writing signed by 5Star. If any part of this agreement is considered invalid by a court or arbitrator, the rest of it will remain enforceable. No waiver of any part of this agreement, or of any breach of it, in any one instance will require us to waive any other instance or breach. In some circumstances we might decide to provide you service voluntarily even if you would not otherwise qualify. This will not be a waiver or require us to do so again.

FCC Regulations:

This device complies with part 15.22 and 24 of the FCC Rules. Operation is subject to the following two conditions: 1) This device may not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation. This device meets the FCC Radio Frequency Emission Guidelines and is certified with the FCC as FCC ID number: P4M-APT220D **RF Exposure Warning:** The radiated output power of this device is below the FCC radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limit, human proximity to the antenna should not be less than 10mm. Information to user (FCC Part 15.21)

No charges or modifications not expressly approved by the party responsible for compliance could void the users authority to operate the equipment.

GreatCall and Jitterbug are registered trademarks of GreatCall, Inc. Copyright ©2011, GreatCall, Inc.