

jitterbug5



5Star Service How-to Guide



5Star Service

Thank you for choosing GreatCall's 5Star[®] Service. Now your Jitterbug5 gives you 24/7 access to NAED Certified Response Agents who can assist you in any uncertain or unsafe situation.

This How-to Guide will walk you through the process of activating your 5Star Service and completing your Personal Profile online. Before you get started, please be sure that "5Star Enabled" appears on the Outside Display screen of your Jitterbug5 after you turn it on. If it does not, dial *22890 on your keypad and then press the "Yes" button to manually activate 5Star on your phone. If you're having trouble with this step, you may call **1-800-463-5412**.

Getting started

You can call 5Star in a variety of uncertain or unsafe situations. The following steps walk you through the calling process and explain what you can expect when you are connected to an NAED Certified Response Agent.

Calling 5Star

1. Simply open your Jitterbug5 phone and press the 5Star  button.



2. You will be connected to an Agent who will ask you to confirm your identity and location.
3. The Agent will evaluate the situation and get you the help you need.

NOTE

5Star Service may not be available in remote or enclosed areas. 5Star will be able to track an approximate location when your Jitterbug5 is turned on, but we cannot guarantee an exact location.

Setting up your 5Star Personal Profile

There are four simple ways you can set up your Personal Profile:

1. Go to mygreatcall.com and complete the 5Star Personal Profile form online.
2. Call the 5Star Account Support Team at **1-800-463-5412**.
3. Print the attached Personal Profile form and mail it to GreatCall.
The Personal Profile form is located at greatcall.com/guides.
4. Fax your 5Star Personal Profile to us at **1-760-438-9790**.

Finding your Personal Profile online

1. Log in to your account at mygreatcall.com, click on “My Apps”.
2. Click on “5Star Urgent Response,” as shown in Figure A below.

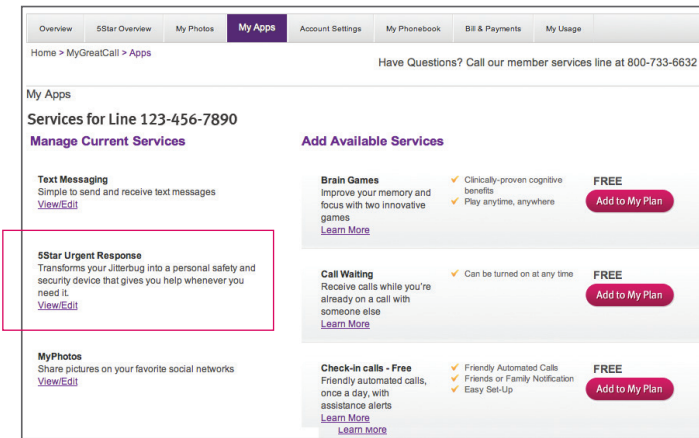


Figure A

3. “Personal Profile” will now appear on your home screen as shown in Figure B below.

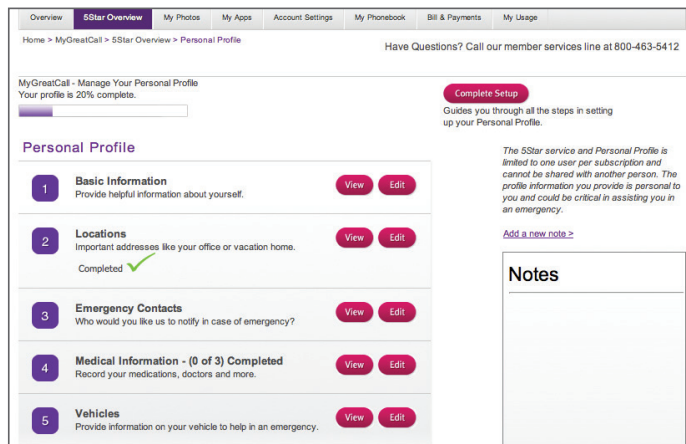


Figure B

Once you’ve logged into the Personal Profile home screen, you’re ready to create your profile in six easy steps using the “COMPLETE SETUP” guide.

Click on the **“COMPLETE SETUP”** button in the top right corner and start with Step 1, Basic Information.

Step 1: Basic Information

Enter your address, race, gender and additional information. Then click **“Next”** to move on to Step 2.

Step 2: Locations

Enter one of the locations you frequently visit and then click on the **“Add to List”** button after each entry. When your list is complete, click the **“Next”** button.

Step 3: Emergency Contacts

Enter all of your emergency contacts’ information and click the **“Add to List”** button to record the information. When your list is complete, click the **“Next”** button.

Step 4: Medical Information

There are three separate categories for your medical information: Medications, Medical/Physical Conditions and Physician & Hospital Information. Enter the appropriate information under each section and click **“Add to List.”** When each section is complete, click the **“Next”** button to move on to the next category.

Step 5: Vehicles

Enter the year, make, model, license plate, state and color of each vehicle you drive and click **“Add to List”** to record the information. When your list is complete, click the **“Next”** button to move on to the final section.

Step 6: Confirmation

If any of your information is incorrect or you need to change something, simply click the category you want to update. In whichever section you select, you are welcome to make your edits and click the **“Save”** button when all updates are complete.

NOTE

You can also edit each section one by one, starting from the home screen and selecting the **“Edit”** button for the preferred section.

Adding notes to your Personal Profile

For important information that doesn’t fit into any of the categories provided, you can add a note to your Personal Profile at any time. For example, if you are planning a vacation, you can enter details about your trip, such as the destination and contact information of the people you’ll be traveling with.

To add a note to your Personal Profile, click the **“ADD NOTE”** button on the **“5Star Personal Profile”** home screen, and then enter the information you want to provide in the pop-up window. When finished, click the **“Save”** button to view your updated information in the **“Notes”** section of the home screen.

For general questions or Personal Profile additions and changes, please call our 5Star Account Support team at **1-800-463-5412**.

We are available to assist you 24 hours a day, seven days a week.

GreatCall Link



Included in your GreatCall GoPlan™, the GreatCall Link™ smartphone app allows family caregivers to keep updated about your well-being. For more details, visit greatcall.com/Link.

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. 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, 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 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. If you decide to test your new 5Star Service, please wait on the line for one of our 5Star Agents to answer the call and advise them you are just "testing the service." If you hang up before they answer, they will handle your call like a possible emergency.

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. If you purchase a year of service in advance and stop your service in the middle of the annual period, we will refund you the remaining months of the 5Star Service. 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 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 or for all devices.

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, or through a third party service provider without notifying you first. You do not own the 5Star software or acquire any rights to use or modify the 5Star software on your own.

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.

Screen images simulated. ¹Urgent Care, brought to you in partnership with FONEMED,[®] is not a substitute for dialing 9-1-1 and should not be used in a case of emergency. FONEMED’s registered nurses and contracted physicians through MDLIVE (the “Providers”) offer advice regarding health care decisions, may prescribe certain medications and make diagnoses. GreatCall is not liable for any act or omission, including negligence, of any FONEMED employee or contractor. Urgent Care is free on select plans, but airtime charges do apply for the length of the calls made to the service. GreatCall is not a health care provider and does not provide health care services. You should seek the advice of your physician if you have any questions about medical treatment. Jitterbug,[®] GreatCall, 5Star,[®] GreatCall GoPlans,[™] and GreatCall Link[™] are trademarks of GreatCall, Inc. registered and/or pending in the United States and other countries. Samsung is a registered trademark of Samsung Electronics Co., Ltd. Copyright ©2014 Samsung Telecommunications America, LLC. Copyright ©2014 GreatCall, Inc.

