



## User Guide

**jitterbug**  
touch2

# jitterbug touch2

## User Guide

## Welcome to GreatCall!

The all-new Jitterbug Touch 2 – An Android™ smartphone with the simplicity of Jitterbug. This User Guide features all the information you need to get the most out of your phone, so please read this before you get started.

For more information on the Jitterbug Touch 2, go to [www.greatcall.com](http://www.greatcall.com).





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## Chapter 1: Jitterbug Touch 2 Introduction

This chapter explains how to start using your Jitterbug Touch 2.

- Device Battery
- Jitterbug Touch 2 Overview
- Using the Lock Screen
- Main Screen Overview

For additional support, visit us online at [www.greatcall.com](http://www.greatcall.com).



Earpiece

Front-Facing  
Camera

LED  
Indicator Light

Volume Key



Back Home Menu

Headset Jack

Power Key

Rear-Facing  
Camera

Charger/  
Data Port

Speaker

Battery Cover  
Release


Microphone

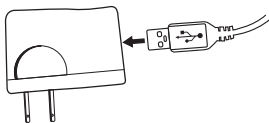


## 1.1 Battery

Your Jitterbug Touch 2 comes with the battery pre-installed and pre-charged so you can get started right away.

### Charging the Battery

1. With the  symbol on the charger facing up and your phone's touch screen facing down, insert the small end of the charger into the micro-USB port on the phone.
2. Insert the large end of the charger cord into the port on the wall adapter.
3. Plug the adapter into a standard outlet.






The battery icon in the upper right of the screen tells you whether the device is:

- Charging (the icon is animated)
- Partially charged
- Fully charged









## 1.2 Jitterbug Touch 2 Overview

Get familiar with the three main keys, as you will use them to navigate your phone.

1.  **Home key** – no matter what you're doing, this will take you back to the Main screen on your phone.
2.  **Menu key** – this gives you a menu of options for every section of the phone. For example, this button will allow you to add and delete contacts while in your contacts list.
3.  **Back key** – this will take you back to the previous screen.

## 1.3 Using the On-Screen Keyboard

When typing an email or text, simply tap the screen in the message entry area. This is the white area shown in the image to the right.

1. The blue cursor  will appear when tapping a text field on the screen and can be used to navigate your typed text. You can select a specific place in the text by simply tapping the place or by touching & dragging the cursor to the desired location.
2. The Shift key  changes the text from lower case to upper case. Touch and hold for caps lock.
3. The Symbols/Numbers key  enables you to choose from numbers and various symbols. Once you have reached the symbols/numbers keyboard, tap  to see an additional keyboard of symbols. Press the  button to return to the original keyboard.
4. The Delete key  allows you to delete any previously typed characters.




**NOTE**

To change the orientation of your keyboard to horizontal (shown above), simply rotate your phone and hold it horizontally. The on-screen keyboard will shift automatically.

## 1.4 Using the Lock Screen

Your phone is equipped with a lock screen that appears when your phone is not in use, to prevent accidental dialing.

### 1. The Unlock Function

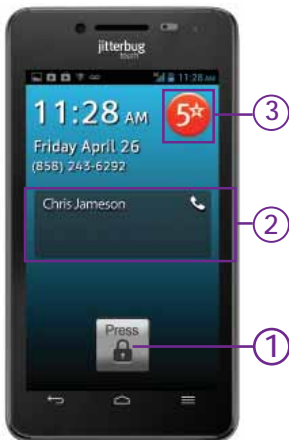
- To unlock the screen, press and hold the lock icon  and drag it toward the top of the screen.

### 2. The Events Window

- The Events Window shows your missed messages and calls.
- To access these events, you will need to unlock the screen.

### 3. 5Star

- This button gives you access to immediate help with 5Star Urgent Response™. This innovative safety app comes pre-installed on your Jiterbug Touch 2. To open the app, press and release the 5Star button  .



– In order to use 5Star Urgent Response, you will need to visit [www.mygreatcall.com](http://www.mygreatcall.com) to set up your account and a Personal Profile. If you do not set up a 5Star account, this button will take you to a screen where you can access 9-1-1 quickly in an emergency situation.

NOTE

For more information on 5Star Urgent Response, see page 29.

NOTE

After several minutes of non-use, your phone will go into “sleep” mode to save battery power. To wake your phone, press the power button once.




## 1.5 The Main Screen Overview

As soon as you unlock your phone, you will see the Main screen. From this screen you can use every function of your Jitterbug Touch 2.

The Main screen features only two tabs – “Home” and “People.” It was designed to be simple, so you can easily access the apps and people that are most important to you, without having to dig through icons and features you may never use.

The following two chapters show in detail how to use these two tabs.



If you were ever to get lost in your phone, you can always press the Home button  to return to this Main screen.

## Chapter 2: The Main Screen – Home Tab

This chapter explains the Home Tab.

- Home Tab Overview
- Phone
- Voicemail
- Text Messages
- Camera
- Photo Album
- 5Star
- Urgent Care
- Customizing your Apps List

## 2.1 Home Tab Overview

Your Jitterbug Touch 2 Home tab lists features that will be most useful to you.


1. Phone
2. Text Messages
3. Camera
4. Photo Album
5. 5Star
6. Urgent Care
7. Email
8. Internet
9. Maps
10. Clock




To learn more about the “All Apps” button see page 53.

## 2.2 Phone

### Making Your First Call

Making phone calls is easy on your Jitterbug Touch 2. Make sure you are in an area where a signal can be received. Look for the signal strength icon  in the upper right of the screen. The more bars, the stronger the signal.

### Dialing a Number

1. Tap “Phone” on the Home tab.
2. Using the dialpad, enter the phone number.
3. Tap the “Call” button to dial the number.
4. To end the call, tap the  symbol.

### Redialing a Number

1. Tap “Phone” on the Home tab.
2. At the dialpad, tap the “All Calls” button at the top of the screen.
3. Tap the number or contact you wish to redial.



## Answering a Call

1. When receiving an incoming call, three icons appear on your screen as shown in the image to the right.
2. To answer a call, touch and hold the center phone icon ☎ and drag it toward the green phone symbol 📞 on the right side of the screen.

## Ignoring a Call

1. To ignore a call and send the caller straight to your voicemail, touch and hold the center phone icon ☎ and drag it toward the red phone symbol 📞 on the left side of the screen. You can also press the Volume key to silence the ringer. After several seconds, the caller will be sent to your voicemail.



## 2.3 Setting up Voicemail

Before your Jitterbug Touch 2 can receive a voicemail message, you need to record a personal greeting and set a password. Once you have set up your voicemail, all unanswered calls to your phone are automatically transferred even if your phone is in use or turned off.

1. From the Home tab, tap the “Voicemail” button next to “Phone.”
2. Listen to and follow the prompts to create a password and record a greeting.




At the dialpad, you can also touch and hold “1” to access voicemail.

## 2.4 Text Messages

### Sending a Text Message

The Jitterbug Touch 2 was designed to send text messages easily to your friends and family who have cell phones capable of receiving them.

### Composing and Sending a Text Message

1. Tap “Text Messages” on the Home tab.
2. Tap the new message symbol  on the lower left to create a new text message.
- 3a. If sending a message to a saved contact, begin typing the name. A list of contacts will appear - tap to select a contact. The contact’s name and phone number will populate the “To” box. Tap the field labeled “Type message” to compose your text message.
- b. If sending a message to a new person, type the 10-digit phone number into the “To” field. Tap the field labeled “Type message” to compose your text message.
4. After you finish composing your message, tap the “Send” button.

## Sending a Photo or Video Message

1. While in “Text Messages,” tap the new message symbol  in the lower left corner.
2. Once you have entered the desired contact or phone number in the “To” field, tap the attachment symbol , in the upper right corner of your screen.
3. To attach an existing photo from your phone’s Photo Album, tap “Pictures.” To attach an existing video, tap “Videos.”
4. To take a new photo to attach to your message, tap “Capture Picture.” To record a new video to attach to your message, tap “Capture Video.”
5. Once you have captured/chosen your photo or video you will return to your compose message screen where you can then tap “Send.”








## 2.5 Camera

### Accessing the Camera

1. Tap “Camera” on the Home tab and your phone will turn into a digital camera.


### Adjust the settings

Select one of the four options below by tapping the symbol  at the top of the screen.



1.  **Settings** – Tap this button to adjust things like photo size and quality.
2.  **White balance** – Tap this to adjust the white balance of your camera to either incandescent, daylight, flourescent, or cloudy. You can also set it to “Auto.”
3.  **Effects** – Tap this to select a lense effect such as Sepia or Aqua.
4.  **Shooting Mode** – Tap this to select either single or panoramic shooting mode.

## Taking a Photo

### Rear-Facing Camera

1. Tap “Camera” on the Home tab.
2. The phone screen will display the view of the camera and represents the image that will be captured for the picture.
3. Tap the circular white button  in the center of the bottom of the screen. You will hear a shutter, indicating the photo was taken.

### Front-Facing Camera



1. Tap “Camera” on the Home tab.
2. Tap the lens rotation symbol  to switch the lens between front facing and rear facing.
3. Tap the circular white button  in the center of the bottom of the screen. You will hear a shutter, indicating the photo was taken.

### Viewing a Photo from the Camera App

1. While in the camera app, simply tap the small thumbnail image in the lower left corner of the screen.

2. The last picture taken will appear on screen.
3. Touch and hold the screen and slide it to the left or right to view another photo.
4. Hit the back button to return to the camera app.

## Recording a Video

1. Tap “Camera” on the Home tab.
2. Use the slider control  on the bottom right corner of the screen to switch from camera to video mode.
3. Tap the circular red button  in the center of the bottom of the screen to begin recording. Tap it again to stop recording.



## 2.6 Photo Album

The Photo Album is where you can see all the pictures you have on your phone. Your phone will automatically sort pictures into “Albums,” so you can see where the picture originated – such as “Camera” or “Downloads.”

### Viewing a Picture in your Photo Album

1. Tap “Photo Album” on the Home tab.
2. At the albums list, tap the album you wish to view.
3. You will see thumbnails of the photos in the album. Tap the thumbnail to enlarge it.
4. Touch and hold the screen and slide it to the left or right to view the next photo.

## Sending a Photo

1. Enlarge the photos you wish to send by tapping the thumbnail view.
2. Tap the share symbol  in the upper right corner of the screen.
3. Select a sharing option from the list, which will include numerous options based on the accounts you have set up (e.g. Gmail, Facebook and more).
4. To send the picture in a text message, tap the messaging symbol .

## 2.7 5Star Urgent Response

GreatCall's 5Star Urgent Response comes pre-loaded on your Jitterbug Touch 2, however, you will need to have a 5Star subscription to access this service. This app transforms your cell phone into a personal safety device. In any unsafe or uncertain situation, 5Star gives you immediate access to NAED Certified Response Agents who will identify you and your location, evaluate your situation and get you the help you need.



If you have a GreatCall Service Plan that includes free access to the 5Star Urgent Response service, you will need to visit [www.mygreatcall.com](http://www.mygreatcall.com) and click "Phones" under the "Create Account" section. The username and password you create will allow you to gain access to your 5Star service and set up your Personal Profile. From there, you can simply tap the 5Star app on the Home tab and enter your username and password.

NOTE

If you do not have access to 5Star through a GreatCall Service Plan you can add the service separately to your monthly plan by creating and logging into your [www.mygreatcall.com](http://www.mygreatcall.com) account. Simply click “Phones” under the “Create an Account” section. You will be able to add 5Star Urgent Response, as well as a number of other innovative services from GreatCall.

## 2.8 Urgent Care

Urgent Care comes pre-loaded on your Jitterbug Touch 2. If you have a GreatCall Service Plan, you will have free, unlimited access to a registered nurse or board-certified doctor, no appointment necessary. This app also gives you access to a robust medical dictionary and symptom checker tool. To access Urgent Care, simply tap the app and enter your name and state.



If you do not have access to Urgent Care through a GreatCall Service Plan, you will still have access to the service, however you will be charged a fee to call a nurse or doctor.




## 2.9 Internet

Since the Jitterbug Touch 2 has a large color screen, browsing the Web is easy.

1. From the Home tab or the “All Apps” button, scroll down until you see “Internet.” Tap to select.
2. You will be brought to the [www.google.com](http://www.google.com) home page.
3. To type in a specific website address, tap the text field at the top of the screen and enter a URL.

## 2.10 Customizing your Home Tab

You can customize your Home tab by selecting your favorite apps that you use most often.

1. From the Home tab, press the Menu key .
2. Tap “Add Favorites” and you will be brought to a list of all the apps on your phone.
3. To select an app, just tap the square box to the right and a green checkmark will appear.
4. Tap “OK” when finished and the selected Apps will now appear on the Home tab.
5. To change the order of the apps on your Home tab, simply touch and hold an app and drag it up or down to place it elsewhere in your list.



The “Phone” app cannot be moved.



Before you use the Calendar or Gmail apps, we recommend you set up a Google account.  
See page 49 for additional information.



## Chapter 3: The Main Screen – People Tab

This chapter explains the People Tab.

- People Tab Overview
- Creating a Contact
- Creating a Favorite
- Removing a Favorite
- Deleting a Contact
- Calling a Contact

## 3.1 People Tab Overview

The People tab was designed to give you easy access to the contacts that are most important to you. Creating a list of Favorites will make dialing friends or family a snap.

Tapping the People tab shows you a list of your favorite contacts. To learn how to create a Favorite, see page 38.

### NOTE

Tap the “All People” button to see all of your contacts.


### NOTE

If you are upgrading from a previous Jitterbug phone, and have your Phonebook set up with GreatCall, you can import your contacts all at one time. When you turn on your Jitterbug Touch 2, you will see a pop-up window that offers you the option to import your contacts. Press “OK” to import them.

### NOTE


If you choose not to import your contacts, you can select this option later by going to All People and pressing the Menu key. Tap “Import Jitterbug Contacts” and you will see a pop-up window. Press “OK” to import your contacts.

## 3.2 Creating a Contact

1. From the People tab, press the menu key .
2. Tap “Add New” to add a new contact to your contacts list.
3. At the new contact screen, tap “Name” to enter a first and last name.
4. Tap “Next” at the bottom right to enter a phone number.
5. If applicable, enter additional phone numbers, email addresses and other contact details.
6. Tap “Done” in the upper left corner to save.
7. Your contact will now be saved in the “All People” list.

### 3.3 Creating a Favorite


While you may have dozens of people in your contact list, the Jitterbug Touch 2 has made it easy to quickly access your most important contacts from the People tab.

1. From the People tab, tap “All People.”
2. Press the Menu key .
3. Tap “Add to Favorites.”
4. You will see a list of all your contacts.
5. Tap the check box next to a name, and a green checkmark will appear. Tap “OK.”
6. The selected contacts will now appear on your People tab.



You can press and hold a single name to add them to your favorites without using the menu function.

## 3.4 Deleting a Contact

1. From the People tab, tap the “All People” button.
2. Tap the contact you wish to delete.
3. Once you’re on the contact screen, press the Menu key .
4. Tap “Delete.” Tap “OK” to confirm deletion.
5. This contact will no longer appear in your contact list or on your People tab.



## 3.5 Calling a Contact

### Calling a Favorite from the People Tab

1. From the People tab, tap the contact you wish to call.
2. Tap “Call.”


### Calling a Contact from the Contact List

1. From the People tab, tap the “All People” button.
2. Tap the contact you wish to call.
3. Tap “Call.”




If a contact has multiple numbers, a selection will appear. Choose the appropriate number.

## Chapter 4: GreatCall Button

This chapter explains additional features on your Jitterbug Touch 2 available when you tap the GreatCall button  .

- Introduction
- Usage
- Help

## 4.1 GreatCall Button – Introduction

In both the Home and People tabs, you'll see the GreatCall button  at the bottom right corner of your screen.

Tap this button to see the following options:

1. **"Usage"** – View how many minutes, text messages, data megabytes you've used, how many you have left, and when your next bill date is.
2. **"Featured Apps"** – Several featured apps recommended by GreatCall.
3. **"Help"** – Help and information about your Jitterbug Touch 2.
4. **"Contact Us"** – Options to contact our GreatCall Operators or Customer Service Representatives.

## 4.2 Usage

The usage feature will allow you to easily keep track of your usage right from your Jitterbug Touch 2. In addition to minute and text usage, your phone will track your data usage, or “megabyte” usage. Data is what your phone uses to access the Internet, download an app, or send an email. See the next page for examples of data usage.



NOTE

There may be a slight delay in displaying your exact usage. Usage is based on the estimated minutes, text messages and data that you use per billing cycle. You should check this often to ensure you are within your monthly plan.

## How much data is enough?

### Data

### What you can do with it

10 MB

Send 50 emails, and send 7 emails with attachments, and  
View 20 web pages, and  
Post 2 photos on social media sites, and  
Watch 1 minute of streaming video

50 MB

Send 250 emails, and send 35 emails with attachments, and  
View 100 web pages, and  
Post 12 photos on social media sites, and  
Watch 5 minutes of streaming video

100 MB

Send 500 emails, and send 70 emails with attachments, and  
View 200 web pages, and  
Post 25 photos on social media sites, and  
Watch 10 minutes of streaming video

250 MB

Send 1250 emails, and send 185 emails with attachments, and  
View 500 web pages, and  
Post 62 photos on social media sites, and  
Watch 25 minutes of streaming video

500 MB

Send 2500 emails, and send 375 emails with attachments, and  
View 1000 web pages, and  
Post 125 photos on social media sites, and  
Watch 50 minutes of streaming video

## 4.3 Help

With the Jitterbug Touch 2, you can easily find help whenever you need it. We have included an entire on-screen guide for easy reference.

1. Tap the GreatCall button.
2. Tap “Help.”
3. You will see a list of various help topics. Tap one to select. While in a help topic, you can scroll up or down to read all the content or use the left or right arrows to see the next topic.



### NOTE

Your Jitterbug Touch 2 also features “Shake for Help™.” If you need help while anywhere on the Main screen, just shake your phone and a help bubble will appear.



## Chapter 5: Setting Up and Using Email and Gmail

This chapter explains how to set up and use email on your Jitterbug Touch 2.

- Introduction
- Gmail
- Email



## 5.1 Introduction

The Jitterbug Touch 2 offers two ways to use Email: Standard Email and Gmail (Google Email).

If you don't have a Gmail account, we highly recommend setting one up to get the most out of your phone.

## 5.2 Setting up your Google Gmail Account

To get the most out of your Jitterbug Touch 2 we strongly recommend linking your device to a Google email account. This will allow you to download apps from the Google Play Store, access your email and add contacts to your phone via your computer. If you do not already have a Google account, follow the steps below to get started:

### Creating an Gmail Account from your Computer

The easiest way to create a Gmail account is right from your computer.

1. Launch the Internet.
2. Go to [www.google.com](http://www.google.com).
3. Select "Sign-In" to see the Google login page.
4. Select "Create an account" to create a new account.
5. Follow the prompts to create a free account.



You can synch other types of standard email accounts with your Jitterbug Touch 2 as well. See page 51 for details.

## Linking Your Google Account to Your Jitterbug Touch 2

1. From the Home tab, tap the "All Apps" button.
2. Tap "Gmail."
3. At the "Add a Google account" screen, tap "Existing."
4. At the "Sign in" screen, enter your Google username and password.
5. Tap "Save."

## 5.3 Email

You can use your Jitterbug Touch 2 to view, compose and manage Email messages. It's easy to synch most standard Email accounts – like Yahoo, AOL or Hotmail – in just a few steps.

1. From the Home Tab, tap the “All Apps” button.
2. Tap “Email.”
3. Select which type of email address you have.
4. Enter an email address and password in the entry boxes.
5. Tap “Next.”
6. Follow the instructions on the screen.



## Chapter 6: All Apps Button

This chapter explains the All Apps button on your Jitterbug Touch 2.

- All Apps Button Overview
- Internet
- Calendar
- Google Play Store

## 6.1 All Apps Overview

Your Jitterbug Touch 2 comes with some of the primary apps pre-programmed into your Home tab as “Favorites.” There are, however, many other apps you can access by tapping the “All Apps” button in the lower left corner of the Home tab.

Some of the apps require you to have a Gmail or GreatCall account, while others work immediately. If there are certain apps you will be using more often, you can add them to your “Favorites” on the Home tab for quicker access.

You can also download new apps from the Google Play Store after you link your Google email (Gmail) account to your phone. See pages 55-56 for details.

## 6.2 Google Play Store

After linking your Gmail account to your phone, you can access the Google Play Store and download games, movies, music and any other apps that interest you. There are over 600,000 apps to choose from.



1. From the Home tab, tap the “All Apps” button.
2. Tap “Play Store.”
3. You will be brought to the Google Play Store where you can easily search and download apps.



## Downloading a free app

Once you see a free app you wish to download:

1. Simply tap “Install” and then “Accept & Download.”
2. Once downloaded, your new app will appear in your “All Apps” list.

## Purchasing an app

Once you see an app you wish to purchase and download:

1. Tap the price of the app.
2. Tap “Accept & Buy.”
3. Tap “OK.”
4. Once downloaded, your new app will now appear in your “All Apps” list, and Google will charge the credit card you use for your Google account. You will not see this charge on your GreatCall bill.



You will only be charged if you agree to purchase an app from the Google Play Store.



## Chapter 7: Settings and Options

This chapter explains how you can customize the way your phone looks and performs.

- Options
- Settings
- Setting the Screen Lock

## 7.1 Options

We've made it easy to adjust some of the most commonly used phone settings.

1. From the Home tab, press the menu key .
2. Tap "Options."
3. You can adjust Color Theme, Lock Screen Photo, Bluetooth, Airplane Mode, Wi-fi and Sounds.
4. Simply tap the option you wish to adjust. For example, to adjust the color theme of your Home screen:
  - Tap "Color Theme"
  - Tap the box next to the color you prefer
  - Press the back button  to return

## 7.2 Settings

There are multiple additional settings you can adjust with your Jitterbug Touch 2, so that it best suits your needs, including:

- Call Settings
- Display
- Security
- Date & Time

### To adjust your settings

1. From the Home tab, tap the “All Apps” button.
2. Tap “Settings.”
3. You will see a list of settings. Tap the setting you wish to adjust.
4. Follow the prompts to adjust the setting.

## 7.3 Setting the Screen Lock

You can protect your Jitterbug Touch 2 from unauthorized use by setting a password or other type of lock on your Home screen.

1. From the Home tab, tap the "All Apps" button.
2. Tap "Settings."
3. Tap "Security."
4. Tap "Screen Lock."
5. Choose whichever security method you prefer.

For example, to use a PIN code:

- Tap "PIN."
  - Enter a numeric pin code of at least 4 digits.
  - Tap "Continue."
6. Enter your code again and tap "OK."



If you set a screen lock, you will be asked to enter your password or pin when you unlock your phone.

## Chapter 8: Commercial Mobile Alert System (CMAS)

This chapter explains CMAS on your Jitterbug Touch 2.

- About
- Types of Alerts

## 8.1 About CMAS

The Commercial Mobile Alert System (CMAS) is a new national public safety system that allows people who own a CMAS-enabled mobile device to receive geographically-targeted messages. These broadcast messages will alert customers of imminent threats to their safety within their immediate area.

A purple square icon with the word "NOTE" in white, uppercase letters.

Receiving a CMAS alert message on your Jitterbug Touch 2 – Although alerts from CMAS are not text messages, **the alerts will look similar to text messages**. They will be short (not more than 90 characters) and easy to read. The alert messages will provide basic information on safety/security issues urging customers to take action to protect themselves.

## 8.2 Types of Alerts

There are three types of alerts through CMAS:

1. Alerts issued by the President
2. Alerts involving imminent threats to life or property issued by the National Weather Service or other authorized emergency management agency.
3. Amber Alerts – missing child alert

Alert messages are provided by approved emergency agencies and delivered via the Federal Emergency Management Agency (FEMA).

CMAS does not use the customer mobile number to transmit messages and does not use the GPS location of the device. Instead, CMAS broadcasts messages similar to that of radio today.



There is no charge for receiving CMAS messages.



## The Fine Print

### Warnings and Precautions

This section contains important information pertaining to the operating instructions of your device. It also contains information about how to use the device safely. Read this information carefully before using your device.

#### Electronic Device

Power off your device if using the device is prohibited. Do not use the device when using the device causes danger or interference with electronic devices.

#### Medical Device

- Follow rules and regulations set forth by hospitals and health care facilities. Do not use your device when using the device is prohibited.
- Pacemaker manufacturers recommend that a minimum distance of 15 cm be maintained between a device and a pacemaker to prevent potential interference with the pacemaker. If you are using a pacemaker, use the device on the opposite side of the pacemaker and do not carry the device in your front pocket.
- Some wireless devices may affect the performance of hearing aids. For any such problems, consult your service provider.
- To ensure that the Hearing Aid Compatibility rating for your device is maintained, secondary transmitters such as Bluetooth and Wi-Fi components must be disabled during a call.

#### Potentially Explosive Atmosphere

Power off your device in any area with a potentially explosive atmosphere, and comply with all signs and instructions. Areas that may have potentially explosive atmospheres include the areas where you would normally be advised to turn off your vehicle engine. Triggering of sparks in such areas could cause an explosion or a fire, resulting in bodily injuries or even deaths. Do not power on your device at refueling points such as service stations. Comply with restrictions on the use of radio equipment in fuel depots, storage, and distribution areas, and chemical plants. In addition, adhere to restrictions in areas where blasting operations are in progress. Before using the device, watch out for areas that have potentially explosive atmospheres that are often, but not always, clearly marked. Such locations include areas below the deck on boats, chemical transfer or storage facilities, and areas where the air contains chemicals or particles such as grain, dust, or metal powders. Ask the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) whether this device can be safely used in their vicinity.

#### Traffic Security

Observe local laws and regulations while using the device. In addition, if using the device while driving a vehicle, comply with the following guidelines:

- Concentrate on driving. Your first responsibility is to drive safely.
- Do not talk on the device while driving. Use hands-free accessories.
- When you have to make or answer a call, park the vehicle at the road side before using your device.
- RF signals may affect electronic systems of motor vehicles. For more information, consult the vehicle manufacturer.
- In a motor vehicle, do not place the device over the air bag or in the air bag deployment area. Otherwise, the device may hurt you owing to the strong force when the air bag inflates.
- Do not use your device while flying in an aircraft. Power off your device before boarding an aircraft. Using wireless devices in an aircraft may cause danger to the operation of the aircraft and disrupt the wireless telephone network. It may also be considered illegal.

### Operating Environment

- Do not use or charge the device in dusty, damp, and dirty places or places with magnetic fields. Otherwise, it may result in a malfunction of the circuit.
- The device complies with the RF specifications when the device is used near your ear or at a distance of 0.59 inch (1.5 cm) from your body. Ensure that the device accessories such as a device case and a device holster are not composed of metal components. Keep your device 0.59 inch (1.5 cm) away from your body to meet the requirement earlier mentioned.
- On a stormy day with thunder, do not use your device when it is being charged, to prevent any danger caused by lightning.
- When you are on a call, do not touch the antenna. Touching the antenna affects the call quality and results in increase in power consumption. As a result, the talk time and the standby time are reduced.
- While using the device, observe the local laws and regulations, and respect others' privacy and legal rights.
- Keep the ambient temperature between 32°F (0°C) and 113°F (45°C) while the device is being charged. Keep the ambient temperature between 14°F (-10°C) to 113°F (45°C) for using the device powered by a battery.

### Prevention of Hearing Damage

Using a headset at high volume can damage your hearing. To reduce the risk of damage to hearing, lower the headset volume to a safe and comfortable level.

### Safety of Children

Comply with all precautions with regard to children's safety. Letting the child play with your device or its accessories, which may include parts that can be detached from the device, may be

dangerous, as it may present a choking hazard. Ensure that small children are kept away from the device and accessories.

### Accessories

Choose only batteries, chargers, and accessories approved for use with this model by the device manufacturer. The use of any other type of battery, charger, or accessory may invalidate any warranty for the device, may be in violation of local rules or laws, and may be dangerous. Please contact your dealer for information about the availability of approved batteries, chargers, and accessories in your area.

### Battery and Charger

- Unplug the charger from the electrical plug and the device when not in use.
- The battery can be charged and discharged hundreds of times before it eventually wears out. When the standby time and the talk time are shorter than the normal time, replace the battery.
- Use the AC power supply defined in the specifications of the charger. An improper power voltage may cause a fire or a malfunction of the charger.
- Do not connect two poles of the battery with conductors, such as metal materials, keys, or jewelries. Otherwise, the battery may be short-circuited and may cause injuries and burns on your body.
- If battery electrolyte leaks out, ensure that the electrolyte does not touch your skin and eyes. When the electrolyte touches your skin or splashes into your eyes, wash your eyes with clean water immediately and consult a doctor.
- If there is a case of battery deformation, color change, or abnormal heating while you charge or store the battery, remove the battery immediately and stop using it. Otherwise, it may lead to battery leakage, overheating, explosion, or fire.
- If the power cable is damaged (for example, the cord is exposed or broken), or the plug loosens, stop using the cable at once. Otherwise, it may lead to an electric shock, a short circuit of the charger, or a fire.
- Do not dispose of batteries in fire as they may explode. Batteries may also explode if damaged.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Avoid dropping the device or battery. If the device or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a qualified service center for inspection.
- Improper battery use may result in a fire, explosion or other hazard.

- Promptly dispose of used batteries in accordance with local regulations.
- The device should only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.
- Only use the battery with a charging system that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- Do not disassemble or open, crush, bend or deform, puncture or shred the battery. Otherwise, it may lead to electrolyte leakage, overheating, fire, or explosion.

### Cleaning and Maintenance

- The device, battery, and charger are not water-resistant. Keep them dry. Protect the device, battery, and charger from water or vapor. Do not touch the device or the charger with a wet hand. Otherwise, it may lead to a short circuit, a malfunction of the device, and an electric shock to the user.
- Do not place your device, battery, and charger in places where they can get damaged because of collision. Otherwise, it may lead to battery leakage, device malfunction, overheating, fire, or explosion.
- Do not place magnetic storage media such as magnetic cards and floppy disks near the device. Radiation from the device may erase the information stored on them.
- Do not leave your device, battery, and charger in a place with an extreme high or low temperature. Otherwise, they may not function properly and may lead to a fire or an explosion. When the temperature is lower than 32°F (0°C), performance of the battery is affected.
- Do not place sharp metal objects such as pins near the earpiece. The earpiece may attract these objects and hurt you when you are using the device.
- Before you clean or maintain the device, power off the device and disconnect it from the charger.
- Do not use any chemical detergent, powder, or other chemical agents (such as alcohol and benzene) to clean the device and the charger. Otherwise, parts of the device may be damaged or a fire can be caused. You can clean the device and the charger with a piece of damp and soft antistatic cloth.
- Do not dismantle the device or accessories. Otherwise, the warranty on the device and accessories is invalid and the manufacturer is not liable to pay for the damage.

- If the device screen is broken by colliding with hard objects, do not touch or try to remove the broken part. In this case, stop using the device immediately, and then contact an authorized service center in time.

### **Emergency Call**

You can use your device for emergency calls in the service area. The connection, however, cannot be guaranteed in all conditions. You should not rely solely on the device for essential communications.

### **Certification Information (SAR)**

This device meets guidelines for exposure to radio waves. Your device is a low-power radio transmitter and receiver. As recommended by international guidelines, the device is designed not to exceed the limits for exposure to radio waves. These guidelines were developed by the independent scientific organization International Commission on Non-Ionizing Radiation Protection (ICNIRP) and include safety measures designed to ensure safety for all users, regardless of age and health.

The Specific Absorption Rate (SAR) is the unit of measurement for the amount of radio frequency energy absorbed by the body when using a device. The SAR value is determined at the highest certified power level in laboratory conditions, but the actual SAR level of the device when being operated can be well below the value. This is because the device is designed to use the minimum power required to reach the network. The SAR limit adopted by USA and Canada is 1.6 watts/kilogram (W/kg) averaged over one gram of tissue. The highest SAR value reported to the FCC and IC for this device type when tested for use at the ear is 0.917 W/kg, and when properly worn on the body is 0.741 W/kg. and when using the WiFi function is 0.132 W/kg.

### **FCC Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is

connected.

–Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 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.

### **Caution**

Changes or modifications made to this device not expressly approved by Huawei Technologies Co., Ltd. may void the FCC authorization to operate this device.

Hearing Aid Compatibility (HAC) regulations for Mobile phones

In 2003, the FCC adopted rules to make digital wireless telephones compatible with hearing aids and cochlear implants. Although analog wireless phones do not usually cause interference with hearing aids or cochlear implants, digital wireless phones sometimes do because of electromagnetic energy emitted by the phone's antenna, backlight, or other components.

Your phone is compliant with FCC HAC regulations (ANSI C63.19). While some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate. The wireless telephone industry has developed a rating system for wireless phones, to assist hearing device users find phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label located on the box. The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled.

M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured.

Your phone meets the M4/T3 level rating. Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating.

This phone has been tested and rated for use with hearing aids for some of the wireless technol-

ogies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

For more information about the FCC Hearing Aid Compatibility please go to <http://transition.fcc.gov/cgb/dro/hearing.html>

### **Personal Information and Data Security**

The use of some functions or third-party applications on your device could result in your personal information and data being lost or becoming accessible to others. Several measures are recommended to help you protect personal and confidential information.

- Place your device in a safe area to prevent it from unauthorized use.
- Set your device screen to lock and create a password or unlock pattern to open it.
- Periodically back up personal information kept on your SIM/UIM card, memory card, or stored in your device memory. If you change to a different device, be sure to move or delete any personal information on your old device.
- If you are worried about viruses when you receive messages or emails from a stranger, you can delete them without opening them.
- If you use your device to browse the Internet, avoid websites that might pose a security risk to avoid theft of your personal information.
- If you use services such as Wi-Fi tether or Bluetooth, set passwords for these services to prevent unauthorized access. When these services are not in use, turn them off.
- Install or upgrade device security software and regularly scan for viruses.
- Be sure to obtain third-party applications from a legitimate source. Downloaded third-party applications should be scanned for viruses.
- Install security software or patches released by Huawei or third-party application providers.
- Some applications require and transmit location information. As a result, a third-party may be able to share your location information.
- Your device may provide detection and diagnostic information to third-party application providers. Third party vendors use this information to improve their products and services.
- If you have concerns about the security of your personal information and data, please contact [mobile@huawei.com](mailto:mobile@huawei.com).

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### Notice

Some features of the product and its accessories described herein rely on the software installed, capacities and settings of local network, and therefore may not be activated or may be limited by local network operators or network service providers. Thus, the descriptions herein may not exactly match the product or its accessories which you purchase.

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## Your Customer Agreement

### 1. Welcome To The GreatCall® Family.

Please read this agreement regarding your phone and service. When you accept this agreement, you're bound by its conditions. It applies to all of your services from GreatCall and covers important topics such as:

- How long this agreement lasts
- Your rights to refuse or cancel this agreement
- Our friendly 30-day return policy
- Our rights to limit or end service or this agreement
- Limitations of liability and privacy
- How to handle disputes if they arise, including arbitration

### 2. Your Monthly Rate Plan

The monthly rate plan you select is part of this agreement. To the extent any condition in your plan expressly conflicts with this agreement, the condition in your plan will apply.

### 3. Your Rights To Refuse Or Cancel This Agreement

After you've had an opportunity to review this agreement, it will begin when you do any of the following to indicate your acceptance:

- Activate your service
- Give us a written or electronic signature indicating your acceptance
- Tell us electronically that you accept

If you do not wish to accept this agreement, do not do any of the above actions.

### 3.1 30-Day Return Policy

If for any reason, within 30 days from date of purchase, you are not completely satisfied with your device, we will refund the activation fee, the first month's service charge and the cost of the device, plus applicable taxes if you:

- Have used less than 30 minutes of talk time; and
- Return the device in "like new" condition, as determined by GreatCall, in the original box with all components and materials.

The shipping charges are non-refundable and you will be charged a \$10 restocking fee. If you have used more than 30 minutes of talk time or more than 25 MB of data, then we will charge you the lesser of:

- Your monthly service charge; or
- 35¢ per minute for each additional minute over 30 minutes

Return Information:

- Please contact our Customer Service Department at **1-800-733-6632**, available 24 hours a day, 7 days a week, to cancel your account and obtain a return authorization number.
- Approved returns must be shipped back at the customer's expense in the original packaging.
- Refunds, if applicable, will be processed back to the party that paid in the same manner that payment was received. Please allow 21 business days for processing.

### 3.2 Service Cancellation

If for any reason you are not completely satisfied with your service and you wish to cancel, you'll be able to do so as described below. However, if you have purchased any Add-On Minutes, they are not refundable and these minutes will expire after your last bill.

You will receive a final bill that will detail all the charges and credits on your account.

If you wish to cancel your service before the end of a given month, you'll be responsible for any account charges and overages through the date of your final bill. If you have purchased any Add-On Minutes, they are not refundable and these minutes will expire after your final bill.

Although cancellations are effective immediately, we don't bill for partial months; therefore, you'll be charged for the entire month.

## 4. Charges And Fees

There is a fee associated with beginning your service and there may be a fee associated with reactivating your service. Usage charges vary depending on where, when and how you call, including toll-free and Operator-assisted calls. Additional features and services, such as Operator assistance, may have extra charges.

### 4.1 Roaming And Long Distance Charges

There are no long distance or roaming charges for any calls made within the domestic U.S. There may be additional charges for international calls and texts.

### 4.2 International Rates

When calling from the domestic U.S. to other countries, or when calling from outside of the domestic U.S., additional international calling rates will apply.

### 4.3 Taxes, Fees And Assessments

We are required by law to charge you certain taxes, surcharges and assessments that will be included on your bill. You are responsible for paying all taxes, surcharges and assessments associated with your GreatCall products and services. These may change from time to time, and we may not be able to give you advance notice about how these changes may affect you.

Except as prohibited by law, we may also, at our discretion, require you to pay regulatory and administrative fees to recover our costs of complying with regulatory mandates and Universal Service fees or similarly imposed charges. Any customer who is eligible for an exemption from any tax or fee must provide us with a verifiable, valid and properly executed tax-exempt certificate. Any tax exemption applies only after the date we receive the certificate from you and have verified your eligibility for the exemption.

#### 4.4 How We Calculate Your Bill

Your bill is our notice to you of your fees, charges and other important information. It reflects the fees and charges in effect for your service plan at the time they are incurred. We charge for usage after calls are made or received and charge access and other fees in advance. The length of a call will be rounded up to the next full minute. Charges start when you're connected to an outgoing or incoming call and end after you hang up your phone, the other party on your call hangs up, or the call ends through disconnection. We only bill for calls that connect, including calls answered by machines. Standard usage charges apply to toll-free calls. There may be additional usage charges for credit card or third party Operator-assisted calls, which may be required in certain areas. You will incur usage charges at a minimum rate of \$0.35 per minute if you exceed your service plan minutes. Billing for usage and related charges may sometimes be delayed. Delayed usage charges may be applied in the month they appear on your bill against minutes included in your service plan for that month, rather than against the included minutes for the month when you actually made or received the call. This may result in charges higher than you'd expect in the later month.

#### 4.5 Payments, Deposits, Credit Cards, And Checks

Payment is due in full as stated on your bill. IF WE DON'T RECEIVE PAYMENT IN FULL WHEN DUE, WE MAY, TO THE EXTENT PERMITTED BY THE LAW OF THE STATE OF THE BILLING ADDRESS WE HAVE ON FILE FOR YOU AT THE TIME, CHARGE YOU A LATE FEE UP TO 1.5 PERCENT A MONTH (18 PERCENT ANNUALLY) OR A FLAT \$5 A MONTH, WHICHEVER IS GREATER, ON UNPAID BALANCES. WE MAY ALSO CHARGE YOU FOR ANY COLLECTION AGENCY FEES BILLED TO US FOR TRYING TO COLLECT FROM YOU. SHOULD WE NOT RECEIVE YOUR LATE PAYMENT, WE MAY SUSPEND

YOUR SERVICE UNTIL PAID IN FULL. WE RESERVE THE RIGHT TO CHARGE A REASONABLE RECONNECTION FEE. IF YOUR ACCOUNT REMAINS UNPAID, WE WILL CANCEL SERVICE FOR NON-PAYMENT. We reserve the right to require recurring credit card billing for certain products or services. We also reserve the right to require an advance deposit (or an increased deposit) from you based on your payment history and changes in your plan and/or the frequency of use of our services. We'll pay simple interest on any deposit at the rate the law requires. Please retain your evidence of deposit. You agree that we can apply deposits, payments, or repayments in any order to any amounts you owe us on your account(s). You can't use a deposit to pay any bill unless we agree. We will not honor limiting notations you make on or with your checks. We may charge you up to \$25 for any returned check or denied credit card charges, depending on applicable law.

## 5. Service Subject To Change

Your service is dependent upon our business requirements, including policies, practices and procedures, which we can change without notice. Unless otherwise prohibited by law, we can also change prices and any other conditions in this agreement at any time by sending you written notice prior to the billing period in which the changes would go into effect. If you choose to use your service after that point, you're accepting the changes. If the changes have a material adverse effect on you, however, you can end the affected service, without any early cancellation fee, just by calling us within 60 days after we send notice of the change.

## 6. Rights In Numbers And Electronic Addresses We Assign To You

You do not have any rights in the personal identification number, email address or identifier we assign to you. The same is true for your wireless phone numbers, except for your right to transfer it. In the event we need to change or reassign them, we'll let you know. Please know that your wireless phone number and/or name may appear when you call someone. We rely on this feature to provide services you enjoy.

## 7. Transferring Or "Porting" Phone Numbers



You may be able to transfer or “port” your phone number from us to another carrier or service provider. We cannot guarantee that this transfer will be successful. If you request that another service provider transfer or “port” your phone number, we will treat this request in the same manner as a request to cancel your GreatCall service. When the transfer is complete you will be responsible for all the terms of cancellation described in Section 3 of this agreement. We may not be able to provide you with some services, such as 9-1-1 location services, while we implement the transfer.

## 8. Availability Of Service

Wireless phones use radio transmissions to access service. Therefore, we can't provide service when your wireless phone is out of range of our provider's transmission site or if sufficient network capacity is not available. You may not receive service in certain places, particularly in remote areas, with no service at all. Weather, topography, buildings, your wireless phone and other conditions that are outside of our control may also cause dropped calls or other problems with your service.

## 9. Suspending Service If Your Phone Is Lost Or Stolen

Please notify us immediately if someone steals your phone or you lose it. We'll be happy to provide a courtesy suspension of service for 30 days or until you choose to replace or recover your phone – whichever comes first – if you haven't received a courtesy of this kind within the prior year. Until we provide a courtesy suspension, you'll be responsible for all fees and charges, including those related to the use of services, even if used by another party. We may require a sworn statement about the loss or theft.

## 10. Our Rights To Limit/End Service Or This Agreement

You agree not to resell our service to someone else without prior written permission from GreatCall. You also agree that your wireless phone won't be used for any purpose that is illegal, isn't allowed by this agreement or by your User Guide. WE CAN, WITHOUT NOTICE, LIMIT, SUSPEND OR END YOUR SERVICE OR ANY AGREEMENT WITH YOU FOR VIOLATING

THIS AGREEMENT OR FOR ANY OTHER GOOD CAUSE, INCLUDING, BUT NOT LIMITED TO:

- a. Two or more late payments in a 12-month period.
- b. Incurring charges greater than your required deposit or billing limit (even if we haven't yet billed the charges) if you are unwilling to increase your deposit with us.
- c. Incurring charges materially in excess of your monthly access charge (even if we haven't yet billed the charges).
- d. Harassing our employees or agents.
- e. Lying to us.
- f. Interfering with our operations.
- g. Becoming insolvent or going bankrupt.
- h. Breaching this agreement.
- i. "Spamming," or other abusive messaging or calling.
- j. Modifying your phone from the manufacturer's specifications.
- k. Providing credit information we can't verify.
- l. Using your service in a way that adversely affects other customers.
- m. Allowing anyone to tamper with your GreatCall number.

We can also temporarily limit your service for any operational or governmental reason.

## 11. Your Privacy

You agree to the terms of our Privacy Policy, available on our website at [www.greatcall.com/privacypolicy](http://www.greatcall.com/privacypolicy), when you use our services. It may change from time to time, so please review this policy with regularity and care. Among other things, the policy outlines the information we collect about you, how we use that information and with whom we share that information. For example, it may be used to provide certain services, to protect our rights and interests, to respond to legal process or to facilitate a merger. We may also monitor or record your calls with GreatCall representatives to ensure the quality of our services and for other lawful purposes. If you don't agree with the terms of our Privacy Policy, do not purchase a GreatCall phone or use GreatCall services.

## 12. Disclaimer Of Warranties

WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICE OR YOUR PHONE. WE CAN'T PROMISE UNINTERRUPTED OR ERROR-FREE SERVICE AND DON'T AUTHORIZE ANYONE TO MAKE ANY WARRANTIES ON OUR BEHALF. THIS DOESN'T DEPRIVE YOU OF ANY WARRANTY RIGHTS YOU MAY HAVE AGAINST ANYONE ELSE.

## 13. Indemnification

You agree to indemnify, defend and hold GreatCall harmless from any claims arising out of use of the phone or service, breach of this agreement or violation of any laws or regulations or the rights of any third party by you or any person on your account or that you allow to use your phone or service.

## 14. Waivers And Limitations Of Liability

UNLESS THE LAW FORBIDS IT IN ANY PARTICULAR CASE, WE EACH AGREE TO LIMIT CLAIMS FOR DAMAGES OR OTHER MONETARY RELIEF AGAINST EACH OTHER TO DIRECT DAMAGES. THIS LIMITATION AND WAIVER WILL APPLY REGARDLESS OF THE THEORY OF LIABILITY, WHETHER FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, PERSONAL INJURY, PRODUCTS LIABILITY, OR ANY OTHER THEORY. THIS MEANS THAT NEITHER OF US WILL SEEK ANY INDIRECT, SPECIAL, CONSEQUENTIAL, TREBLE, OR PUNITIVE DAMAGES FROM THE OTHER. THIS LIMITATION AND WAIVER ALSO APPLIES TO ANY CLAIMS YOU MAY BRING AGAINST ONE OF OUR SUPPLIERS, TO THE EXTENT THAT WE WOULD BE REQUIRED TO INDEMNIFY THE SUPPLIER FOR SUCH CLAIM. You agree we aren't liable for problems caused by you or a third party; by buildings, hills, network congestion, tunnels, weather, or other things we don't control. You also agree GreatCall is not liable for missed VoiceMail(s), or deletions of VoiceMail(s) from your VoiceMail box (if you have one), even if you've saved them.

## 15. Handling Disputes With GreatCall

ANY CLAIM OR DISPUTE BETWEEN YOU AND GREATCALL IN ANY WAY RELATED TO OR

CONCERNING THE AGREEMENT, OR THE PROVISION OF SERVICES OR PRODUCTS TO YOU, INCLUDING ANY BILLING DISPUTES (CLAIM), SHALL BE SUBMITTED TO FINAL, BINDING ARBITRATION BEFORE THE AMERICAN ARBITRATION ASSOCIATION (“AAA”). THIS AGREEMENT TO ARBITRATE ALSO REQUIRES YOU TO ARBITRATE CLAIMS AGAINST OTHER PARTIES RELATING TO SERVICES OR PRODUCTS PROVIDED OR BILLED TO YOU, INCLUDING SUPPLIERS OF SERVICES AND PRODUCTS AND OUR RETAIL DEALERS, IF YOU ALSO ASSERT CLAIMS AGAINST US IN THE SAME PROCEEDING. YOU AND WE ACKNOWLEDGE THAT THE AGREEMENT AFFECTS INTERSTATE COMMERCE AND THAT THE FEDERAL ARBITRATION ACT AND FEDERAL ARBITRATION LAW APPLY TO ARBITRATIONS UNDER THE AGREEMENT. BEFORE INSTITUTING ARBITRATION, YOU AGREE TO PROVIDE US WITH AN OPPORTUNITY TO RESOLVE YOUR CLAIM BY SENDING A WRITTEN DESCRIPTION OF YOUR CLAIM TO US AT: GREATCALL, P.O. BOX 4428, CARLSBAD, CA 92018, AND NEGOTIATING WITH US IN GOOD FAITH REGARDING YOUR CLAIM. IF WE ARE NOT ABLE TO RESOLVE YOUR CLAIM WITHIN 30 DAYS OF RECEIPT OF YOUR NOTICE, THEN YOU OR WE, INSTEAD OF SUING IN COURT, MAY INITIATE ARBITRATION PROCEEDINGS WITH THE AAA. ARBITRATION WILL BE CONDUCTED UNDER THE AAA’S PUBLISHED WIRELESS INDUSTRY ARBITRATION RULES AND SUPPLEMENTAL PROCEDURES FOR CONSUMER-RELATED DISPUTES, WHICH ARE AVAILABLE BY CALLING THE AAA AT 800-778-7879 OR VISITING ITS WEB SITE AT WWW.ADR.ORG. THE AAA HAS A FEE SCHEDULE FOR ARBITRATIONS. YOU WILL PAY YOUR SHARE OF THE ARBITRATOR’S FEES AND ADMINISTRATIVE EXPENSES (“FEES AND EXPENSES”) EXCEPT THAT:

- (A) FOR CLAIMS LESS THAN \$25, WE WILL PAY ALL FEES AND EXPENSES; AND
- (B) FOR CLAIMS BETWEEN \$25 AND \$1,000, YOU WILL PAY ONLY \$25 IN FEES AND EXPENSES, OR ANY LESSER AMOUNT AS PROVIDED UNDER AAA’S SUPPLEMENTAL PROCEDURES FOR CONSUMER-RELATED DISPUTES. YOU AND WE AGREE TO PAY OUR OWN OTHER FEES, COSTS, AND EXPENSES, INCLUDING THOSE FOR ANY ATTORNEYS, EXPERTS, AND WITNESSES. AN ARBITRATOR MAY ONLY AWARD AS MUCH AND THE TYPE OF RELIEF AS A COURT WITH JURISDICTION IN THE PLACE OF ARBITRATION THAT IS CONSISTENT WITH LAW AND THIS AGREEMENT. AN ARBITRATOR MAY ISSUE INJUNCTIVE OR DECLARATORY

RELIEF BUT ONLY APPLYING TO YOU AND US AND NOT TO ANY OTHER CUSTOMER OR THIRD PARTY. AS A LIMITED EXCEPTION TO THE AGREEMENT TO ARBITRATE, YOU AND WE AGREE THAT:

- (A) YOU MAY MAKE CLAIMS TO SMALL CLAIMS COURT, IF YOUR CLAIMS QUALIFY FOR HEARING BY SUCH COURT; AND
- (B) IF YOU FAIL TO TIMELY PAY AMOUNTS DUE, WE MAY ASSIGN YOUR ACCOUNT FOR COLLECTION, AND THE COLLECTION AGENCY MAY PURSUE IN COURT CLAIMS LIMITED STRICTLY TO THE COLLECTION OF THE PAST DUE DEBT AND ANY INTEREST OR COST OF COLLECTION AGREEMENT. AS PERMITTED BY LAW, OR WHETHER CLASS ACTION IN COURT, WAIVER SMALL CLAIMS COURT, OR ARBITRATION, YOU AND WE MAY ONLY BRING CLAIMS AGAINST EACH OTHER IN AN INDIVIDUAL CAPACITY AND NOT AS A CLASS REPRESENTATIVE OR A CLASS MEMBER IN A CLASS OR REPRESENTATIVE ACTION. IF A COURT OR ARBITRATOR DETERMINES IN A CLAIM BETWEEN YOU AND US THAT YOUR WAIVER OF ANY ABILITY TO PARTICIPATE IN CLASS OR REPRESENTATIVE ACTIONS IS UNENFORCEABLE UNDER APPLICABLE LAW, THE ARBITRATION AGREEMENT WILL NOT APPLY, AND YOU AND WE AGREE THAT SUCH CLAIMS WILL BE RESOLVED BY A COURT OF APPROPRIATE JURISDICTION, OTHER THAN A SMALL CLAIMS COURT. JURY TRIAL WAIVER, WHETHER ANY CLAIM IS IN ARBITRATION OR IN COURT, YOU AND WE WAIVE ANY RIGHT TO JURY TRIAL INVOLVING ANY CLAIMS OR DISPUTES BETWEEN YOU AND US.

## 16. About 5Star Service

NOT ALL PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS) HAVE THE SAME FEATURES. YOU SHOULD DETERMINE WHICH FEATURES ARE IMPORTANT TO YOU. CALCULATION WAS DETERMINED BY AVERAGING THE PERS MARKET LEADERS' MONTHLY PUBLISHED FEES. 5STAR URGENT RESPONSE SERVICE REQUIRES THE PURCHASE OF THE 5STAR AND A ONE-TIME SET-UP FEE FOR SERVICE ACTIVATION OF \$35. COVERAGE AND SERVICE ARE NOT AVAILABLE EVERYWHERE. OTHER CHARGES AND RESTRICTIONS MAY APPLY. 5STAR SERVICE MAY NOT BE AVAILABLE IN REMOTE OR ENCLOSED AREAS. 5STAR SERVICE WILL BE ABLE TO TRACK AN APPROXIMATE LOCATION WHEN YOUR DEVICE IS TURNED ON AND FULLY CHARGED, BUT WE CANNOT GUARANTEE AN EXACT LOCATION. 5STAR SERVICE DOES NOT REQUIRE A

CONTRACT AND CAN BE CANCELLED AT ANY TIME. MONTHLY SERVICE FEES DO NOT INCLUDE GOVERNMENT TAXES OR ASSESSMENT SURCHARGES. PRICES AND FEES ARE SUBJECT TO CHANGE. OUR COVERAGE MAP ESTIMATES WHERE YOUR DEVICE WILL WORK. A NUMBER OF FACTORS AFFECT THE SPECIFIC COVERAGE YOU WILL GET. YOU WILL NOT BE ABLE TO MAKE 9-1-1 CALLS WHEN CELLULAR SERVICE IS NOT AVAILABLE. 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. GREATCALL IS A REGISTERED TRADEMARK OF GREATCALL, INC. AND/OR ITS RELATED ENTITIES. 5STAR URGENT RESPONSE AND 5STAR ARE TRADEMARKS OF GREATCALL, INC. COPYRIGHT 2013 GREATCALL, INC. NATIONAL ACADEMIES OF EMERGENCY DISPATCH © 2013.

## 17. About You

You represent that you're at least 18 years old and have the legal capacity to accept this agreement. If you are ordering for a friend or a member of your family, you are bound by the terms of this agreement, unless and until, your friend or family member has agreed to the terms of this agreement. If you're ordering for a company, you're representing that you are authorized to bind the company to the terms of this agreement, where the context "you" means the company.

## 18. About This Agreement

If either of us waives or doesn't enforce a requirement under this agreement in an instance, we don't waive our right to later enforce that requirement. You can't assign this agreement or any of your rights or duties under it. We may assign all or part of this agreement or your debts to us without notice, and you agree to make all subsequent payments as instructed. Notices are considered delivered when we send them by email or fax to any email or fax number you've provided to us, or three days after mailing to the most current billing address we have on file for you, if by us, or to the Customer Service address on your most recent bill. If any part of this agreement, including any part of its arbitration provisions, is held invalid, that part may be severed from this agreement. This agreement and the documents

to which it refers form the entire agreement between us on their subjects. You can't rely on any other documents or statements on those subjects by any sales or service representatives, and you have no other rights with respect to service or this agreement, except as specifically provided by law. This agreement isn't for the benefit of any third party except our parents, affiliates, subsidiaries, agents and predecessors/successors in interest. Except to the extent we've agreed otherwise in the provisions on late fees and arbitration, this agreement and disputes covered by it are governed by the laws of the state of California, without regard to the conflicts of the laws or rules of that state.

### 19. Additional Terms For Text Messaging

The message rates that we charge depend on the GreatCall service plan that you selected. You will incur message charges when you send or receive a message, whether the message has been read or unread, viewed or unviewed, solicited or unsolicited. GreatCall does not guarantee that messages will be received. We are not responsible for lost or misdirected messages.

[www.greatcall.com](http://www.greatcall.com)

HUAWEI Ascend Y300  
HUAWEI M881  
JBT2-USERGUIDE

