

WELCOME TO JITTERBUG

Now you have everything you need (and nothing you don't) to stay connected with family and friends when you are away from home.

Jitterbug™ is perfectly simple – a cell phone made easy with personalized services designed with you in mind. Your sleek new phone was designed with Samsung and the Jitterbug service provides a quality connection wherever you go. Plus, a friendly Jitterbug operator is at your service 24 hours a day.

All of our features and services have been created for your comfort, convenience and ease of use – and you can choose to turn any of them on or off, as you wish. Simply call the Jitterbug operator for assistance. Or, you or a loved one can update your Jitterbug features on your personal web page at <http://www.myjitterbug.com> (This feature will be available in early 2007). Our goal is to make using Jitterbug intuitive, familiar and perfectly simple.

We welcome your comments and are happy to find even better ways to meet your needs. At Jitterbug, we are committed to providing services that are extraordinarily simple and easy to use so that you can connect with the people that matter to you most.

We look forward to hearing from you.

Best regards,

Your friends at 

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Getting Started

This section explains how to start using your **Jitterbug OneTouch™** phone.

Topics Covered

- How to Use this Guide
- What's in the Box
- Installing the Battery
- Turning Your Phone On/Off
- Charging the Battery
- Jitterbug Service Passwords
- Getting Help
- Contacting Customer Service
- Jitterbug Operator Assistance

For more information or to see the latest products, services and updates to our How-To Guide, visit us online at www.myjitterbug.com (This feature will be available in early 2007).

How to Use this Guide

This **How-To Guide** is divided into eight sections that describe the features of your OneTouch phone, and how to use them in a few **simple steps**. We recommend that you read the entire guide and keep it handy for easy reference.

You can skip directly to the section you're looking for by using the **Table of Contents** on page 1, the red **side tabs** or the **Index** on page 69.

We've included illustrations, images and the symbols below to highlight useful information.



As we add new features and accessories, we will update this How-To Guide on our Web site at www.myjitterbug.com (This feature will be available in early 2007). Click on the How-To Guide button.

For more information, visit www.myjitterbug.com (This feature will be available in early 2007) or call us at **1-800-733-6632**.

Thank you for choosing Jitterbug!

What's in the Box?

The Jitterbug package you received includes everything you need to get started:



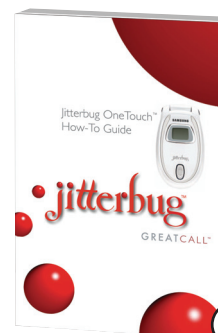
①



②



③



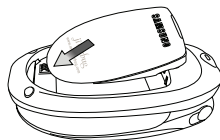
④

1. Jitterbug OneTouch Cell Phone
2. Rechargeable Battery
3. AC Charger (to charge your battery)
4. How-To Guide
5. Quick Start Guide (not shown)

Installing the Battery

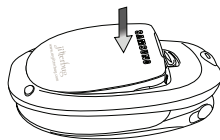
To insert the battery:

1. Slide the rounded end of the battery into the back of your phone, lining up the gold contacts on the battery with the gold contacts inside the phone.



Back Side

2. Press the top end of the battery down until it snaps into place.



To remove the battery:

1. If the phone is on, turn it off by opening the phone and holding down the **on/off** button for two seconds until the Jitterbug tune plays.

2. Slide the battery release latch (1) on the back of the phone toward the top end of the phone and hold.



Back Side

3. Lift the battery (2) up and away from the phone, top end first, or simply turn your phone over. The battery will drop out.

Turning Your Phone On/Off

To turn the power on:

1. Open the phone.

2. Press the **on/off** button in the upper right corner until the screen lights up.

NOTE

The "Jitterbug" logo will appear on your screen before your phone is ready to use. If a connection isn't possible, you'll see **"No Service"** on the screen.

3. When you hear a dial tone, your phone is ready to use.



If you are not able to place a call, go to another phone and call us at **1-800-733-6632** so we can help you.

To turn the power off:

1. Open the phone.

2. Press and hold the **on/off** button until the Jitterbug tune plays. Your power is off.

Charging the Battery

To use the AC Power Charger:

1. Plug the large end of the charger into a standard wall outlet (120/220 VAC).
2. Plug the smaller end into the bottom end of your phone. You'll see a **"Charging"** message in the display window.
3. When the battery is fully charged, you'll see a **"Completed"** message in the display window.



Jitterbug accessories are designed to maximize the battery's life. Using other accessories could damage your phone and may void your warranty.

Low Battery Indicator

Jitterbug phones do not have a "low battery" icon. Instead, reminder warnings will appear as popups on the screen with the following messages:

- o **"Charge Battery"** will appear when you have used about 50% of your battery.
- o **"Battery Very Low"** will appear when you have about ten minutes of calling left.
- o **"Battery Critical"** will appear when you have two minutes of calling left. The message will appear every ten seconds until you connect your phone to a charger.



If you continue to use your phone without charging the battery, the phone will turn itself off.



You must fully charge your battery before using your phone for the first time. Failure to do so may damage your battery.

Jitterbug Service Passwords

As a Jitterbug customer, you have unlimited access to your voicemail and all personal account information.

To protect your privacy, we'll ask you to set up your own passwords to use when you want to gain access to this information.

NOTE

When choosing a password, you'll be asked to create a security question. **Only you** should know the answer. Example: What was the name of my first pet?

Learn more about setting up your passwords at: www.myjitterbug.com (This feature will be available in early 2007), or call us at **1-800-733-6632**.

Getting Help

Visit www.myjitterbug.com (This feature will be available in early 2007), to do any of the following:

- Access your account information
- Update your phone list
- Change your phone options
- See and pay your bill
- Buy accessories
- Shop for the latest Jitterbug phones
- Learn about new Jitterbug services



The Jitterbug SmartCharger™ allows others to help you manage your phone. Learn more about this and other Jitterbug accessories at our Web site.

Contacting Customer Service

Use any of these ways to contact us:

- Sign on to your account at www.myjitterbug.com (This feature will be available in early 2007), where you can e-mail us.
- Call us toll-free at **1-800-733-6632**.
- Write to us at:

GreatCall Customer Service
P.O. Box 187
Solana Beach, CA 92075

Jitterbug Operator Assistance

Jitterbug Operators are available 24 hours a day, seven days a week to:

- Place calls to anyone on your Phone List, which is on file at the operator center.
- Look up residential, business or government listings.
- Connect you to any number in the U.S. or Canada.
- Update your Phone List.
- Connect you with Customer Service.

To call a Jitterbug Operator:

- Press the "**Operator**"  button.

The operator will greet you by name and ask how to assist you.

NOTE

A surcharge for operator assistance may apply. Refer to your service agreement for details.

OneTouch Features

This section describes the **Basic Features** of your Jitterbug OneTouch™ phone and how to use them.

Topics Covered

- List of Features
- Accessories
- Closed View (Front and Back)
- Open View of Your Phone
- Your Display Screen
- Your Phone Settings
 - Adjust Ringer Volume
 - Speakerphone
 - Emergency Callback

FACT

The first cellular phone weighed 40 ounces. Your Jitterbug OneTouch weighs only 4.5 ounces.

For more information or to see the latest products, services and updates to our How-To Guide, visit us online at www.myjitterbug.com (This feature will be available in early 2007).

Key Features

Your Jitterbug OneTouch phone was designed to be easy to use, comfortable and reliable.

Here are some of the **key features**:

- Buttons , ,  are easy to use
- Soft ear cushion reduces outside noise so sound is loud and clear.
- Screen text is easy to read.
- Backlit buttons are easy to see.
- Scrolling button takes you through your Phone List.

At your request, we personalize your Jitterbug phone before we ship it, so it's ready to use right out of the box:

Your Jitterbug phone comes with:

- Preset Phone List – Up to 50 of the numbers you call most often already stored on your phone.
- Call History – An easy way to review your last ten incoming, outgoing and missed calls.
- A Jitterbug operator who answers you by name and is ready to assist you at any time (surcharges may apply).

- Emergency call back service, if you ever need it.

To modify any of the above features, please call the Jitterbug operator who can assist you 24 hours a day.

Plus: You'll have easy access to **additional services** that also can be turned on or off at your request:

- Voice Dialing – Just say the name or number you want called, and you will be connected right away.
- Ringtones – Jazz, Classical? Choose from a list of preset ringtones or add your own to suit your style. (Additional charges may apply.)
- Phone List Updating – Select simple or advanced ways to change and save numbers.
- A built-in How-To-Guide so you can quickly learn how your phone works.
- Voicemail – Makes it easy to retrieve any missed messages (service fees and airtime may apply).

Jitterbug OneTouch Phone Accessories

To order any of these accessories, visit www.jitterbug.com or call us at **1-800-733-6632**.



Standard Battery



AC Power Charger



Leather Carrying Case



Jitterbug SmartCharger



Car Power Charger



Hands-free Car Kit

Closed View of Your Phone (Front)



Closed View of Your Phone (Front)

1. Internal Antenna—Connects with the cellular network so you can use your phone.

2. Display Window—Shows time, day and date (when your phone is on). Indicates when you have an incoming call or message.

3. Volume Button—Adjusts the ringer or the voice volume during a call. (To silence the ringer during an incoming call, tap the volume button.)

4. Accessory Connector—Links accessories to your phone.

5. Power Connector—Connects the AC Power Charger to your phone.

6. Light Alert—Surrounds the Volume Button and:

- Lights briefly when charging begins and steadily when charging is complete.
- Flashes to indicate an incoming call or message.
- Lights when you turn on the phone.
- Flashes when the phone needs charging

Closed View of Your Phone (Back)



Closed View of Your Phone (Back)

- 1. Battery**—Delivers power to make your phone function.
- 2. Battery Latch**—Slides to open and remove the battery.
- 3. Lanyard Connector**—Makes it easy to attach a hand-strap to carry your phone.

Open View of Your Phone



Open View of Your Phone

1. Speaker—Lets you hear the caller and projects sounds, such as ring tones and alerts.

2. Display Screen—Shows all the information you need to operate your phone.

3. Up/Back Arrow Button—Shows the previous screen on your **Phone List** or **Call History** list.

4. Yes Button—Responds to questions or commands on the screen, such as **"Call?"**

5. Down/More Arrow Button—Shows the next screen on your **Phone List** or **Call History** list.

6. Operator Button—Calls the Jitterbug operator.

7. My Choice—Calls the number you've chosen to store on your phone, such as a friend, relative, service, physician, taxi or towing service.

8. 911 Button—Calls 911.

9. Accessory Connector—Plugs accessories into your phone such as your Hands-free Car Kit.

10. Power Connector—Connects the AC Power Charger and your Car Power Charger to your phone.

11. Microphone—Used during phone calls to pick up the sound of your voice.

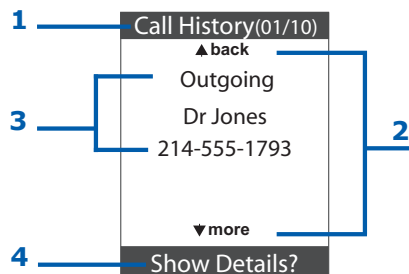
12. No Button—Rejects questions or commands on the screen, such as **"Call?"** Pressing  also moves you to the next feature on your phone.

13. Power Button—Turns your phone on and off.

14. Softcell Ear Pad—Fits comfortably around your ear while reducing unwanted noise.

Your Display Screen

Here is the type of information that can appear on your screen.



1. Feature Area—Identifies the feature you are using.

2. Additional Entries—Shows if there are additional screens either before or after the screen you are on.

“Back” means there are screens before the one you’re viewing.

“More” means there are additional screens ahead. Use the **Up/Down** arrow buttons to see additional screens.

3. Display Area—Shows your Phone List, phone call status and received messages in adjustable type size (shorter messages appear in larger type).

4. Command Area—Displays questions or commands you can choose or bypass by pressing  or .



Remember to read the Command Area line and respond by using the  or  button.

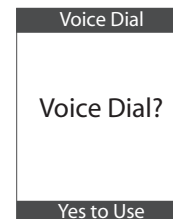
Your Phone Settings

When you turn your phone on and it connects to the cellular service, it is ready for calls.

You can place and receive calls **only** when your phone is **on**.

By logging onto www.myjitterbug.com. (This feature will be available in early 2007), or by calling Customer Service or the Jitterbug operator, you can turn the following settings on or off:

- Voice Dial
- Call History
- Built-In How-To Guide
- Change Your Ringtone (ringer sound)



If, for example, you turn on Voice Dial, that’s the first feature you will see when you open your phone.

NOTE

Your phone can store up to 20 ringtones. You can add or delete ringtones at www.jitterbug.com at any time. (Additional fees and air-time may apply.)

To adjust the ringer volume:

1. Be sure the phone is open and on.
2. Press the **Up/Down**  volume button on the outside of the phone below the display window. Press each time you want to advance to the next choice.

These choices will appear on the screen:

- Ringer Volume Ring Max
- Ringer Volume High
- Ringer Volume Med
- Ringer Volume Low
- Ringer Volume Silent

3. When you're satisfied with the setting, release the volume button.

 **TIP** Depending on your settings, your Jitterbug may ring and vibrate to alert you to incoming calls. The ringer and keypad can be silenced by pressing the volume button **Down** until "**Silent**" appears on the screen. Your Jitterbug will now only vibrate to alert you to incoming calls (This can come in handy at a movie, a library, or any other location where a ringer may be a distraction.)

To adjust the ear piece volume:

When you're on a call, press the Volume button  up or down repeatedly until the sound is comfortable for you.

NOTE

The Volume button is on the cover of your phone just below the display window.

Speakerphone

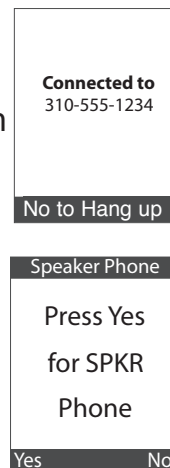
Use the **Speakerphone** setting to conduct a call without holding the phone to your ear (and allow others to participate in your phone call).

NOTE

You must be on a call to use this setting.

To use Speakerphone:

1. When you have made or answered a call, you will see a "**Connected to...**" message on the screen, as shown.
2. Press the Volume button  **Up** repeatedly until you see "**Press Yes for SPKR Phone,**" as shown.
3. Press the  button.



To exit Speakerphone:

While you're on a call using Speakerphone, press the volume button  **Down** to turn this feature off.

NOTE

Your phone automatically exits the **Speakerphone** setting when you end a call.

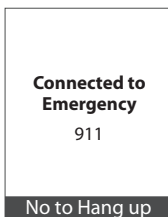
Emergency Callback

When you've completed an emergency call using the  button, your phone is automatically set to **Emergency Callback** for about 30 minutes. While your phone is in this setting, you cannot make other calls.

To make an emergency call:

1. Press the  button. "**Calling Emergency**" appears on the screen.

2. When the **911** Operator answers, "**Connected to Emergency**" appears on the screen, as shown.



To end your emergency call:

If the "**No to Hang up**" command is showing at the bottom of the screen, press .

Your **Emergency Callback** setting is now active. To reconnect to the **911** operator, press the .

You will know that you are in the **Emergency Callback** setting when you open your phone and see a popup screen with "**Emergency Callback**" notification.

To exit this setting:

You must remove your battery to exit the emergency callback setting. See page 8 for information about removing a battery.

Why do I have an Emergency Callback setting?

If you dial **911**, your mobile phone line is kept free so that the **911** operator can call you back or stay on the line with you.

NOTE

If you mistakenly call **911**, end the call as soon as possible by pressing  to **Hang up** or close your phone.

FACT

Every day in the U.S., more than 200,000 wireless calls are made to 911.

The Basics

This section explains how to use your phone's **Calling** and **Answering** features.

Topics Covered

- Answering a Call
- Ending a Call
- Ignoring a Call
- Placing a Call
 - Calling the Jitterbug Operator
 - Non-Phone List Numbers
 - Using the "My Choice" Button
 - Calling 911
 - Calling Phone List Numbers

FACT

More than 196 million Americans subscribe to a wireless service.

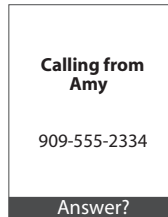
For more information or to see the latest products, services and updates to our How-To Guide, visit us online at www.myjitterbug.com (This feature will be available in early 2007).

Answering a Call

When you receive a call, your phone will ring or vibrate, depending on its ring volume setting.

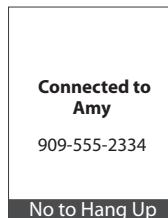
If your phone is open:

- A phone number or name appears if the caller's name and number are stored on your **Phone List**.
- If the caller can't be identified, you will see any of these messages:
 - Call from unavailable number
 - Call from restricted number
 - No number



To answer a call if the phone is open:

1. Press the  button.
2. A **"Connected To..."** message will appear on the screen. The caller's voice can be heard through the earpiece.



If your phone is closed:

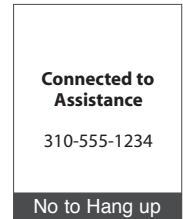
- The volume button on the front of your phone flashes.

- A phone number or name appears in the display window, as shown.



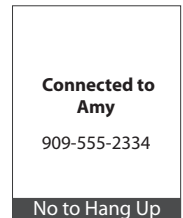
To answer a call if the phone is closed:

1. Open the phone. The ring tone will stop.
2. A **"Connected to..."** message will appear on the screen. The caller's voice can be heard.



Ending a Call

1. During calls, the **"No to Hang Up"** command appears at the bottom of the screen, as shown.
2. To end a call, press the  button or close the phone.



Ignoring a Call

When the phone is closed:

Do nothing; the call will be sent automatically to your Voicemail if you enabled this service at www.myjitterbug.com (This feature will be available in early 2007).

If Voicemail is not active, callers will get a message that you are not available.

NOTE

Turn the ringer off by opening the phone and pressing the volume button  "**Down**" until "**Silent**" appears on the screen. Your phone will vibrate to alert you to incoming calls.

When the phone is open:

You can send a caller directly to your Voicemail by pressing the  button when you see "**Answer?**" at the bottom of the screen. This will also give an unavailable message if you do not have voicemail.

NOTE

Your phone continues to ring until:

- You answer the call.
- The calling party ends the call.
- The call is sent to Voicemail.

Placing a Call

Calling the Jitterbug Operator:

You can ask a Jitterbug operator to connect you to anyone on your Phone List, or any phone number in the U.S. or Canada.

1. Press the  button.

The "**Calling Operator**" message appears on the screen, as shown.

2. When the Operator answers, the "**Connected to Operator**" message appears, as shown.

Tell the "**Operator**" the name of the person or service on your Phone List, such as "Call Susan" or the number you want.

Calling
Operator

No To Hang Up

Connected to
Operator

No to Hang up



To end a call or exit any screen and return to the first screen on your phone, close it then re-open it.

Calling Non-Phone List Numbers

To call numbers in the U.S. or Canada that are not stored on your **Phone List** or your **Call History** list, ask a Jitterbug operator to place the call for you.

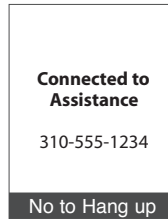
If you have security active in your account, you will be asked for your Personal Identification Number [PIN].

Using the "My Choice" Button

To place a call using the number you have designated:

1. Press the **My Choice** button. **"Calling..."** appears on the screen, while we automatically dial the number you selected when you bought your phone.

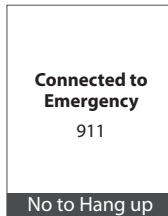
2. When the call is answered, **"Connected..."** appears on the screen, as shown.



Calling 911

1. Press the **911** button. **"Calling Emergency"** appears on the screen.

2. When the 911 operator answers, **"Connected to Emergency"** appears on the screen, as shown.



NOTE

A dial tone confirms that phone service is available. If you see **"No Service,"** a call is not possible.

Calling Phone List Numbers

Your Jitterbug OneTouch phone can store up to 50 numbers and contact names on your **Phone List**. To place a call to a number on the list:

1. Press the **(NO)** button until a Phone List screen appears, as shown.

2. Press the **Up/Down** arrow button to move back and forward through your Phone List until you find the number you want to call.

3. Press **(YES)** when you see the **"Call?"** question at the bottom of your screen.



NOTE

You can control the order of the numbers on your Phone List from your personal page at www.myjitterbug.com (This feature will be available in early 2007).

Moving from Feature to Feature on Your Phone

This section explains **how to move** in and out of the features on your phone.

Topics Covered

- How to Navigate
- Examples of Feature Navigation

For more information or to see the latest products, services and updates to our How-To Guide, visit us online at www.myjitterbug.com (This feature will be available in early 2007).

Moving from One Feature to Another

Finding what you want is simple on your OneTouch.

How to navigate using buttons:

1. Press the  button to browse through the feature choices on your phone.
2. Press the  **Up/Down** arrow  button to move through the entries of a feature.
3. Press the  button to select the action shown at the bottom of the screen.

Examples of Feature Navigation

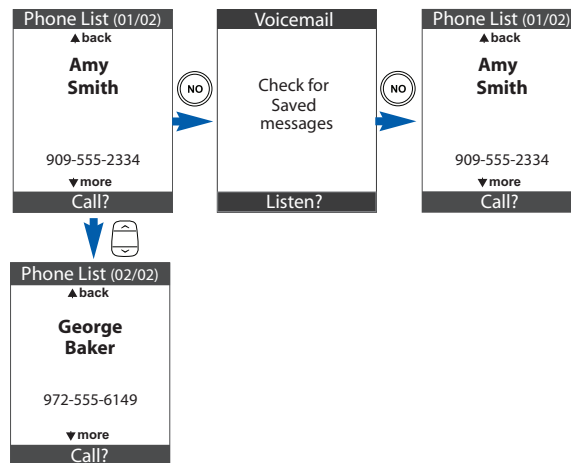
Each Jitterbug phone comes with a pre-programmed Phone List.

More features, such as **Voice Dialing**, **Voicemail** and **Call History**, can be turned on or off from your personal page at www.myjitterbug.com (This feature will be available in early 2007).

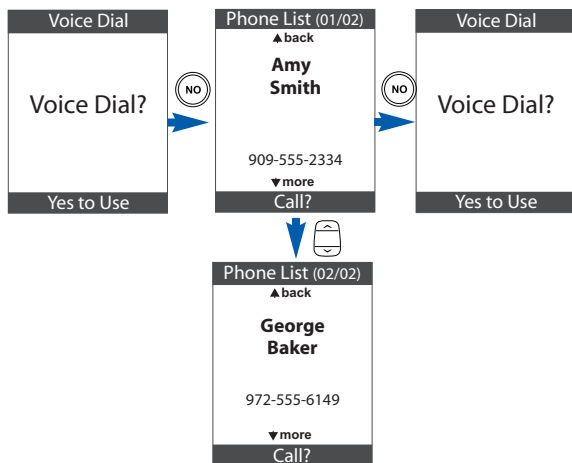
For help, call us at **1-800-733-6632**.

Here are some examples of how you can navigate through a feature.

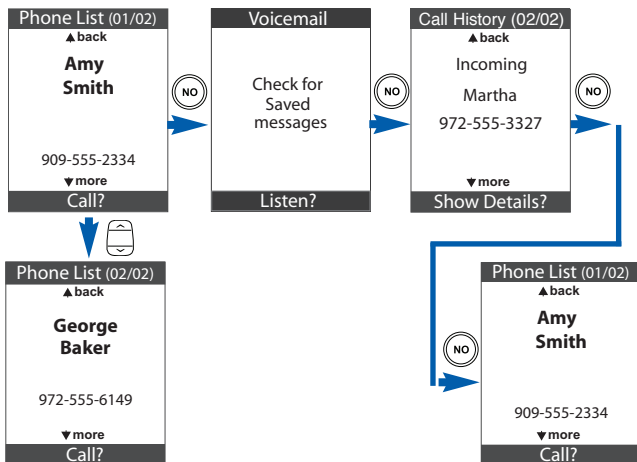
Example 1. Phone List with Voicemail



Example 2. Phone List with Voice Dialing



Example 3. Phone List with Call History and other optional services



Your Phone List

This section explains how to use the **Phone List** to save and find the names and numbers of people and services you call frequently.

Topics Covered

- Adding, Changing and Deleting Phone List Numbers
 - via the Operator
 - via the Internet
 - via the Up/Down Button
- Finding a Number on your Phone List

For more information or to see the latest products, services and updates to our How-To Guide, visit us online at www.myjitterbug.com (This feature will be available in early 2007).

Adding, Changing and Deleting Numbers

You can store up to 50 names and numbers on your **Phone List**.

To add or change a number:

There are two **simple** ways to add, change or delete names and numbers:

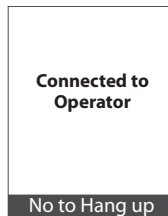
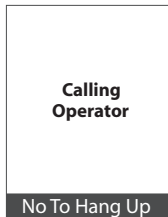
1. Ask a Jitterbug operator to do it for you
2. Do-it-Yourself on your personal web page at www.myjitterbug.com (This feature will be available in early 2007).

- via the Operator

1. Press the **"Operator"** button. A **"Calling Operator"** message appears.

2. When the operator answers, a **"Connected to..."** message appears, as shown. Tell the operator the name and number you want to add, change or delete.

3. To end the call, press the  button or close your phone.



- via the Internet (using your computer)

1. Go to www.myjitterbug.com (This feature will be available in early 2007).
2. If you have not visited www.myjitterbug.com before, you will be asked to create a login name and password to gain entry.
3. After logging in, select **Call List** from the navigation menu.
4. Follow the instructions to add, change, delete or sort numbers. Entries will appear on your phone in the order that you enter them on the Web site.

NOTE

You can also **ask a friend** or relative with Internet access to make the changes for you using their computer no matter where they live.

For your security, a password is required.

To add a new number via the Up/Down button:

1. Press  repeatedly until your Phone List appears.
2. Press the **Up/Down** arrow  button until you come to **"Modify Phone List"** with **"New Entry"** at the bottom of the screen, as shown.

Phone List
Modify Phone List
New Entry?

3. Press . You will see the numbers **"0"** and **"2"** above and below the number **"1"**, and **"Choose?"** at the bottom of the screen, as shown.

Number
^ 0
1
v 2
Choose?

4. Press the **Up/Down** arrow  button to find the first digit of the number you want to add.

5. Press  to choose that number.

6. When you have entered the phone number, tap the **Up/Down** arrow  button until you see **"End."** Press . The number will be stored, as shown.

Number
858 847 0009
^ 9
END
v 0
Choose?

NOTE

Numbers range from **0-9**. You can choose **"x"** to add an extension to your Phone List, one number at a time.



Do not enter **"1"** at the start of a long distance number. Your Jitterbug automatically does this for you.

To add a new name via the Up/Down button:

After entering a new number (instructions above) and pressing  when **"End"** appears on the screen, you have the option of entering a new name.

1. Press . You will see the letter **"A"** as shown.

2. Keep tapping the **Up/Down** arrow  button until you come to each letter that spells a short name for the person or service that you want to add to your list, for example, **"D-A-D."**

3. Be sure to press  after each letter you choose.

Name
Da
^ END
A
v B
Choose?

4. When you have entered the name, tap the **Up/Down** arrow  button until you see **"End"** on the screen, as shown. Press . The name will be stored.

Name
Dad
^ #
END
v A
Choose?

To Change An Existing Number:

1. Press  repeatedly until your Phone List, appears on the screen.
2. Press the **Up/Down** arrow  button to get to **"Modify Phone List"** screen.
3. Press  when you see **"New entry?"** (You will see **"Modify?"** at the bottom of the screen.)

4. Press the **Up/Down** arrow  button until you find the number you're looking for, as shown.

Number
740 555 1818
Modify Number?

5. Press  to **"Modify"** the number on the screen.

6. Press  again when you see **"Modify Number?"**

5. You will see the numbers **"0"** and **"2"** above and below the number **"1"**.

6. Tap the **Up/Down** arrow  button until you come to the first digit of the number you want to change.

7. When you have entered a number, tap the **Up/Down** arrow  button until you see **"End"** on the screen.

8. When you see the **"Old Number"** and the **"New Number"** you want to replace it with, press .

Number
Old number 740-555-1818
New Number 714 221 3432
Replace?

9. Press  again if you want to change the name that appears on the next screen, as shown.

Name
Susan
Modify Name?

NOTE

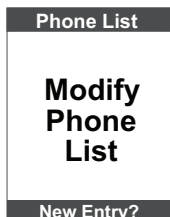
If your phone rings while you are adding or changing your Phone List, you will automatically see an **"Incoming Call"** notification on your screen.

After you've taken the call, you can continue modifying your Phone List.

To Delete a Name or Number:

1. Press  repeatedly until your Phone List appears on the screen.

2. Press the **Up/Down** arrow  button until you get to **"Modify Phone List,"** as shown.



3. Press  when you see **"New Entry?"**

4. Press  when you see **"Modify?"** below the entry you want to delete.

5. Use the **Up/Down** arrow  button to move to the name or number you want to delete.

6. Press  when you see **"Delete?"**.

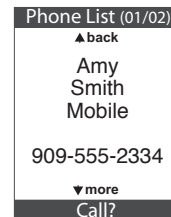
7. Press  when you see **"Are you sure?"**.

8. If this is the number you want to delete, press .

A three-second message will confirm that the information has been deleted, as shown.

To find a Phone List number:

1. Press the  button repeatedly until the **Phone List** screen appears, as shown.



2. Press the **Up/Down** arrow  button to go through your Phone List until you find the number you're looking for.

3. To call the selected number, press .



Remember that the **Up/Down** arrow  button is used to scroll through your **Phone List**.

Call History

This section explains how to **Review** and **Return** missed calls. (This feature is optional.)

Topics Covered

- Using Call History
- Returning Missed Calls
- Redialing Calls
- Saving Calls

FACT

Following the release of the 1982 movie *ET*, the line "phone home" entered common usage. In 1983, public cellular service made it possible for Americans to "phone home" from nearly anywhere.

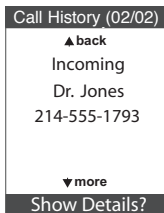
Using Call History to See Recent Calls

Your phone keeps a list of up to ten of your **most recent** outgoing, incoming and missed calls. After ten entries, the oldest call is deleted.

To review Call History:

1. Press the  button repeatedly until a **"Call History"** screen appears, as shown.

2. Use the **Up/Down** arrow  button to scroll through your Call History.



NOTE

If it matches a number stored on your **Phone List**, the name of the person and that number will appear on the screen with the incoming number.

TIP

The top of your screen indicates how many calls you have and which call message you are on. For example, "Call History (02/02)."

To return missed calls or redial calls:

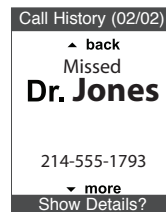
You can use the **Call History** list to return

missed calls, or redial both incoming or outgoing calls, without calling the Jitterbug operator or using your Phone List.

1. Press the  button repeatedly until **"Call History"** appears on the screen.

2. Use the **Up/Down** arrow  button to find your desired call, as shown, and press .

3. Answer the **"Call?"** question by pressing the  button to automatically dial that number.



NOTE

You will receive a notification when you miss a call.

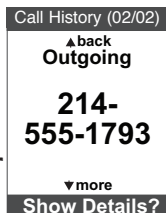
The **Call History** option on your Jitterbug allows you to save numbers and update your **Phone List** directly from this menu. Please note that this functionality is recommended only for advanced cell phone users.

To keep it simple, we suggest that you ask the Jitterbug operator to update your Phone List for you, or go to your personalized web page at www.myjitterbug.com (This feature will be available in early 2007), and select **"Call List"** where you can enter names and numbers you want to save. Call us for assistance at **1-800-733-6632**.

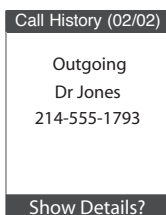
To save a number on your Call History list:

1. Press  repeatedly until **"Call History,"** appears on the screen.

2. Press the **Up/Down** arrow  button to find the number you want to move to your Phone List. **"Show Details"** will appear at the bottom of the screen.



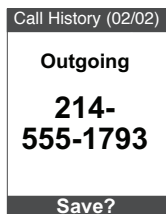
3. Then press . You will see the time and date that the call was made or received, as shown.



4. Press  when you see **"Call?"** at the bottom of the screen.

5. Press  when you see **"Save?"** on the screen.

6. You will see **"Are you sure?"**.



7. If this is the number you want to save, press . (Name will not display if not already programmed.)

A three-second flash indicates that the number is being saved. It will be stored as the last entry on your Phone List.

Voicemail

This section explains how to use and manage **Voicemail** on your OneTouch phone. (This service is optional.)

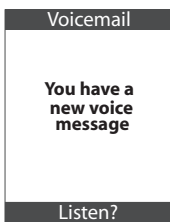
Topics Covered

- Voicemail Notifications
- Using Voicemail
 - Setting Up Voicemail
 - Listening to Messages
 - Deleting Messages

For more information or to see the latest products, services and updates to our How-To Guide, visit us online at www.myjitterbug.com (This feature will be available in early 2007).

Voicemail Notifications

If you miss a call and get a voicemail message, you'll see **"New Voicemail"** on your external display screen and you'll also be notified inside, as shown.



Using Voicemail

To use Voicemail, simply respond to the questions you are asked by pressing your ☐ YES or ☐ NO button.

Voicemail is divided into three sections:

- Your voicemail greeting
- New messages
- Saved messages

When you access Voicemail, you'll hear a summary telling you if you have any new (or saved) messages, and how many.

NOTE

You can stop listening to messages at any time, simply by closing your phone.

Setting Up Voicemail

You have the choice of using a **personalized greeting** (in your own words and voice) or using the **standard** Jitterbug greeting and adding your name at the end.

To record a personalized greeting:

1. Follow the instructions and press or say ☐ YES or ☐ NO as questions are asked.
2. You will be able to review your greeting by answering ☐ YES.
3. You will be able to re-record your greeting or change it by answering ☐ YES.



When recording your voicemail greeting, make sure you are in a quiet place.

To add your name to the standard greeting:

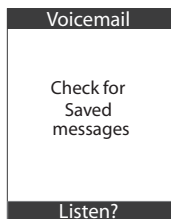
1. Follow the audio instructions and press or say ☐ YES or ☐ NO as the questions are asked.

If you need help setting up your voice-mail recording, call Customer Service at **1-800-733-6632**.

To listen to Voicemail messages:

1. Make sure your phone is on.
2. If you see the **Voicemail** notification screen, press ☐ YES to answer the question **"Listen?"**

If you don't have a new message notification, press  repeatedly until you see the **Voicemail** screen. Answer the **"Listen?"** question by pressing the  button.



3. New messages begin playing automatically.

To delete Voicemail messages:

1. When you hear the prompt, you can delete a message by pressing or saying .



Once you delete a message, the information is gone. You **cannot retrieve** a deleted message.

2. If you choose not to delete, the message will be automatically **saved**.

3. You'll then move to the next new message. If you do not have any new messages, you will hear your saved messages.

4. To delete a saved message press or say .

5. If you choose not to delete the message, it will remain as a saved message.

Voice Dialing

This section explains how to use the **Voice Dial** feature on your phone to call a contact on your **Phone List**, simply by saying the name of the person or service you want to reach.

Topics Covered

- To Start Voice Dialing
- Voice Dialing Tips

FACT

April 3, 2003 was the 30th anniversary of the first public phone call made on a portable cell phone. That call was placed by Martin Cooper whose wife, Arlene Harris, is the founder of GreatCall, creator of Jitterbug Phones.

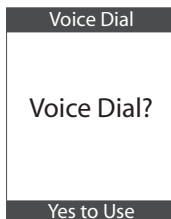
For more information or to see the latest products, services and updates to our How-To Guide, visit us online at www.myjitterbug.com (This feature will be available in early 2007).

NOTE

To activate this feature, login to www.myjitterbug.com (This feature will be available in early 2007), or call Customer Service at **1-800-733-6632**.

To start voice dialing:

1. Press  when you see **Voice Dial** on your screen. (The command **"Yes to Use"** will appear at the bottom, as shown.)



2. **Say the name** of the person you want to call, exactly as it appears on your Phone List.

3. If **Voice Dial** recognizes the name, your phone will confirm the request by asking "Did you say [NAME]?" Confirm by saying **Yes** or by pressing the  button.

4. If **Voice Dial** is not sure which name you said, you will hear the question **"Did you say?"** followed by the first of three possible names.

5. Say **"Yes"** or press the  button to confirm a name; say **"No"** or press the  button to hear the next name. When you confirm a name, that number will be dialed.



Voice Dialing Tips

- Wait for the beep before speaking.
- Speak clearly at a normal volume, as if you were talking to someone on the phone.
- Say the name, exactly as it appears on your Phone List.

NOTE

Customize your phone settings at www.myjitterbug.com (This feature will be available in early 2007).

**Your Customer Agreement
and
Health and Safety Guide**

Welcome to Jitterbug

Please read this agreement carefully concerning your Jitterbug phone and service, including the calling plan or plans that you've chosen, and keep it in a familiar place for easy reference.

By accepting this agreement, you are bound by its conditions. It covers important topics such as:

- how long it lasts;
- fees for early cancellation and late payments;
- our rights to change its conditions and your wireless service;
- limitations of liability, privacy;
- how you should handle disputes with us should they arise, including the arbitration of disputes.

If you accept this agreement, it will apply to all of your services from GreatCall.

Your Calling Plans

YOUR CALLING PLANS BECOME PART OF THIS AGREEMENT. The prices you pay depend in part on how long a commitment you make to be our customer.

Calling plans describe these prices and your minimum commitment. To the extent any condition in your calling plan expressly conflicts with this agreement, the condition in your calling plan will govern. If at any time you change your service (by accepting a promotion, for example), you'll be subject to any requirements (such as a new minimum commitment period) we set for that change.

Your Rights to Refuse or Cancel this Agreement

THIS AGREEMENT STARTS WHEN YOU ACCEPT. You accept when you do any of the following after reviewing this agreement:

- Use your service;
- Activate your service through our customer service operator;
- Give us a written or electronic signature indicating your acceptance; or
- Tell us electronically that you accept, such as through our Web site.

IF YOU DON'T WANT TO ACCEPT, DON'T DO ANY OF THESE THINGS.

You can cancel without additional fees if: (1) you tell us, and (2) return any wireless phone and accessories to us in good condition; (3) before you have used 30 minutes of calling, all WITHIN 30 DAYS of receiving your Jitterbug phone. You'll still be responsible through that date for the new service and any charges associated with it.

Your Rights to Change or End Your Service; Cancellation Charge

You're agreeing to maintain service with us for your minimum commitment period except as explicitly permitted by this agreement. Periods of suspension of service don't count toward your minimum commitment period. As noted above, your minimum commitment period is described in your calling plan. After the end of your minimum commitment period, you'll become a month-to-month customer under this agreement.

An early cancellation fee of up to fifty percent (50%) of the balance of your service charges will be charged to you and due at the time of cancellation for the time remaining on your commitment for each wireless phone number that you cancel for any reason or if we stop your service early for good cause. (This fee applies only to the extent permitted by law). All cancellations by you during a monthly billing cycle become effective on the last day of that billing cycle. You'll remain responsible for all fees and charges incurred until then; partial month credits or refunds are not provided.

We May Make Changes

Your service is subject to 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.

About Rights in Numbers and Electronic Addresses We Assign to You

Any phone number, personal identification number, e-mail address or identifier we assign to you remains the property of GreatCall. (We'll let you know if we need to change or reassign them). Your wireless phone number and/or name may show up when you call someone. In some cases, we rely on this feature to complete services you enjoy.

How Service Works

Wireless phones use radio transmissions, so we can't provide service when your wireless phone isn't in range of one of the transmission sites of one of the companies that has agreed to carry our customers' calls, or if there isn't sufficient network capacity available at that moment. There are places, particularly in remote areas, with no service at all. Weather, topography, buildings, your wireless phone, and other conditions we don't control may also cause dropped calls or other problems with your service.

Charges and Fees We Set

You may have to pay fees to begin service or reconnect suspended service. Usage charges may vary depending on where, when and how you call. We charge for the usage of our services for most calls, including toll-free and operator-assisted calls. Additional features and services, including but not limited to, operator or directory assistance may have additional charges. Future features such as call forwarding, or 3-way calling involve multiple calls and/or multiple charges.

Taxes, Fees and Assessments

We are required by law to charge you certain taxes, surcharges and assessments. These taxes, surcharges and assessments will be included on your bill. You are responsible for payment of all such taxes, surcharges and assessments imposed on the products and services provided, together with your monthly fees for the products and services provided.

These taxes, surcharges and assessments may change from time to time and we

may not be able to give you advance notice about how such changes might 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 valid and properly executed tax-exempt certificate which will be verified by us. Any tax exemption applies only after the date we receive the certificate from you and have verified your eligibility for the exemption.

Roaming and Roaming Charges

You are "roaming" whenever you make or receive a call using a transmission site outside the United States and Canada. There may be extra charges (including charges for long distance, tolls, or calls that don't connect) and higher rates for roaming calls, depending on your calling plan.

Your Bill/Statement

Your bill/statement is our notice to you of your fees, charges and other important information. You should read everything on your bill/statement. We bill usage charges after calls are made or received. We bill access fees and some other charges in advance.

How We Calculate Your Bill

Your bill reflects the fees and charges in effect under your calling plan at the time they are incurred. You can dispute your bill, but only within 180 days of receiving it. You must still pay any disputed charges until the dispute is resolved. Depending on your rate plan, charges for calls may be based on the location where you are and the time of day when the call took place. Rates do not apply to credit card or third party operator-assisted calls, which may be required in certain areas. The length of a call will be rounded up to the next full minute. Charges start when you first press YES to dial a call on outgoing calls, and when the call rings on an incoming call.

Time ends after you press NO, hang up by closing your phone or the other party(ies) on your call hang(s) up. We only bill for calls that connect (which includes calls answered by machines). Calls to 'toll-free' numbers will be billed for minutes of use. Billing for minutes and related charges may sometimes be delayed. Delayed minute charges may be applied in the month they appear on your bill against minutes included in your usage allowance for that month, rather than against the included usage allowance for the month when you made or received the call. This may result in charges higher than you'd expect in the later month.

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 OF 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 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; AN EARLY CANCELLATION FEE WILL BE ADDED TO THE BALANCE OWED FOR EACH CANCELLED SERVICE.

We 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 refund final credit balances of less than \$1 only upon request. 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.

If Your Phone is Lost or Stolen

If someone steals or you lose your wireless phone, please notify us immediately. If we haven't given you a courtesy suspension of service and monthly fees within the prior year, we'll give you one for 30 days, or until you replace or recover your wireless phone, whichever comes first. Until we grant any suspension, you're still responsible for all fees and charges, including those charges related to the use of services even if they are used by another party. You'll need to

provide us a sworn statement about the theft if we ask for one. Should we recover your phone and return it to you, you may be charged for the costs associated with its recovery including rewards.

Our Rights to Limit or End Service of This Agreement

You agree not to resell our service to someone else without our prior written permission. You also agree that your wireless phone won't be used for any other purpose that isn't allowed by this agreement, by your user guide, or that is illegal. 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) paying late more than once in any 12 month period;
- (b) incurring charges larger than a 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) harassing our employees or agents;
- (d) lying to us;

- (e) interfering with our operations;
- (f) becoming insolvent or going bankrupt;
- (g) breaching this agreement;
- (h) "spamming" or other abusive messaging or calling;
- (i) modifying your wireless phone from its manufacturer's specifications;
- (j) providing credit information we can't verify;
- (k) using your service in a way that adversely affects other customers; or
- (l) allowing anyone to tamper with your wireless phone number.

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

Directory Information

We don't publish directories of our customers' phone numbers, nor do we provide them to third parties for listing in directories. To avoid unwanted solicitations you may wish to add your number to the DO NOT CALL REGISTRY, which is managed by the Federal Trade Commission. To register your new phone number you can visit the Web site at www.donotcall.gov

or call toll free from your Jitterbug phone to (888) 382-1222.

Your Privacy

We have a duty under federal law to protect the confidentiality of information about the quantity, technical configuration, type, destination and amount of your use of our service, together with similar information on your bills. (This doesn't include your name, address and wireless phone number). Except as provided in this agreement, we won't intentionally share personal information about you without your permission.

We may use and share information about you:

- (a) so we can provide our goods or services;
- (b) so others can provide goods or services to us, or to you on our behalf;
- (c) so we or our affiliates can communicate with you about goods or services related to the ones you already receive (although you can call us at any time if you don't want us to do this);
- (d) to protect ourselves; or
- (e) as required by law, legal process

or exigent circumstances.

In addition, you have authorized us to investigate your credit history at any time and to share credit information about you with credit reporting agencies. If you ask, we will tell you the name and address of any credit agency that gives us a credit report about you. It's illegal for unauthorized people to intercept your calls, but such interceptions can occur. For training or quality assurance, we may also monitor or record our calls with you.

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 WIRELESS 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.

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. You agree that we are not liable for problems caused by you or a third party; by buildings, hills, network congestion, tunnels, weather or other things we don't control; or by any act of God. You also agree that GreatCall isn't liable for missed voice mails or deletions of voice mails from your voice mailbox (if you have one), even if you've saved them. If another wireless carrier is involved in any problem, you also agree to limitations of liability in its favor that it imposes.

Handling Disputes with Us

ARBITRATION PLEASE READ THIS PROVISION CAREFULLY. IT MEANS THAT, EXCEPT AS NOTED BELOW, YOU AND WE WILL ARBITRATE OUR DISPUTES. ANY CLAIM OR DISPUTE BETWEEN YOU AND US 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, INC., 100 VIA DE LA VALLE, DEL MAR, CA 92014 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 take 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 permitted by law or the Agreement.

CLASS ACTION WAIVER WHETHER IN COURT, 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.

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 agree-

ment, 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're authorized to bind it, and where the context requires, "you" means the company.

About this Agreement

A waiver of any part of this agreement in one instance isn't a waiver of any other part or any other instance. 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 E-MAIL OR FAX TO ANY E-MAIL OR FAX NUMBER YOU'VE PROVIDED TO US, OR 3 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 BY YOU.

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 and 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 laws rules of that state.

10/06/2006

Health and Safety Information

This section covers common questions about the **Healthy Use** of cell phones and recommended **Safety Precautions**.

Topics Covered

- Operating Environment
- Health and Safety Information
- Consumer Questions and Answers
- Road Safety
- FCC Notice
- Other Important Safety Information
- Product Performance
- Battery Precautions
- Care and Maintenance

Operating Environment

Remember to follow any special regulations in force in any area and always switch your phone off whenever it is forbidden to use it, or when it may cause interference or danger. When connecting the phone or any accessory to another device, read its user's guide for detailed safety instructions. Do not connect incompatible products.

As with other mobile radio transmitting equipment, users are advised that for the satisfactory operation of the equipment and for the safety of personnel, it is recommended that the equipment should only be used in the normal operating position (held to your ear with the antenna pointing over your shoulder).

Using Your Phone Near Other Electronic Devices

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless phone. Consult the manufacturer to discuss alternatives.

Pacemakers

Pacemaker manufacturers recommend that a minimum distance of 15 cm (6 inches) be maintained between a wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research and recommendations of Wireless Technology Research.

Persons with pacemakers:

- should always keep the phone more than 15 cm (6 inches) from their pacemaker when the phone is switched on.
- should not carry the phone in a breast pocket.
- should use the ear opposite the pacemaker to minimize potential interference.

If you have any reason to suspect that interference is taking place, switch your phone off immediately.

Hearing Aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may wish to consult your hearing aid manufacturer to discuss alternatives.

Other Medical Devices

If you use any other personal medical devices, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information. Switch your phone off in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in

motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

Posted Facilities

Switch your phone off in any facility where posted notices require you to do so.

Potentially Explosive Environments

Switch your phone off when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Users are advised to switch the phone off while at a refueling point (service station). Users are reminded of the need to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress.

Areas with a potentially explosive atmosphere are often but not always clearly marked. They include below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine.

Emergency Calls

This phone, like any wireless phone, operates using radio signals, wireless and landline networks as well as user-programmed functions, which cannot guarantee connection in all conditions. Therefore, you should never rely solely on any wireless phone for essential communications (medical emergencies, for example).

Remember, to make or receive any calls the phone must be switched on and in a service area with adequate signal strength. Emergency calls may not be possible on all wireless phone networks or when certain network services and/or phone features are in use. Check with local service providers. To make an emergency call:

1. If the phone is off, turn it on.
2. Press the 911 button.

When making an emergency call, remember to give all the necessary information as accurately as possible. Remember that your phone may be the only means of communication at the scene of an accident; do not hang-up the call until given permission to do so.

Restricting Children's Access to your Phone

Your phone is not a toy. Children should not be allowed to play with it because they could hurt themselves and others, damage the phone or make calls that increase your phone bill.

Health and Safety Information

Exposure to Radio Frequency (RF) Signals Certification Information (SAR)

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. government. These FCC exposure limits are derived from the recommendations of two expert organizations, the National Council on Radiation Protection and Measurement (NCRP) and the Institute of Electrical and Electronics Engineers (IEEE). In both cases, the recommendations were developed by scientific and engineering experts drawn from industry, government, and academia after extensive reviews of the scientific literature related to the biological effects of RF energy.

The exposure limit set by the FCC for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate (SAR). The SAR is a measure of the rate of absorption of RF energy by the human body expressed in units of watts per kilogram (W/kg). The FCC requires wireless phones to comply with a safety limit of 1.6 watts per kilogram (1.6 W/kg). The FCC exposure limit incorporates a substantial margin of safety to give additional protection to the public and to account for any variations in measurements.

SAR tests are conducted using standard operating positions accepted by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a new model phone is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC. Tests for each model phone are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC. Body-worn operations are restricted to Samsung-supplied, approved, or non-Samsung designated accessories that have no metal and must provide at least 1.5 cm separation between the device, including its antenna (whether extended or retracted) and the user's body. Non-compliance with the above restrictions may result in violation of FCC RF exposure guidelines.

The FCC has granted an Equipment Authorization for this mobile phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines.

The maximum SAR values for this model phone

as reported to the FCC are:

AMPS/CDMA Mode(Part 22) Head: 0.662
W/kg CDMA, Body-worn: 0.571 W/kg
PCS Mode(Part 24) Head: 1.06 W/kg,
Body-worn:0.651 W/kg

SAR information on this and other model phones can be viewed online at www.fcc.gov/oet/fccid. To find information that pertains to a particular model phone, this site uses the phone FCC ID number which is usually printed somewhere on the case of the phone. Sometimes it may be necessary to remove the battery pack to find the number. Once you have the FCC ID number for a particular phone, follow the instructions on the Web site and it should provide values for typical or maximum SAR for a particular phone. Additional product specific SAR information can also be obtained at www.fcc.gov/cgb/sar.

Consumer Information on Wireless Phones

The U.S. Food and Drug Administration (FDA) has published a series of Questions and Answers for consumers relating to radio frequency (RF) exposure from wireless phones. The FDA publication includes the following information:

What kinds of phones are the subject of this update?

The term "wireless phone" refers here to hand-held wireless phones with built-in antennas, often called "cell," "mobile," or "PCS" phones. These types of wireless phones can expose the user to measurable radio frequency energy (RF)

because of the short distance between the phone and the user's head. These RF exposures are limited by Federal Communications Commission safety guidelines that were developed with the advice of FDA and other federal health and safety agencies. When the phone is located at greater distances from the user, the exposure to RF is drastically lower because a person's RF exposure decreases rapidly with increasing distance from the source. The so-called "cordless phones," which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures well within the FCC's compliance limits.

Do wireless phones pose a health hazard?

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, however, that wireless phones are absolutely safe. Wireless phones emit low levels of radio frequency energy (RF) in the microwave range while being used. They also emit very low levels of RF when in the stand-by mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

What is the FDA's role concerning the safety of wireless phones?

Under the law, the FDA does not review the safety of radiation-emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless phones are shown to emit radio frequency energy (RF) at a level that is hazardous to the user. In such a case, the FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists.

Although the existing scientific data do not justify FDA regulatory actions, FDA has urged the wireless phone industry to take a number of steps, including the following:

- Support needed research into possible biological effects of RF of the type emitted by wireless phones;
- Design wireless phones in a way that minimizes any RF exposure to the user that is not necessary for device function; and
- Cooperate in providing users of wireless phones with the best possible information on possible effects of wireless phone use on human health.

The FDA belongs to an interagency working

group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

- * National Institute for Occupational Safety and Health
- * Environmental Protection Agency
- * Federal Communications Commission
- * Occupational Safety and Health Administration
- * National Telecommunications and Information Administration

The National Institutes of Health participates in some interagency working group activities, as well.

The FDA shares regulatory responsibilities for wireless phones with the Federal Communications Commission (FCC). All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. FCC relies on FDA and other health agencies for safety questions about wireless phones.

The FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than do the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless phones. Base stations are thus not the primary subject of the safety questions discussed in this document.

What are the results of the research done already?

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of radio frequency energy (RF) exposures characteristic of wireless phones have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer-causing chemicals so as to be pre-disposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless phones, so we don't know with certainty what the results of such studies mean for human health.

Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless phones and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless phones RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period

of phone use in these studies was around three years.

What research is needed to decide whether RF exposure from wireless phones poses a health risk?

A combination of laboratory studies and epidemiological studies of people actually using wireless phones would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but ten or more years' follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop - if they do - may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless phones. Many factors affect this measurement, such as the angle at which the phone is held, or which model of phone is used.

What is the FDA doing to find out more about the possible health effects of wireless phone RF?

The FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address

important questions about the effects of exposure to radio frequency energy (RF).

The FDA has been a leading participant in the World Health Organization international Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The Project has also helped develop a series of public information documents on EMF issues.

The FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless phone safety. The FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts to independent investigators. The initial research will include both laboratory studies and studies of wireless phone users.

The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

What steps can I take to reduce my exposure to radio frequency energy from my wireless phone?

If there is a risk from these products - and at this point we do not know that there is - it is

probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to radio frequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless phone will reduce RF exposure.

If you must conduct extended conversations by wireless phone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a headset and carry the wireless phone away from your body or use a wireless phone connected to a remote antenna.

Again, the scientific data do not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless phone use.

What about children using wireless phones?

The scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to radio frequency energy (RF), the measures described above would apply to children and teenagers using wireless phones. Reducing the time of wireless phone use and increasing the distance between the user and the RF source will reduce RF exposure.

Some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

Do hands-free kits for wireless phones reduce risks from exposure to RF emissions?

Since there are no known risks from exposure to RF emissions from wireless phones, there is no reason to believe that hands-free kits reduce risks. Hands-free kits can be used with wireless phones for convenience and comfort. These systems reduce the absorption of RF energy in the head because the phone, which is the source of the RF emissions, will not be placed against the head. On the other hand, if the phone is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless phones marketed in the U.S. are required to meet safety requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit.

Do wireless phone accessories that claim to shield the head from RF radiation work?

Since there are no known risks from exposure to RF emissions from wireless phones, there is no reason to believe that accessories that claim to shield the head from those emissions reduce risks. Some products that claim to shield the user from RF absorption use special phone cases, while others involve nothing more than a metallic accessory attached to the phone. Studies have shown that these products generally do not work as advertised. Unlike "hand-free" kits, these so-called "shields" may interfere with proper operation of the phone. The phone may be forced to boost its power to compensate, leading to an increase in RF absorption. In February 2002, the Federal Trade Commission (FTC) charged two companies that sold devices that claimed to protect wireless phone users from radiation with making false and unsubstantiated claims. According to the FTC, these defendants lacked a reasonable basis to substantiate their claim.

What about wireless phone interference with medical equipment?

Radio frequency energy (RF) from wireless phones can interact with some electronic devices. For this reason, FDA helped develop a detailed test method to measure electromagnetic interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless telephones. This test

method is now part of a standard sponsored by the Association for the Advancement of Medical Instrumentation (AAMI). The final draft, a joint effort by FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless phone EMI. FDA has tested wireless phones and helped develop a voluntary standard sponsored by the Institute of Electrical and Electronic Engineers (IEEE). This standard specifies test methods and performance requirements for hearing aids and wireless phones so that no interference occurs when a person uses a compatible phone and a compatible hearing aid at the same time. This standard was approved by the IEEE in 2000.

The FDA continues to monitor the use of wireless phones for possible interactions with other medical devices. Should harmful interference be found to occur, the FDA will conduct testing to assess the interference and work to resolve the problem.

Additional information on the safety of RF exposures from various sources can be obtained from the following organizations:

- * FCC RF Safety Program
<http://www.fcc.gov/oet/rfsafety>
- * Environmental Protection Agency (EPA)
<http://www.epa.gov/radiation/>

- * Occupational Safety and Health Administration's (OSHA):
<http://www.osha.gov/SLTC/radiofrequencyradiation/index.html>
- * National Institute for Occupational Safety and Health (NIOSH):
<http://www.cdc.gov/niosh/topics/emf>
- * World Health Organization (WHO):
<http://www.who.int/peh-emf/>
- * International Commission on Non-Ionizing Radiation Protection:
<http://www.icnirp.de>
- * National Radiation Protection Board (UK):
<http://www.hpa.org.uk/radiation/>

Road Safety

When driving a car, driving is your first responsibility. When using your wireless phone behind the wheel of a car, practice good common sense and remember the following tips:

1. Get to know your wireless phone and its features, such as speed dial and redial. If available, these features help you place your call without taking your attention off the road.
2. When available, use a hands-free device. If possible, add an additional layer of

convenience and safety to your wireless phone with one of the many hands-free accessories available today.

3. Position your wireless phone within easy reach. Be able to access your wireless phone without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voice mail answer it for you.
4. Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, ice and even heavy traffic can be hazardous.
5. Do not take notes or look up phone numbers while driving. Jotting down a "to do" list or flipping through your address book takes attention away from your primary responsibility, driving safely.
6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan calls when your car will be stationary. If you need to make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.
7. Do not engage in stressful or emotional conversations that may be distracting. Make people you are talking with aware you are driving and suspend conversations that have

the potential to divert your attention from the road.

8. Use your wireless phone to call for help. Press the 911 button or other local emergency number in the case of fire, traffic accident or medical emergencies. Remember, it is a free call on your wireless phone!
9. Use your wireless phone to help others in emergencies. If you see an auto accident, crime in progress or other serious emergency where lives are in danger, press the 911 button or other local emergency number, as you would want others to do for you.
10. Call roadside assistance or a special non-emergency wireless assistance number when necessary. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency number.

The wireless industry reminds you to use your phone safely when driving.

For more information, please call 1-888-901-SAFE, or visit our Web site www.wow-com.com Provided by the Cellular Telecommunications & Internet Association.

* US food and Drug Administration:
<http://www.fda.gov/cellphones>

FCC Notice

The phone may cause TV or radio interference if used in close proximity to receiving equipment. The FCC can require you to stop using the phone if such interference cannot be eliminated.

Vehicles using liquefied petroleum gas (such as propane or butane) must comply with the National Fire Protection Standard (NFPA-58). For a copy of this standard, contact the National Fire Protection Association, One Batterymarch Park, Quincy, MA 02269, Attn: Publication Sales Division.

FCC Cautions

Any changes or modifications to your phone not expressly approved in this document could void your warranty for this equipment, and void your authority to operate this equipment. Only use approved batteries, antennas and chargers. The use of any unauthorized accessories may be dangerous and void the phone warranty if said accessories cause damage or a defect to the phone.

Although your phone is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending or sitting on it.

Other Important Safety Information

- Only qualified personnel should service the phone or install the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty applicable to the device.
- Check regularly that all wireless phone equipment in your vehicle is mounted and operating properly.
- Do not store or carry flammable liquids, gases or explosive materials in the same compartment as the phone, its parts or accessories.
- For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including both installed or portable wireless equipment in the area over the air bag or in the air bag deployment area. If wireless equipment is improperly installed and the air bag inflates, serious injury could result.
- Switch your phone off before boarding an aircraft. The use of wireless phones in aircraft is illegal and may be dangerous to the aircraft's operation.
- Failure to observe these instructions may lead to the suspension or denial of telephone services to the offender, or legal action, or both.

Product Performance

Getting the Most Out of Your Signal Reception

The quality of each call you make or receive depends on the signal strength in your area. You will know that you have a signal when you hear a dial-tone. If you do not have a dial tone there is no signal in that immediate area.

If you're inside a building, being near a window may give you better reception.

Understanding How Your Phone Operates

Your phone is basically a radio transmitter and receiver. When it's turned on, it receives and transmits radio frequency (RF) signals. When you use your phone, the system handling your call controls the power level. This power can range from 0.006 watts to 0.2 watts in digital mode.

Maintaining Your Phone's Peak Performance

For the best care of your phone, only authorized personnel should service your phone and accessories. Faulty service may void the warranty.

Avoid exposing your phone and accessories to rain or liquid spills. If your phone does get wet, immediately turn the power off and remove the battery. If it is inoperable, call Customer Care for service.

Availability of Various Features

Many services and features are network dependent and may require additional subscription and/or usage charges. Not all features are available for purchase or use in all areas. Logon to www.myjitterbug.com for more information or call customer service at 1-800-733-6632.

Battery Standby and Talk Time

Standby and talk times will vary depending on phone usage patterns and conditions. Battery power consumption depends on factors such as network configuration, signal strength, operating temperature, features selected, frequency of calls, and voice, data, and other application usage patterns.

Battery Precautions

- Avoid dropping the cell phone. Dropping it, especially on a hard surface, can potentially cause damage to the phone and battery. If you suspect damage to the phone or battery, call us at **1-800-733-6632**.
- Never use any charger or battery that is damaged in any way.
- Use the battery only for its intended purpose.
- Follow battery usage, storage and charging guidelines found in your How-To Guide.

- Battery charging time depends on the remaining battery charge and the type of battery and charger used. The battery can be charged and discharged hundreds of times, but it will gradually wear out. When the operation time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.
 - If left unused, a fully-charged battery will discharge itself over time.
 - Use only Samsung-approved batteries and recharge your battery only with Samsung-approved chargers. When a charger is not in use, disconnect it from the power source. Do not leave the battery connected to a charger for more than a week, since overcharging may shorten its life.
 - Do not use incompatible cell phone batteries and chargers. Some Web sites and second-hand dealers, not associated with reputable manufacturers and carriers, might be selling incompatible or even counterfeit batteries and chargers.
 - Extreme temperatures will affect the charging capacity of your battery: it may require cooling or warming first.
 - Do not leave the battery in hot or cold places, such as in a car in summer or

winter conditions, as you will reduce the capacity and lifetime of the battery. Always try to keep the battery at room temperature. A phone with a hot or cold battery may temporarily not work, even when the battery is fully charged. Li-Ion batteries are particularly affected by temperatures below 0 °C (32 °F).

- Do not place the phone in areas that may get very hot, such as on or near a cooking surface, cooking appliance, iron, or radiator.
- Do not get your phone or battery wet. Even though they will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard.
- Do not short-circuit the battery. Accidental short-circuiting can occur when a metallic object (coin, clip or pen) causes a direct connection between the + and - terminals of the battery (metal strips on the battery), for example when you carry a spare battery in a pocket or bag. Short-circuiting the terminals may damage the battery or the object causing the short-circuiting.
- Do not permit a battery out of the phone to come in contact with metal objects, such as coins, keys or jewelry.

- Do not crush, puncture or put a high degree of pressure on the battery as this can cause an internal short-circuit, resulting in overheating.
- Dispose of used batteries in accordance with local regulations. In some areas, the disposal of batteries in household or business trash may be prohibited. For safe disposal options for Li-Ion batteries logon to www.myjitterbug.com or call us at **1-800-733-6632**. Always recycle. Do not dispose of batteries in a fire.

Care and Maintenance

Your phone is a product of superior design and craftsmanship and should be treated with care. The suggestions below will help you fulfill any warranty obligations and ensure usage for many years.

- Keep the phone and all its parts and accessories out of the reach of small children.
- Keep the phone dry. Precipitation, humidity and liquids contain minerals that will corrode electronic circuits.
- Do not use the phone with a wet hand. Doing so may cause an electric shock to you or damage to the phone.

- Do not use or store the phone in dusty, dirty areas, as its moving parts may be damaged.
- Do not store the phone in hot areas. High temperatures can shorten the life of electronic devices, damage batteries and warp or melt certain plastics.
- Do not store the phone in cold areas. When the phone warms up to its normal operating temperature, moisture can form inside, which may damage the phone's electronic circuit boards.
- Do not drop, knock or shake the phone. Rough handling can break internal circuit boards.
- Do not use harsh chemicals, cleaning solvents or strong detergents to clean the phone. Wipe it with a soft cloth slightly dampened in a mild soap-and-water solution.
- Do not paint the phone. Paint can clog the moving parts and prevent proper operation.
- Do not put the phone in or on heating devices, such as a microwave oven, a stove or a radiator. The phone may explode when overheated.
- If the phone, battery, charger or any accessory is not working properly, call customer service at **1-800-733-6632**. The personnel there will assist you, and if necessary, arrange for service.

The Fine Print

Topics Covered

- Intellectual Property
- Disclaimer of Warranties
- Standard Limited Warranty

Intellectual Property

All Intellectual Property, as defined below, owned by or which is otherwise the property of Samsung and GreatCall, or their respective suppliers relating to the Cellular Phone, including but not limited to, accessories, parts, or software relating there to (the "Phone System"), is proprietary to Samsung and GreatCall and their respective suppliers and is protected under federal laws, state laws and international treaty provisions. Intellectual Property includes, but is not limited to, inventions (patentable or unpatentable), patents, trade secrets, copyrights, software, computer programs and related documentation and other works of authorship. You may not infringe or otherwise violate the rights secured by the Intellectual Property. Moreover, you agree that you will not (and will not attempt to) modify, prepare derivative works of, reverse engineer, decompile, disassemble, or otherwise attempt to create source code from the software. No title to or ownership in the Intellectual Property is transferred to you. All applicable rights of the Intellectual Property shall remain with SAMSUNG, GreatCall and their respective suppliers.

GreatCall, Inc.

Headquarters:

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Suite 200
Del Mar, CA 92014
Tel: 858-847-0009

Customer Care Center:

P.O. Box 187
Solana Beach, CA 92075
(800) 733-6632

Internet Address:

www.GreatCall.com

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Samsung Telecommunications America (STA), Inc.

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Internet Address: <http://www.samsungusa.com>©

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IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT. IN ADDITION, SAMSUNG SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR ARISING FROM THE BREACH OF THE EXPRESS WARRANTY, INCLUDING INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR LOSS OF ANTICIPATED PROFITS OR BENEFITS.

Standard Limited Warranty

What is covered and for how long?

SAMSUNG

TELECOMMUNICATIONS AMERICA, L.P. ("SAMSUNG") warrants to the original purchaser ("Purchaser") that SAMSUNG's Phones and accessories ("Products") are free from defects in material and workmanship under normal use and service for the period commencing upon the date of purchase and continuing for the following specified period of time after that date:

Phone

1 Year

Batteries

1 Year

Leather Case

90 Days

Other Phone Accessories

1 Year

What is not covered?

This limited warranty is conditioned upon proper use of Product by Purchaser. This Limited Warranty does not cover: (a) defects or damage resulting from accident, misuse,

abuse, neglect, unusual physical, electrical or electromechanical stress, or modification of any part of Product, including antenna, or cosmetic damage; (b) equipment that has the serial number removed or made illegible; (c) any plastic surfaces or other externally exposed parts that are scratched or damaged due to normal use; (d) malfunctions resulting from the use of Product in conjunction with accessories, products, or ancillary/peripheral equipment not furnished or approved by SAMSUNG; (e) defects or damage from improper testing, operation, maintenance, installation, or adjustment; (f) installation, maintenance, and service of Product, or (g) Product used or purchased outside the United States or Canada.

This Limited Warranty covers batteries only if battery capacity falls below 80% of rated capacity or the battery leaks, and this Limited Warranty does not cover any battery if (i) the battery has been charged by a battery charger not specified or approved by SAMSUNG for charging the battery, (ii) any of the seals on the battery are broken or show evidence of tampering, or (iii) the battery has been used in equipment other than the SAMSUNG phone for which it is specified.

What are SAMSUNG's obligations?

During the applicable warranty period, SAMSUNG will repair or replace, at SAMSUNG's sole option, without charge to Purchaser, any defective component part of Product. To obtain service under this Limited Warranty, Purchaser must return Product to an authorized phone service facility in an adequate container for shipping, accompanied by Purchaser's sales receipt or comparable substitute proof of sale showing the date of purchase, the serial number of Product and the sellers' name and address. To obtain assistance on where to deliver the

Product, call Samsung Customer

Care at 1-888-987-4357. Upon receipt, SAMSUNG will promptly repair or replace the defective Product. SAMSUNG may, at SAMSUNG's sole option, use rebuilt, reconditioned, or new parts or components when repairing any Product or replace Product with a rebuilt, reconditioned or new Product. Repaired/replaced leather cases, pouches and holsters will be warranted for a period of ninety (90) days. All other repaired/replaced Product will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for 90 days, whichever is longer. All replaced parts, components, boards and equipment shall become the property of SAMSUNG. If SAMSUNG determines that any Product is not covered by this Limited Warranty, Purchaser must pay all parts, shipping, and labor charges for the repair or return of such Product.

What are the limits on Samsung's warranty/liability?

EXCEPT AS SET FORTH IN THE EXPRESS WARRANTY CONTAINED HEREIN, PURCHASER TAKES THE PRODUCT "AS IS," AND SAMSUNG MAKES NO WARRANTY OR REPRESENTATION AND THERE ARE NO CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT, INCLUDING BUT NOT LIMITED TO:

- THE MERCHANTABILITY OF THE PRODUCT OR ITS FITNESS FOR ANY PARTICULAR PURPOSE OR USE;
- "WARRANTIES OF TITLE OR NON-INFRINGEMENT; "DESIGN, CONDITION, QUALITY, OR PERFORMANCE OF THE PRODUCT;

- "THE WORKMANSHIP OF THE PRODUCT OR THE COMPONENTS CONTAINED THEREIN; OR
- "COMPLIANCE OF THE PRODUCT WITH THE REQUIREMENTS OF ANY LAW, RULE, SPECIFICATION OR CONTRACT PERTAINING THERETO

NOTHING CONTAINED IN THE INSTRUCTION MANUAL SHALL BE CONSTRUED TO CREATE AN EXPRESS WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT. ALL IMPLIED WARRANTIES AND CONDITIONS THAT MAY ARISE BY OPERATION OF LAW, INCLUDING IF APPLICABLE THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE SAME DURATION OF TIME AS THE EXPRESS WRITTEN WARRANTY STATED HEREIN. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG A WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IN ADDITION, SAMSUNG SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM THE PURCHASE, USE, OR MISUSE OF, OR INABILITY TO USE THE PRODUCT OR ARISING DIRECTLY OR INDIRECTLY FROM THE USE OR LOSS OF USE OF THE PRODUCT OR FROM THE BREACH OF THE EXPRESS WARRANTY, INCLUDING INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES, OR LOSS OF ANTICIPATED PROFITS OR BENEFITS, OR FOR DAMAGES ARISING FROM ANY TORT (INCLUDING NEGLIGENCE OR GROSS NEGLIGENCE) OR FAULT COMMITTED BY SAMSUNG, ITS AGENTS OR EMPLOYEES, OR FOR ANY BREACH OF CONTRACT OR FOR ANY CLAIM BROUGHT AGAINST PURCHASER BY ANY OTHER PARTY. SOME STATES/PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO

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This Limited Warranty allocates risk of Product failure between Purchaser and SAMSUNG, and SAMSUNG's Product pricing reflects this allocation of risk and the limitations of liability contained in this Limited Warranty. The agents, employees, distributors, and dealers of SAMSUNG are not authorized to make modifications to this Limited Warranty, or make additional warranties binding on SAMSUNG. Accordingly, additional statements such as dealer advertising or presentation, whether oral or written, do not constitute warranties

by SAMSUNG and should not be relied upon.

Samsung Telecommunications America, L.P.

1301 East Lookout Drive
Richardson, Texas 75082
Phone: 1-800-SAMSUNG
Phone: 1-888-987-HELP (4357)

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4,901,307	5,109,390	5,267,262	5,416,797
5,506,865	5,544,196	5,657,420	5,101,501
5,267,261	5,414,796	5,504,773	5,535,239
5,600,754	5,778,338	5,228,054	5,337,338
5,710,784	5,056,109	5,568,483	5,659,569
5,490,165	5,511,073		

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