



CLARiTYLogic[®]



Ever wish your phone had a **"FIX"** button?

New phones from Clarity[®] do,
thanks to a patented and innovative new technology
from Clarity called

ClarityLogic[™].

Having trouble with your phone?
Can't seem to get the volume to your liking or maybe the tone is a little off?

No problem, just **push the special button** on your new **"ClarityLogic"** enabled phone from Clarity, and you'll be instantly connected to our help center.



XLC2



XLC3-4



C4220PLUS



XLC3-5HS



FORTISSIMO



ALTOPLUS



ALTOPEARL



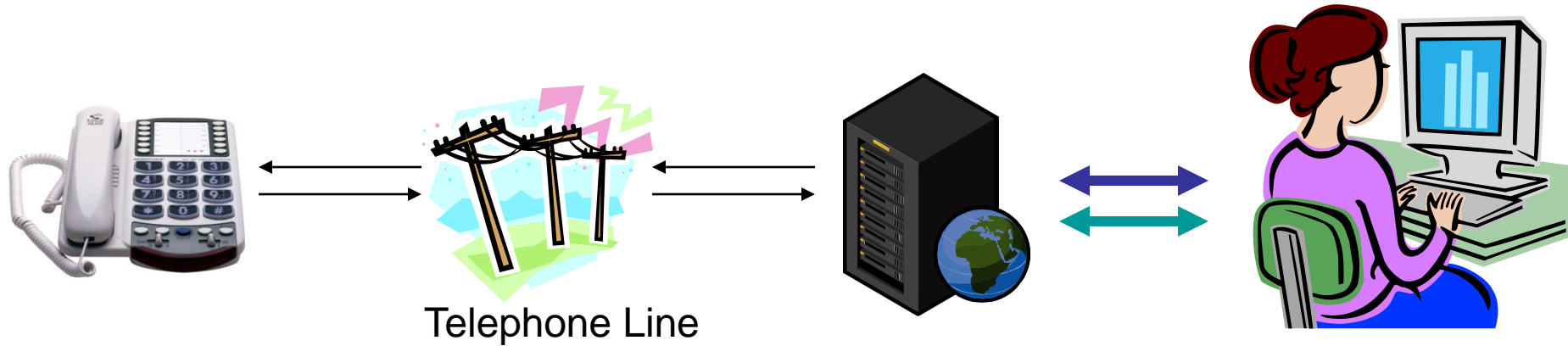
CLARiTYLogic[®]

What is Clarity Logic?



- It is a remote diagnostics system that works with Clarity Logic equipped telephones.
- When the user of the phone dials 1-877-998-7767 the customer service agent can talk with the caller, just as they normally would, but in addition the agent can look inside the caller's telephone and make changes to assist the caller in making adjustments and using their phone.

How does Clarity Logic work in Canada?



1. User calls 1-877-998-7767 from their Clarity Logic enabled phone
2. The call travels a standard telephone line to the Clarity server
3. The server then answers the call and evaluates the status of the phone and then sends the voice and gathered data to a representative.
4. The representative answers the call and views the information on their computer screen at which point they can make appropriate changes or accurately advise the caller.

Best of all: to the caller, it is just a standard telephone call!

How does Clarity Logic improve Customer Service ?

Gives the Customer Service Rep Instant Access To:



This screen is what the CSR sees.

- Customer's Name & Address –
Once obtained can be programmed into telephone for later retrieval or detection of a second owner.
- Date of Mfg and Serial #
- Customer call history by date with problem resolution notes
- Products Owned
- Memory Programming Assistance
- Diagnostics
- Helps to simplify the RMA process



Situation

/

Solution



Typical Caller Problems

- HOH caller can't hear or understand CSR
- Trouble using or setting up phone features (e.g. Caller ID)
- Can't located telephone model number
- Phone and/or accessories not working
- Difficulty programming numbers
- Can't get CID or Voice Mail notification to stop blinking
- Difficulty optimizing telephone's sound

Clarity Logic Solutions

- Adjusts volume/tone
- CSR provides instructions and/or adjusts features remotely
- Clarity Logic phones self-identify
- Clarity Logic performs self-diagnosis
- CSR programs memory locations
- CSR can turn notification off or disable feature
- CSR facilitates the test and adjusts the frequency curve

How does it help the user?



Troubleshooting is resolved more quickly and accurately, reducing stress and improving experience.

Allows for remote setting of features that are hard to understand

The phone can be customized to suit the users hearing loss

- Gives the customer the best possible sound
- Can be modified to change as the user's hearing loss changes

How does it help your business?



**Decreases operating costs
while increasing customer
satisfaction**

- Reduces the number of returns with “No Trouble Found”
- Increases efficiency of troubleshooting calls

**Increases customer
satisfaction and loyalty**

The bonus for the customer of having a Clarity Logic Equipped Phone ?

- Clarity Logic offers a solution for a customer that is not tech savvy.
- The process of adjusting all the settings is now reduced to a phone call.
- Eliminates the problem of people who are not hard of hearing having to call in.
- Encourages and simplifies the product registering.

What have customers have already said about Clarity Logic equipped phones .

- “ I know that someone is there to help me set up my phone, and customize it for me.”
- “I know that everytime that I call someone will understand me and my situation.”
- “Someone is there for me that wants me to have the best experience possible with my phone.”