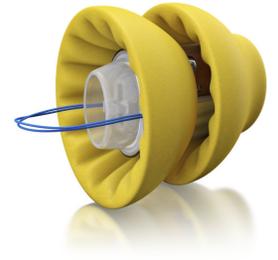


Lyric is a subscription based, extended wear hearing aid that can be worn for months at a time. In order to meet your clinical needs, Phonak provides Authorized Lyric offices with a consignment inventory. The proper management and use of your Lyric inventory is essential to the success of your Lyric business and meeting your patient's hearing needs.



Lyric consignment inventory

Phonak offers Authorized Lyric Offices consignment stock of Lyric devices. Consignment inventory presents a unique opportunity for Authorized Lyric Offices to grow your Lyric business with a lower level of financial investment than is typically required for other types of hearing instruments. Consignment inventory for Authorized Lyric Offices will be replenished based on your trial and subscription activity. Consignment inventory replenishment is automated and orders are generated every 24-48 hours as needed.

Minimum

Lowest number of Lyric devices in stock to initiate an auto replenishment order based on fitting history

Maximum

Highest number of Lyric devices in stock at one time based on fitting history

Proper Lyric device usage

Each Lyric device is identified by a serial number. When fitting a Lyric device to your patient, it is important that you verify that the serial number selected in the Phonak Target™ fitting software matches the serial number on the product packaging.

Every Lyric device has a "use by" date which is a suggested date by which you should fit the Lyric device to provide the optimal days of wear for your Lyric patient.



Tip: When you receive a new shipment of Lyric consignment inventory, make sure that you continue to use the Lyric devices with the closest "use by" date to ensure that you are rotating through your Lyric stock appropriately.



Phonak proactively removes the serial numbers of Lyric devices that have passed the "use by" date in order to give your Lyric patient the best wearing experience. These devices will not show in your active ALPs inventory and can be returned to Phonak.

Top 5 reasons for missing devices

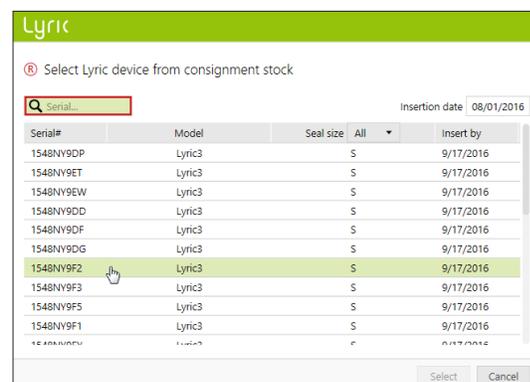
1 OFFLINE FITTINGS

When working "offline" it is important that you sync any fitting data immediately upon re-establishing a connection to ALPS. If you fail to sync patient fitting data, the device serial number and patient information will not be communicated to ALPS, impacting your Lyric consignment inventory and subsequent replenishment shipments.

Refer to the ALPS Desktop Fitting Guide available in Target and on PhonakPro for more information

2 INCORRECT SERIAL NUMBER SELECTED OR ENTERED

It is important to ensure you have selected the correct serial number from the menu in Target or have entered the appropriate serial number if entering manually. If the wrong serial number is selected the incorrect Lyric device will be removed from your inventory.



3 DISCARDING DEVICES WITHOUT ALERTING PHONAK

It is recommended that you fit the Lyric devices that are closest to their "use by" date. When a device passes the "use by" date, you may return the device to Phonak and the serial number will be removed from your active inventory and a new device will be sent in replacement.

4 USING MULTIPLE LYRIC DEVICES DURING A FITTING

It is important to follow Lyric Clinical Fitting guidelines when sizing and fitting. If using more than 1 Lyric device during fitting, it is possible that the new serial number may not get recorded and transmitted to ALPS, causing a mismatch in the Lyric devices available in your inventory. When using more than one device, ensure that you are removing the serial number from your inventory in Target. For assistance, please contact Phonak Customer Service.

5 SHARING INVENTORY BETWEEN OFFICES

Every Authorized Lyric office has a unique ALPS identity and consignment inventory. If a Lyric device is removed from an Authorized Lyric office to be fit at a non-Authorized Lyric office, the serial number will not be registered as being fit and the serial number will not be removed from active inventory, therefore negatively effecting the Authorized Office's inventory levels and availability.

Frequently asked questions

| Problem | Causes | What to do |
|---|---|--|
| Device not showing up in inventory | The serial number you are looking for may have been previously selected incorrectly and is assigned to another patient | Contact Phonak Customer Care with the serial number to identify where the device may be |
| When looking at my inventory in ALPS, I can see serial numbers that are not on my shelf | <ul style="list-style-type: none"> Phonak ships Lyric devices to your office. In order to assign and track these devices, the serial numbers are added to your Lyric consignment inventory when they leave Phonak. <p>OR</p> <ul style="list-style-type: none"> The serial number you are seeing may have already been fit to a patient but not updated in ALPS. This may happen when performing an offline fitting or when using multiple devices during a patient fitting. | If you see serial numbers but do not have the devices, please wait 1-2 days for the devices to arrive at your office |
| I am not receiving inventory replenishment from Phonak when I fit Lyric devices | Replenishment orders are initiated based on your Lyric consignment stock levels. When your levels hit their "minimum" quantity, an order is generated. If your inventory is incorrect or off, your minimum levels may not be met appropriate and an order may not be generated. | For more information, please refer to the Top 5 Reason for Missing Devices section. |