

## 4G Modem Upgrade Terms and Conditions

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### Applicable to Australian Customers Only

1st August 2024

Note: The 3G network is scheduled to conclude its shutdown in Australia during October 2024. Löwenstein Medical Technology GmbH + Co. KG is finalising the development of a 4G cellular modem to interoperate and upgrade current prismaLINE series devices requiring telemonitoring capabilities.

If you purchased a Löwenstein Medical prismaLINE series device with a 3G cellular modem on or after 1st January 2021, you may be eligible to receive a free 4G cellular modem upgrade (Modem Upgrade) estimated to be available in September 2024..

By registering for updates and/or a free upgrade, you acknowledge and agree to the following terms and conditions (Terms):

- You agree to the disclosure and use of your data (including your personal and health information) by Loewenstein Medical Australia Pty Ltd, ABN 54 645 704 490 (Löwenstein Medical), in order for Löwenstein Medical to meet its legal obligations in the field of product safety, to investigate and respond to reported problems, complaints, and claims brought by third parties, and to improve its products. Your information may be shared with regulatory authorities, trusted third-party service providers, and related body corporates and other entities of the Löwenstein Medical group, who may be located overseas where a different level of data protection applies.
- The Modem Upgrade is only available for customers who purchased a new Löwenstein Medical PrismaLINE series device with a 3G cellular modem on or after 1 January 2021 and such purchase was made in Australia.
- PrismaLINE series includes and is limited to the following models: prisma20A, prisma20C, prisma25S, prisma25ST, prisma30ST and prismaCR.
- The modem upgrade rollout is expected to commence in September 2024. However, this timeline is subject to change based on various factors, including manufacturing, supply chain, and regulatory considerations. Without limiting your rights under the Australian Consumer Law, Löwenstein Medical Australia will not be liable for any delays in the availability of the Modem Upgrade.
- Replacement 4G modem may be delivered to your respective CPAP provider for collection.
- Löwenstein Medical Australia will communicate updates and information regarding the Modem Upgrade to registered customers via the contact information provided during registration. It is your responsibility to ensure your contact information is accurate and up-to-date.
- The Modem Upgrade is offered as a free replacement for the 3G modem and holds no monetary value. It cannot be exchanged for cash, credit or any other form of compensation, nor can the Modem Upgrade be transferred, assigned, sold, or otherwise conveyed to any third party.
- Löwenstein Medical Australia may at it's own discretion, request proof of purchase for select products included within the 4G Modem Upgrade promotion.

These Terms are governed by the laws of New South Wales, Australia.

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For more information please contact Löwenstein Medical Australia Customer Support via phone **1300 861 139** or email: **support.au@loewensteinmedical.com**

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