



April 1, 2023 – March 31, 2024

## Ref.: Phonak Roger Sole Source Letter

Roger™ is the digital standard that bridges the understanding gap, in noise and over distance, by wirelessly transmitting the speaker's voice directly to the listener. The Roger portfolio consists of several products – microphones, speakers and receivers – all exclusive to the Phonak Brand. Sonova USA Inc. ("Sonova USA") is the sole US wholesaler for Roger products. Sonova USA sells Roger products to dispensers and other distributors for resale for patients' use in their personal or professional lives.

Phonak Roger microphones are the only product that automatically and adaptively measure the noise in a classroom and communicate to the hearing instrument through the Roger receivers. This increases the advantage over a hearing instrument's environmental microphone and maintains a very positive signal to noise ratio – which is critical for children to learn. This Roger technology provides best speech-in-noise performance and documented improvements of up to 35% over Dynamic FM and 54% over other FM systems<sup>1</sup>.

Roger Touchscreen microphones are the only synthesized microphones available that have monitoring and voice activity detector technologies. It can be worn by a teacher in lanyard mode, be placed on a table for Small Group Mode, or used in pointing mode. Additionally, this microphone can be used for remote learning. This microphone will work in a network with up to 35 other Roger microphones and unlimited receivers.

Roger Pass-around Microphones are designed for use in classrooms; these devices might be referred to as 'peer microphones'. They work as a secondary microphone on the Phonak MultiTalker Network, enabling speakers other than the primary Roger microphone wearer to clearly and wirelessly be heard by any listener with hearing loss or auditory challenges, as well as through the Roger SoundField amplification system.

The Roger Multimedia Hub is a multimedia transmitter. For in person learning, it can be used for state testing, in a computer lab, in the school auditorium, or via the SoundField amplification system. For remote learners, it can be used in the home to provide clear connectivity to the class lesson.

The Roger Repeater is designed to enhanced the listening coverage over very large areas by extending the network of a primary Roger for Education microphone. One or more can be placed around a school auditorium or gym hall.

The Phonak Roger SoundField amplification system is the only classroom audio distribution system (CADS) that optimizes and adopts parameter settings automatically and continuously. The Roger SoundField automatically increases the gain when the noise level increases in the classroom. It has a proprietary digital radio transmission at 2.4 GHz. It features automatic, rapid frequency hopping which will avoid interference issues. Under normal circumstances there will be no limit to the number of Roger SoundField systems that can be installed in a school. Roger SoundField products include the Digimaster 5000 and 7000 speakers and work with the full Roger for Education portfolio.

The Roger WallPilot is an automatic network connector. This wall-mounted device, positioned next to the door, automatically connects a student's Roger receivers to the room's network when the child passes the Roger WallPilot on their way into the room. It can also be used to connect Roger microphones to the classroom network.

Phonak U.S.  
750 North Commons Drive  
Aurora, IL 60504  
USA

Phone 800-777-7333  
Fax 630-393-7400  
info@phonak.com  
www.phonakpro-us.com

Phonak Roger On™, Roger Select™, Roger Table Mic II and Roger Clip On mic are other cutting-edge wireless microphones. Like their Roger for Education counterparts mentioned previously, they are adaptive and work with almost any manufacturer's hearing instruments. However, these microphones only work with each other in a MultiTalker network, so they cannot pair with a Touchscreen Mic or a SoundField system, for example. Nonetheless, when placed on a table, the Roger On, Select or Table Mic II automatically select the person who is talking and seamlessly switches from one talker to another.

Roger receivers consist of Roger X, Roger 14, 17, 18, 19, 20 and 21. They are compatible with virtually every hearing instrument and cochlear implant speech processor on the market.

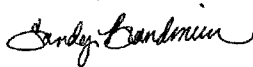
A Roger Focus II is a discrete behind-the-ear Roger receiver for children with normal hearing who require help focusing on auditory stimuli. Common use cases are for children with Unilateral Hearing Loss, Auditory Processing Disorder or have Autism. There is no other solution like this currently offered. Both a battery powered and a rechargeable device are available.

A Roger NeckLoop is a universal inductive neckloop receiver. Schools may choose to use it for non-traditional applications such as automated speech-to-text for students who don't need CART but would benefit from automated captions. Additionally, a NeckLoop can be connected to a teacher's computer to facilitate improved listening during synchronous, remote learning sessions. For a teacher who cannot stay right in front of their computer, their Roger Touchscreen Mic can be used to pick up the teacher's voice, then transmitted through the NeckLoop, to let remote students have clear access to the lesson. Another non-traditional use is to connect the NeckLoop to another manufacturer's CAD system. If you have already invested in other soundfield speakers, the NeckLoop will give you the simplicity and adaptive functionality schools expect from Roger. The NeckLoop can also act as a traditional Roger receiver for all hearing instruments and cochlear implants that feature a T-Coil, including ITE and micro-sized BTEs.

As the only entity equipped and trained to offer ongoing service to educational customers, service and maintenance on Roger products must be performed by our national service center in Aurora, Illinois. All work completed by our service center allows the customer to retain the required strict compliance with service guidelines using original Phonak replacement parts.

Service contracts purchased through Phonak ensure proper maintenance and service from the only authorized service center in the United States. Using a service company other than Phonak will invalidate the products' warranties.

Sincerely,



Sandy Brandmeier  
President HI  
Wholesale Sonova  
USA Inc.

deau, L. (2014). Comparison of speech recognition with adaptive digital and FM wireless technology by listeners who use hearing aids. *American Journal of Audiology*, 23(2), 201-210.



**QUOTATION  
CSP 5-7**  
Comprehensive Service Plan  
2023-2024

<b>Quotation</b>	<b>5120210649</b>
Date	05/23/2023
Quotation Expiry Date	12/29/2023
<b>Friendly Reminder for Renewal</b>	

**Contract Partner#:** 20038774  
YONKERS PUBLIC SCHOOLS  
ATTN: ROSETTA BARBIERI  
ONE LARKIN CTR  
YONKERS NY 10701

PHONAK U.S.  
750 N Commons Dr  
AURORA IL 60504  
Phone: (888) 777-7316  
Fax: (630) 393-9816

**ATTN: Director/Coordinator of Special Education/Hearing Impaired Program/Deaf Hard of Hearing Program**

Enclosed you will find a copy of your Comprehensive Service Plan for your Sonova USA, Inc., HA/FM units which are 5 to 7 years of age. This CSP has been pro-rated to have all of your district's equipment listed below expire on 06/30/2024. Please take a moment to review these serial numbers as they are the serial numbers coded to the account number shown above the school address.

You can contact our office at (888) 777-7316, option #1 for the School Desk to modify this quote to fit your service requirements as there may be additional options other than this CSP to fit your school's service needs.

To activate this agreement and ensure continuous coverage, please email your purchase order to the School Desk at schoolorders@phonak.com or fax to (630) 393-9816.

**Please note: All quotations expire 12/30/2023.**

Model	Serial Number	Current Service Warranty Exp.Date	Renewed Service Warranty Exp.Date	Current L&D Warranty Exp.Date	Renewed L&D Warranty Exp.Date	Unit Cost
Roger 20 (02)	1924NY3T8	06/30/2023	06/30/2024	No Loss	No Loss	160.00
Roger 20 (02)	1924NY3T9	06/30/2023	06/30/2024	No Loss	No Loss	160.00

Units	2
Subtotal	320.00
Sales Tax	0.00
Shipping & Handling	0.00
Additional Discount	0.00
Net Total	320.00

**THIS IS NOT AN INVOICE**



<p><b>Comprehensive service warranty includes:</b></p> <p>Preventative maintenance check which provides replacement of parts showing wear and tear, visual inspection, cleaning and listening check.</p> <ul style="list-style-type: none"> <li>• on-Phonak shoes are not covered</li> <li>• Exterior case is cleaned</li> <li>• All contacts cleaned</li> <li>• Replacement of malfunctioning rechargeable transmitter battery.</li> </ul>	<p><b>Comprehensive service warranty pricing:</b></p> <p><u>Units 4 years and younger</u></p> <table border="0"> <tr> <td>FM, Digital Aids</td> <td style="text-align: right;">\$135</td> </tr> <tr> <td>Wall pilot, MLCI+Interface and Remotes</td> <td style="text-align: right;">\$ 70</td> </tr> </table> <p><b>Loss coverage:</b></p> <ul style="list-style-type: none"> <li>• Units must be 4 years or younger</li> <li>• Comprehensive service warranty with loss coverage must be continuous during the 4-year period of eligibility</li> <li>• No coverage for L&amp;D replacement units is available from Phonak</li> </ul>		FM, Digital Aids	\$135	Wall pilot, MLCI+Interface and Remotes	\$ 70				
FM, Digital Aids	\$135									
Wall pilot, MLCI+Interface and Remotes	\$ 70									
<p><i>The processing fees shown on the right will be charged for those units replaced under Loss &amp; Damage protection. Audio shoes are not covered. No claim will be processed for unpaid units.</i></p> <p><i>Claims must be filed on a Sonova USA, Inc., Loss &amp; Damage Form. Sonova USA, Inc., reserves the right to request additional documentation if deemed necessary. Only one loss/damage claim will be honored during the lifetime of the instrument. Replacement units carry the same service warranty as the original. All instruments that have been replaced under the Sonova USA, Inc., Loss and Damage coverage becomes the property of Sonova USA, Inc. Replacement units do not carry Loss &amp; Damage protection.</i></p>	<table border="1"> <thead> <tr> <th>Instrument</th> <th>Processing Fee</th> </tr> </thead> <tbody> <tr> <td>Digital Hearing Amplifiers</td> <td style="text-align: right;">\$150</td> </tr> <tr> <td>FM Transmitter, FM Receiver</td> <td style="text-align: right;">\$100</td> </tr> <tr> <td>Wall Pilot, MLCI+Receiver</td> <td style="text-align: right;">\$ 50</td> </tr> </tbody> </table>	Instrument	Processing Fee	Digital Hearing Amplifiers	\$150	FM Transmitter, FM Receiver	\$100	Wall Pilot, MLCI+Receiver	\$ 50	
Instrument	Processing Fee									
Digital Hearing Amplifiers	\$150									
FM Transmitter, FM Receiver	\$100									
Wall Pilot, MLCI+Receiver	\$ 50									

**WHAT TO DO IF YOU NEED SERVICE**

In the event you require service under the terms of this agreement, carefully package the instrument(s) so as to prevent damage in transit and sent to:

Sonova USA, Inc.  
 Attn: FM Service Department  
 444 N Commerce St  
 Aurora, IL 60504

**Communication:** For repairs out of warranty, please include a purchase order with complete billing and shipping information and a contact name and phone number with your repair shipment. Accurate and timely communication is vital to ensure the highest quality of handling of each repair. For special requests or service agreement questions, please contact Sonova USA, Inc., FM/School Division at (888) 777-7316 and choose option number "1". Purchase orders for repairs and new order can also be faxed to us at (630) 393-9816.

Note: Please disregard the pricing listed in the box titled Comprehensive Service Warranty Pricing. Refer to the line item amounts listed on the previous pages for the accurate pricing.

The Annual maintenance for the 2023-2024 school year will be provided after July 1, 2023 with renewal of this agreement. Please allow additional time for service and repairs from June 1, 2023 through September 1, 2023.

Deadline for renewal is December 31, 2023. Please contact the School Desk at (888) 777-7316 and choose option number 1 for more information on deadline extensions.



**QUOTATION  
CSP U5**  
Comprehensive Service Plan  
2023-2024

<b>Quotation</b>	<b>5120210648</b>
Date	05/23/2023
Quotation Expiry Date	12/29/2023
<b>Friendly Reminder for Renewal</b>	

**Contract Partner#:** 20038774  
YONKERS PUBLIC SCHOOLS  
ATTN: ROSETTA BARBIERI  
ONE LARKIN CTR  
YONKERS NY 10701

PHONAK U.S.  
750 N Commons Dr  
AURORA IL 60504  
Phone: (888) 777-7316  
Fax: (630) 393-9816

**ATTN: Director/Coordinator of Special Education/Hearing Impaired Program/Deaf Hard of Hearing Program**

Enclosed you will find a copy of your Comprehensive Service Plan for your Phonak HA/FM units under 5 years of age. This CSP has been pro-rated to have all of your district's equipment expire 06/30/2024. For those units 4 years and younger which have had continuous renewal as renewal of service, loss and damage coverage is provided of service, loss and damage coverage is available for a processing fee.

Please take a moment to review this serial numbers listed below. There are the serial numbers coded to the account shown above the school address. You can contact our office at (888) 777-7316, option #1 for the School Desk to modify this quote to fit your service requirements and to provide you with a separate service plan for those units 5-7 years of age

To activate this agreement and ensure continuous coverage, please email your purchase order to the School Desk at schoolorders@phonak.com or fax to (630) 393-9816.

**Please note: All quotations expire 12/30/2023.**

\* Soundfield Systems: Digimaster speakers do not require annual service. Please include only your Inspiro Transmitter dSF as part of your annual service to Phonak.

Model	Serial Number	Current Service Warranty Exp.Date	Renewed Service Warranty Exp.Date	Current L&D Warranty Exp.Date	Renewed L&D Warranty Exp.Date	Unit Cost
Roger X (02)	1828NY188	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger X (02)	1828NY189	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger X (02)	1828NY18A	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger X (02)	1828NY18B	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger X (02)	1828NY18D	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger X (02)	1828NY18E	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger X (02)	1828NY18F	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger Touchscreen Mic	1829NYA18	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger Touchscreen Mic	1829NYA1E	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger Touchscreen Mic	1829NYA1F	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger Touchscreen Mic	1829NYA1G	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger X (02)	1839NYPPD	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger X (02)	1839NYPPE	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger Touchscreen Mic	1842NY242	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger 20 (02)	1848NYENM	06/30/2023	06/30/2024	No Loss	No Loss	145.00
Roger Touchscreen Mic	1923NYE26	06/30/2023	06/30/2024	06/30/2023	08/07/2023	145.00
Roger Touchscreen Mic	1923NYE27	06/30/2023	06/30/2024	06/30/2023	08/07/2023	145.00
Roger Focus (02)	1924NY80K	06/30/2023	06/30/2024	06/30/2023	10/15/2023	145.00

Contract Partner#: 20038774  
YONKERS PUBLIC SCHOOLS  
ATTN: ROSETTA BARBIERI  
ONE LARKIN CTR  
YONKERS NY 10701

PHONAK U.S.  
750 N Commons Dr  
AURORA IL 60504  
Phone: (888) 777-7316  
Fax: (630) 393-9816

Model	Serial Number	Current Service Warranty Exp.Date	Renewed Service Warranty Exp.Date	Current L&D Warranty Exp.Date	Renewed L&D Warranty Exp.Date	Unit Cost
Roger Focus (02)	1924NY80L	06/30/2023	06/30/2024	06/30/2023	10/15/2023	145.00
Roger X (02)	1931NY4AN	06/30/2023	06/30/2024	06/30/2023	08/07/2023	145.00
Roger X (02)	1931NY4AV	06/30/2023	06/30/2024	06/30/2023	08/07/2023	145.00
Roger X (02)	1931NY4AW	06/30/2023	06/30/2024	06/30/2023	08/07/2023	145.00
Roger X (02)	1931NY4AX	06/30/2023	06/30/2024	06/30/2023	08/07/2023	145.00
Roger Touchscreen Mic	1941NYHCX	06/30/2023	06/30/2024	06/30/2023	10/15/2023	145.00
Roger 14 (02)	2007NY07X	06/30/2023	06/30/2024	06/30/2023	06/12/2024	145.00
Roger 14 (02)	2007NY07Y	06/30/2023	06/30/2024	06/30/2023	06/12/2024	145.00
Roger 14 (02)	2009NY2T0	06/30/2023	06/30/2024	06/30/2023	06/12/2024	145.00
Roger 14 (02)	2009NY2T1	06/30/2023	06/30/2024	06/30/2023	06/12/2024	145.00
Roger Touchscreen Mic	2010NY67T	06/30/2023	06/30/2024	06/30/2023	06/12/2024	145.00
Roger Touchscreen Mic	2010NY67U	06/30/2023	06/30/2024	06/30/2023	06/12/2024	145.00
Roger X (02)	2138NY8EG	01/23/2024	06/30/2024	01/23/2024	06/30/2024	60.42
Roger X (02)	2138NY8EH	01/23/2024	06/30/2024	01/23/2024	06/30/2024	60.42
Roger X (02)	2141NY567	03/07/2024	06/30/2024	03/07/2024	06/30/2024	48.33
Roger X (02)	2141NY568	03/07/2024	06/30/2024	03/07/2024	06/30/2024	48.33
Roger X (02)	2141NY56C	03/07/2024	06/30/2024	03/07/2024	06/30/2024	48.33
Roger X (02)	2141NY56D	03/07/2024	06/30/2024	03/07/2024	06/30/2024	48.33
Roger Touchscreen Mic	2150NY1DK	03/18/2024	06/30/2024	03/18/2024	06/30/2024	36.25
Roger Touchscreen Mic	2150NY1DL	03/18/2024	06/30/2024	03/18/2024	06/30/2024	36.25
Roger Touchscreen Mic	2151NYGR7	04/10/2024	06/30/2024	04/10/2024	06/30/2024	36.25
Roger Touchscreen Mic	2151NYGR8	04/10/2024	06/30/2024	04/10/2024	06/30/2024	36.25
Roger 20 (02) TP	2242NY59L	06/30/2023	06/30/2024	06/30/2023	12/18/2023	145.00

Units	41
Subtotal	4,954.16
Sales Tax	0.00
Shipping & Handling	0.00
Additional Discount	0.00
Net Total	4,954.16



<p><b>Comprehensive service warranty includes:</b></p> <p>Preventative maintenance check which provides replacement of parts showing wear and tear, visual inspection, cleaning and listening check.</p> <ul style="list-style-type: none"> <li>• on-Phonak shoes are not covered</li> <li>• Exterior case is cleaned</li> <li>• All contacts cleaned</li> <li>• Replacement of malfunctioning rechargeable transmitter battery.</li> </ul>	<p><b>Comprehensive service warranty pricing:</b></p> <p><u>Units 4 years and younger</u></p> <p>FM, Digital Aids \$135</p> <p>Wall pilot, MLCI+Interface and Remotes \$ 70</p> <p><b>Loss coverage:</b></p> <ul style="list-style-type: none"> <li>• Units must be 4 years or younger</li> <li>• Comprehensive service warranty with loss coverage must be continuous during the 4-year period of eligibility</li> <li>• No coverage for L&amp;D replacement units is available from Phonak</li> </ul>									
<p><i>The processing fees shown on the right will be charged for those units replaced under Loss &amp; Damage protection. Audio shoes are not covered. No claim will be processed for unpaid units.</i></p> <p><i>Claims must be filed on a Sonova USA, Inc., Loss &amp; Damage Form. Sonova USA, Inc., reserves the right to request additional documentation if deemed necessary. Only one loss/damage claim will be honored during the lifetime of the instrument. Replacement units carry the same service warranty as the original. All instruments that have been replaced under the Sonova USA, Inc., Loss and Damage coverage becomes the property of Sonova USA, Inc. Replacement units do not carry Loss &amp; Damage protection.</i></p>	<table border="1"> <thead> <tr> <th data-bbox="846 457 1243 485">Instrument</th> <th data-bbox="1252 457 1498 485">Processing Fee</th> </tr> </thead> <tbody> <tr> <td data-bbox="846 485 1243 512">Digital Hearing Amplifiers</td> <td data-bbox="1252 485 1498 512">\$150</td> </tr> <tr> <td data-bbox="846 512 1243 539">FM Transmitter, FM Receiver</td> <td data-bbox="1252 512 1498 539">\$100</td> </tr> <tr> <td data-bbox="846 539 1243 567">Wall Pilot, MLCI+Receiver</td> <td data-bbox="1252 539 1498 567">\$ 50</td> </tr> </tbody> </table>	Instrument	Processing Fee	Digital Hearing Amplifiers	\$150	FM Transmitter, FM Receiver	\$100	Wall Pilot, MLCI+Receiver	\$ 50	
Instrument	Processing Fee									
Digital Hearing Amplifiers	\$150									
FM Transmitter, FM Receiver	\$100									
Wall Pilot, MLCI+Receiver	\$ 50									

**WHAT TO DO IF YOU NEED SERVICE**

In the event you require service under the terms of this agreement, carefully package the instrument(s) so as to prevent damage in transit and sent to:

Sonova USA, Inc.  
 Attn: FM Service Department  
 444 N Commerce St  
 Aurora, IL 60504

**Communication:** For repairs out of warranty, please include a purchase order with complete billing and shipping information and a contact name and phone number with your repair shipment. Accurate and timely communication is vital to ensure the highest quality of handling of each repair. For special requests or service agreement questions, please contact Sonova USA, Inc., FM/School Division at (888) 777-7316 and choose option number "1". Purchase orders for repairs and new order can also be faxed to us at (630) 393-9816.

Note: Please disregard the pricing listed in the box titled Comprehensive Service Warranty Pricing. Refer to the line item amounts listed on the previous pages for the accurate pricing.

The Annual maintenance for the 2023-2024 school year will be provided after July 1, 2023 with renewal of this agreement. Please allow additional time for service and repairs from June 1, 2023 through September 1, 2023.

Deadline for renewal is December 31, 2023. Please contact the School Desk at (888) 777-7316 and choose option number 1 for more information on deadline extensions.