

May 9, 2022

Dear Customer,

This message is to inform you about the recent changes in 3G and CDMA communications by telecommunication companies in the US and how they may affect wireless transmission of data by Air10™ and Air11™ devices.

Background:

- Telecommunication companies have begun to shutdown their legacy networks as of Feb 2022. This shutdown may affect any telecommunication device that utilizes the CDMA or 3G network including some ResMed Air10™ or Air11™ devices.
- ResMed Air10™ or Air11™ 4G devices may also be impacted in geographies where 3G is the only option.
- The shutdown of a cellular network is a carrier decision - ResMed has no control over the availability of any network.

Impact to your therapy and data:

- The cellular network shutdown does NOT affect the therapy delivered through the device. The device will still function as intended to treat your sleep apnea.
- If you are using myAir™, you may notice that the myAir score and data will no longer be available if your device has lost connectivity due to the CDMA or 3G network shutdown.
- You may continue to use myAir resource library from the app or online for educational materials to support you during therapy.
- Air10™ devices may still access daily sleep information on the device by clicking on Sleep Report from the Home menu.
- Air11™ devices may still access daily sleep information on the device by clicking on My Sleep View from the Home menu.

If you have any questions regarding this notification, please refer to the FAQs below or contact our myAir support team at myairsupport@ResMed.com.

Sincerely,
ResMed Product Marketing Team

Frequently Asked Questions

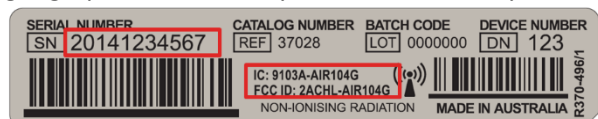
How do I know if the device uses CDMA wireless technology?

You can locate the CDMA identifier on the serial number label located on the bottom of your Air10™ device.



How do I know if the device uses 4G/ 3G wireless technology?

ResMed Air10™ or Air11™ devices sold after March 2017 use 4G technology but may default to 3G based on geographical availability and therefore may also be impacted.



How can I tell on the device if there is no wireless connectivity?

In the upper right corner of the device screen, you will see the following icon:



The no wireless connection icon indicates no network is available.

This could be due to the CDMA or 3G network shutdowns or the device could be out of a coverage area.

Will this affect my therapy?

No, your device will function as intended, and therapy delivered through the device will not be affected by a lack of wireless connectivity.

How will my physician be able to access therapy data?

Usage and therapy data on ResMed Air10 or Air11 devices are still available through SD card technology or on the device. Data can be uploaded by your provider in both AirView™ and/or ResScan™ via SD card.

Will I still have access to my therapy information?

You can access sleep information on the home screen of the device by clicking on Sleep Report. You will be able to see your Usage Hours, Mask Seal and Humidifier on this screen.

