

May 2, 2022

Dear Valued Customer and Care Provider,

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

Background:

- Telecommunication companies have begun to shutdown their legacy networks as of February 2022 and will continue the shut down throughout the calendar year 2022.
- The shutdown of a cellular network is a carrier decision - ResMed has no control over the availability of any network.** ResMed has consistently advised customers and patients that connectivity is dependent on the availability of a cellular network.
- This shutdown may affect any telecommunication device that utilizes the CDMA or 3G network including ResMed Air10 or Air11 devices.
- ResMed Air10™ or Air11™ 4G devices may also be impacted in geographies where 3G is the only cellular option (because devices that cannot find a 4G signal default to 3G).
- ResMed's Air10™ devices that were sold before March 2017 communicate data wirelessly using the CDMA/3G network and may be affected by the shutdown.

Impact on patient 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 sleep apnea.**
- If patients are using myAir™, they may notice that the myAir score and data will no longer be available in the myAir app if the patient's device has lost connectivity due to the CDMA or 3G network shutdown.
- Patients may continue to use the myAir resource library from the app or online for educational materials.
- Air10™ devices still provide daily sleep information on the device by clicking on Sleep Report on the Home menu.
- Air11™ devices still provide daily sleep information on the My Sleep View menu from the Home menu.

Support Options for Impacted Patients

- If a patient needs access to therapy data, and the device is more than five years old (and therefore outside of the 5-year design life) you can purchase SD cards via ResMed online store and use that card to download device information and upload it to AirView.
- For devices less than five years old, and within the 5-year design life, ResMed will provide you with a specific promo code to order a limited number of SD cards at no charge. Again, patients or their providers can use the SD card to download data so that you can upload it to AirView. Contact your sales rep for details.
- We will send a communication to affected myAir patients starting May 3rd to inform them of the network shut down.

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

Sincerely,
ResMed Product Marketing Team

FAQs

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.



Air10™ Serial numbers after the breakpoints below are potentially affected 3G devices:

| DESCRIPTION | PART # | SERIAL # |
|-------------------------------------|--------|-------------|
| AirSense 10 CPAP USA CO | 37203 | 23171192546 |
| AirSense 10 CPAP USA TRI | 37204 | 23171193986 |
| AirSense 10 Elite USA CO | 37205 | 23171308677 |
| AirSense 10 Elite USA TRI | 37206 | 23171341061 |
| AirSense 10 AutoSet USA CO | 37207 | 23171170273 |
| AirSense 10 AutoSet USA TRI | 37208 | 23171170393 |
| AirSense 10 AutoSet for Her USA CO | 37209 | 23171173993 |
| AirSense 10 AutoSet for Her USA TRI | 37210 | 23171174653 |
| AirCurve 10 VAUTO USA CO | 37211 | 23171186654 |
| AirCurve 10 VAUTO USA TRI | 37212 | 23171191766 |
| AirCurve 10 S USA CO | 37213 | 22171123210 |
| AirCurve 10 S USA TRI | 37214 | 22171123210 |
| AirCurve 10 ASV USA CO | 37215 | 22161572105 |
| AirCurve 10 ASV USA TRI | 37216 | 22161572705 |
| AirCurve 10 ST USA CO | 37306 | 22161569359 |
| AirCurve 10 ST USA TRI | 37307 | 22161569059 |
| AirCurve 10 ST-A USA CO | 28210 | 22181804479 |
| AirCurve 10 ST-A USA TRI | 28211 | 22181804478 |

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 the patient's therapy?

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

How will the physician be able to access therapy data?

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

Will I still have access to my patient 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 patient Usage Hours, Mask Seal and Humidifier on this screen.

For Air10



For Air11

