

# Buyer's Guide to Hearing Aids

*What you need to know.*

The following information is presented for educational purposes only  
and should never replace the advice of a hearing care professional.

## Here's a New Way to get Personal Help

Hearing loss begins gradually, often in the 40s, and many people ignore the symptoms – hoping they'll go away. But waiting too long can be dangerous. Any age is too young to feel shut off from life, so take fast action if you experience any of the symptoms.

Yet, many people become confused by today's wide variety of hearing aid solutions. That's why HearingPlanet created this objective Buyer's Guide.

Plus, HearingPlanet has revolutionized the way people solve hearing problems. In addition to this guide, we deliver private, in-home help. You can talk by toll-free phone or live Internet chat to your own Personal Hearing Consultant.

Your Personal Hearing Consultant will give you unbiased guidance about a wide range of hearing aids, and will direct you to the nearest qualified audiologist center for a hearing test.

## Hearing Loss – A Fact of Life For Baby Boomers

Now the largest segment of American society, Baby Boomers have endured a greater increase in noise pollution than any other generation. Prolonged or loud noise exposure seems to have overtaken age as the leading cause of hearing loss.

Add to that the fact that Baby Boomers will live longer than any previous generation, and you have the largest number of people ever to face this problem. In fact, about 40 percent of hearing-impaired Americans are under age 65.

Hearing is essential to fully enjoying and participating in life, but one in ten Americans — more than 31 million— experience some degree of hearing loss. This makes it our nation's third most prevalent chronic health condition, after arthritis and high blood pressure.

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### How do you know whether you or someone you love might benefit from hearing aids?

- Family or friends often have to repeat what they say
- Frustration from not clearly understanding others
- Trouble understanding speech on television at normal volume levels
- Trouble understanding speech when background noise is present
- Embarrassment from being unable to hear when meeting new people

### There is now overwhelming proof of the quality-of-life benefits hearing aids can provide!

In the February 2007 *Journal of the American Academy of Audiology*, a task force report was published that carefully reviewed four years of data and 75 research articles on the social, economic, and psychological effects of hearing loss and the impact hearing aids have on these areas. The 33-page report can be summed up by one sentence taken from its conclusion: “Hearing aid use greatly improves adults’ health-related quality of life by reducing psychological, social, and emotional effects of hearing loss — an insidious and potentially devastating chronic health condition.” The report also adds that hearing aids, when properly fit by a licensed Hearing Professional, are a low-risk treatment that consumers can try at little or no cost to address a condition for which there is no other “viable treatment.”

If you suspect that you or someone you love is experiencing hearing difficulty, HearingPlanet’s Buyer’s Guide is the right place to start. Its purpose is to answer your questions and provide the information necessary to make an informed decision about improving your hearing and, in turn, your quality of life.

### Hearing Aid Styles and Technology

- Hearing aid “technology” refers to the circuitry inside a hearing aid.
- “Style” refers to the size and shape. A hearing aid might be a behind-the-ear style, or the tiny completely-in-the-canal style.

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There are currently four styles:  
**Behind-The-Ear (BTE)**

Behind-The-Ear is the style most familiar to those of us over 30. The hearing aid is housed in a durable case that rests on the back of the outer ear. In the late 1980s, it seemed it would soon fade into obsolescence. Instead, BTE models have actually made a comeback, since they offer wearers and audiologists more flexibility.



**BTE or Behind-the-Ear  
Hearing Aid**



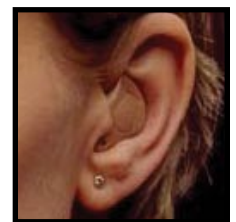
**Open Fit Hearing Aid**

This style can address more types of hearing loss than any other. It is much smaller and comes in a variety of colors that blend with skin and hair color. Over half our patients choose BTEs for this reason. It is also the only style that will work for severe and profound hearing losses. Open-fit hearing aids fall under this style as well.

Open fit hearing aids are now the most popular style of hearing aids. Open fit hearing aids are typically smaller than traditional BTE style hearing aids. They contain a thin plastic tube that extends over the outer ear and into the ear canal. It is virtually invisible. In addition to being cosmetically appealing, the “open fit” tube avoids the occlusion or “stopped up” feeling of in-the-ear hearing aids. Many colors and styles are available to suit each patient’s hair color or fashion desires.

**In-The-Ear (ITE)**

The full-size In-The-Ear style became available in the early 1980s. An ITE hearing aid can fit for the majority of hearing losses. This size is the easiest to handle for patients whose hands are no longer as nimble as they used to be. Its larger size also accommodates a larger battery, which translates to longer battery life. Another benefit is that its size allows for more features, such as directional microphones and memory programs. This hearing aid is housed in a custom-made acrylic shell.



**ITE or In-the-Ear  
Hearing Aid**

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### **In-The-Canal (ITC)**

You can think of an In-The-Canal hearing aid as a smaller version of the In-The-Ear instrument. Like the ITE, it is made of a custom acrylic shell that holds all the electronics.

ITC is a good choice for those with mild or moderate hearing losses. It is smaller and less noticeable than a standard In-The-Ear. Users normally get better sound localization because the microphone placement takes advantage of the external ear's sound reflecting properties.



**ITC or In-the-Canal**

Some people also find it easier to handle than the In-The-Ear style. Many of today's manufacturers are now able to place directional microphones and memory buttons in ITC hearing aids.

### **Completely-In-The-Canal (CIC)**

The Completely-In-The-Canal hearing aid is designed to fit just as its name implies – completely inside the ear canal. The cosmetic appeal of this style depends largely on the size and shape of the wearer's ear canal. Manufacturing limitations, the shape of the ear canal and patient comfort all factor into the size of the device.



**CIC or Completely-in-the-ear hearing**

This style requires patience. Frequent follow-up visits can be necessary to improve comfort and retention because of how deeply CIC aids fit in the ear canal. Their popularity has dropped drastically during the past couple of years due to the success of open-fit Behind-The-Ear hearing aid models and their cosmetic appeal.

However, there are some advantages beyond cosmetic appeal with CIC hearing aids: improved telephone use, less wind noise when outdoors and better sound localization.

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## One Hearing Aid or Two?

The benefit of wearing one hearing aid, as opposed to wearing two, can usually be determined by asking two questions:

**Can hearing in both ears be improved by amplification? And, does the wearer want to understand others as well as possible in a variety of environments?**

If the answer to both questions is “yes”, there can be a tremendous benefit to wearing two hearing aids instead of one. This is known as a “binaural fitting.”

Binaural fittings offer the following advantages:

- Greater speech understanding in noisy environments
- Reduced need for volume
- Improved ability to locate a sound source
- Consistent stimulation of the entire auditory system, leading to improved understanding of speech.

Research shows that binaural hearing aid fittings give greater speech understanding in difficult listening conditions. Our brains are designed to receive sensory information from two ears. Sounds need to arrive at different times and intensities before we can make sense of the multitude of sounds and voices in a crowded room. This can only be achieved with balanced hearing.

Binaural hearing also helps determine where a voice originates. As it interprets the world, the brain adds together the perception of loudness from both ears. So with a single hearing aid, if the sound coming into the ears is unbalanced, the wearer may not be able to determine immediately the location of the speaker.

With hearing aids in both ears, this loudness summing capability means the volume in each hearing aid does not have to be turned up as high. Less amplification means less unwanted, amplified background noise. Research and patient experience tell us overwhelmingly that wearing two hearing aids is better than wearing one. Of course, there are occasional exceptions, but these can be determined during the hearing test.

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## Frequently Asked Questions About Hearing Aids

### What is a digital hearing aid?

Digital hearing instruments represent the most advanced technology available today and allow the most precise prescriptive fitting. More than 95 percent of all hearing aids sold are digital. These instruments contain a tiny custom-programmed chip and offer the best way to match a particular patient's hearing loss with the precise amplification needed. Their unique technology separates the incoming sound into discreet bands or channels, each of which can be processed independently. Complete flexibility and amazing fine-tuning capability are among the many benefits.

### Why has the open-fit hearing aid style become so popular?

The quickness and ease of fitting, patient comfort, no "stopped up" feeling while wearing them, and the discreet size makes the open-fit style almost invisible when worn.

This category of hearing aid has been widely available for over 5 years and has become HearingPlanet's biggest selling style. Originally designed to fit only high frequency hearing loss, open-fit styles are now even smaller and can fit a wide range of hearing difficulty.

### What is the best hearing aid on the market?

This is one of the most frequent questions we're asked. There are several very good major brands, but there is no single "best hearing aid."

The best hearing aid is the one that suits an individual's unique lifestyle and hearing loss. A Personal Hearing Consultant and our local Hearing Professional will be happy to educate you about various options, and help select the right model.

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### What features should I look for in a hearing aid?

HearingPlanet Consumer Feedback Surveys tell us there is a combination of features that provide greater satisfaction. Our customers, typically, are most satisfied with a hearing aid that includes the following features:

- **Directional Microphones.**

These improve speech understanding in noisy environments by using two microphones to better separate unwanted sounds behind the wearer from the important speech sounds in front of the wearer.

- **Multiple Compression Channels.**

These react quickly enough to increase the volume for crucial speech sounds, lower it for louder ambient noises, and protect the wearer from sudden loud sounds like slamming doors.

- **Multiple Programs.**

Also called “memories,” these let the wearer change the manner in which the hearing aid processes sound when moving from one environment to another, providing more control over various listening situations.

- **Noise Reduction.**

This makes listening to speech more comfortable in difficult or noisy situations as well as reducing wind noise when outside. Noise reduction is available in different levels of technology and can vary in its effectiveness. Therefore, it is important to understand that having noise reduction in hearing aids does not mean background noise is eliminated.

- **Feedback Cancellation.**

Annoying whistling or squealing are virtually eliminated with this digital feature, allowing for greater clarity of important speech.

### What are the differences among various hearing aid manufacturers?

There is truly very little difference in quality or performance when comparing today’s major brands. While there are more than 20 different hearing aid manufacturers, only about seven companies research and design the digital circuits on the market.

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We recommend those brands of hearing aids based on proven quality, digital processing and reliability. In every case, our Hearing Consultants and your local Hearing Professional help in selecting the best hearing aid for your unique hearing loss and personal needs.

### I've worn hearing aids before. Will the newer digital hearing aid features help me?

In the past two years, we have seen tremendous advances in hearing aid features. This has led to consumer satisfaction rates reaching an all-time high. Most consumers want technology to help them hear better when background noise is present and to minimize feedback.

Some newer hearing aid features include, but are not limited to, data-logging, automatic program changes, use of remote control, and digital feedback suppression. Previous hearing aid wearers should contact one of our Personal Hearing Consultants at 1-800-432-7669 to learn more about these features and if they may be appropriate for their needs.

### Will my hearing become worse if I wait to buy hearing aids?

For years we have known that aging and noise exposure take their toll on our ability to hear. This is true whether or not we use hearing aids.

However, research shows that the ability to make sense of what we hear deteriorates more rapidly if the hearing pathway is not stimulated. Therefore, a decision to delay being fit with hearing aids will not cause hearing to become worse, but it may make it more difficult to adapt and benefit from hearing aids later on.

This is a very good reason for not waiting until hearing aids are absolutely needed. Unfortunately, we see too many people make the mistake of waiting to buy hearing aids because they feel their hearing "isn't bad enough." The experts at HearingPlanet can help in making this decision.

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### Can I use Bluetooth devices such as mobile phones with hearing aids?

Yes, some manufacturers now have integrated Bluetooth systems with their hearing aids. These products became available in mid-2007. As with any new development in high-end technology, some people have found the Bluetooth and hearing aid pairing to work well, while others have been disappointed with its performance and high cost. It's important to note there are other effective options available at a lower cost that will work with various manufacturers' hearing aids. If you are interested in using hearing aids with your Bluetooth phone, computer, or MP3 player, please call us to discuss your options.

### How much do hearing aids cost?

Hearing aids have a very wide price range and almost 90 percent of people are fit with two devices. Pricing depends on the style and technology level recommended for an individual's hearing loss and lifestyle needs. This is determined after a hearing test is completed.

When purchasing hearing aids through HearingPlanet, you can be assured of paying the fairest prices for the best hearing aids. Our pricing includes all fitting, as well as a minimum of one year of follow-up services through our endorsed local Hearing Professionals.

### I see numerous hearing aid advertisements in my newspaper for "thousands of dollars off" a digital hearing aid, "25 people wanted for a study," and "buy one get one free." Are these legit?

We see these same ads in our local paper and realize they are mostly confusing and misleading. For example, ads like these beg the questions: "Thousands of dollars off *what price?*" and "Why are you doing a study *now?*" Shouldn't this have been done before the devices came to market?" In addition, do you really think any manufacturer provides a "free" hearing aid?

At HearingPlanet, we do not believe in using misleading marketing tactics to gain your interest. Our goal is to educate you towards making a smart buying decision that is easy and worry-free.

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## Frequently Asked Questions About HearingPlanet

### Can I really save money on my hearing aid purchase through HearingPlanet?

Yes. HearingPlanet's pricing is typically lower than a traditional retail clinic. Everyone who contacts us receives personalized attention and guidance from one of our highly skilled Hearing Consultants. Each consultant stays with you throughout the entire process, providing a level of service no other company offers.

Not only does this person take the time to inform you of your hearing aid options, but they will also coordinate a local hearing test and all payment options for any hearing aid purchase. Consider your Hearing Consultant as your "Hearing Concierge."

In addition, our Endorsed Local Hearing Professionals provide everything from testing, to fitting, to follow-up services at a convenient location. When this is combined with the wide selection of manufacturers we offer, HearingPlanet provides a comprehensive package for anyone researching and buying hearing aids.

### What can you tell me about HearingPlanet's Endorsed Local Clinics?

Our nationwide network of Endorsed Local Clinics is a unique concept. Every one of the 1,200 professional locations must meet our strict standards for expertise, quality, and care before we agree to partner with them.

Because of our high standards, we go out of our way to find experts who are highly qualified in evaluating hearing loss, fitting and programming hearing aids, and all other aspects of this highly technical field.

You can take comfort in knowing that we not only pre-screen the local professionals in our nationwide network, but we also continually check performance through monthly client satisfaction audits. We consider it as doing our homework, so you don't have to.

Another added benefit of our nationwide network is the ability to arrange service for patients who move or are traveling within the United States. A Personal Hearing Consultant quickly puts the patient in touch with a provider convenient to wherever the patient happens to be.

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### How do I arrange an appointment at an Endorsed Local Clinic near me?

Arranging an appointment at one of HearingPlanet's Endorsed Local Clinics is easy and takes only a few minutes. After the Personal Hearing Consultant asks a few simple questions to learn more about your hearing needs, the Consultant will assist in arranging an appointment at the location closest to your home or work. The process can begin just by calling 1-800-432-7669.

### Can you work with me if I'm calling on behalf of a family member needing hearing aids?

Everyday HearingPlanet helps sons and daughters calling for parents or grandparents or nieces and nephews calling for aunts and uncles. Our Personal Hearing Consultants are trained to work with family members in making all the necessary arrangements for a successful hearing aid experience. Some of our strongest patient testimonials are the result of family members helping each other toward better hearing and better living.

### Can I talk with an on-staff audiologist if I have questions or a problem?

Yes. HearingPlanet has Audiologists available by phone 5 days a week: Monday - Friday 7:30 a.m. to 6:00 p.m., central time, at 1-800-432-7669. If you call outside those times, leave a message. We will return your call the next business day.

### Do I have choice of hearing aid brands with HearingPlanet?

Absolutely. Unlike franchise retailers, HearingPlanet offers more than a dozen brands of hearing aids. The advantage to this is that we are better able to suit a patient's hearing loss and lifestyle needs.

Some of the brands we carry include Phonak, Resound, Siemens, Unitron, Oticon, Widex, Starkey, Sonic Innovations as well as many others.

### What is included in the cost of hearing aids when I purchase through HearingPlanet?

The hearing aids, batteries for the trial period, standard manufacturer's repair warranty, a loss or damage warranty, 45-day trial period, all fitting fees, and at least one year's service from an Endorsed Local Clinic are included in the purchase price. There are no hidden costs.

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### What should I expect from the local hearing test when scheduled through HearingPlanet?

Many of our patient testimonials specifically address the thoroughness of the hearing exam at an Endorsed Local Clinic. This thoroughness and the consultation afterward are crucial to determining the best hearing aid. In many instances, a HearingPlanet hearing test will be completed at no charge.

In other situations, our local Audiologists, who are classified as medical providers, can bill private health insurance, if needed. This can be discussed in detail when arranging an appointment for a hearing test.

### What payment options do I have?

One of our goals is to make hearing care more affordable and paying for it easier. We accept payment by check and credit card and offer payment plans. On certain models, options include 12 months interest-free with a low minimum payment. Financing is also available for up to 5 years at a low, fixed rate. Whether someone qualifies can be determined over the phone in just a few minutes.

### What happens if I am not happy with my hearing aids?

Since HearingPlanet provides a 45-day trial period, there are plenty of opportunities to work with a local professional to see if a particular hearing aid is right. If it doesn't meet your needs, we can exchange it for a different model. Or it can be returned for a refund, less a small service fee to cover basic expenses of the local professional's time, plus the cost to process a custom order.

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## Taking the Next Step – A Hearing Test

The first step to take when considering hearing aids is scheduling a professional hearing test. Call us at 1-800-432-7669 and a Personal Hearing Consultant will assist in scheduling an appointment with an Endorsed Local Clinic.

### **Here's what to expect during the hearing evaluation and consultation:**

1. Your Personal Hearing Consultant will complete a Hearing Profile with you to better understand your daily lifestyle, hearing difficulty and communication needs. When this is finished our Endorsed Local Clinic will then be contacted and a hearing evaluation scheduled.
2. While you are at the local hearing test, there will first be a thorough exam of the ears. This may reveal excessive earwax, eardrum damage, or other hearing-related conditions. Some hearing problems, like earwax buildup, usually can be resolved quickly and easily. At HearingPlanet, our Hearing Professionals always look for the simplest solution first.
3. There will be a comprehensive hearing evaluation, including pure tone testing, speech understanding, and other specialized tests if needed.
4. Our local Hearing Professional will then discuss the test results, explaining the degree and nature of hearing loss. If hearing loss is diagnosed, hearing aid options will be discussed and all questions will be answered.

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## Hearing Aid Comparison Chart

HearingPlanet has prepared the following comparison chart to assist you as you consider a hearing aid purchase for you or a loved one. Today's hearing aid choices are greater than ever before, but remember – there is not one “best” hearing aid.

There are other comparison charts available, but we have simplified ours to show what our patients are requesting and to show what we think is most important for someone's hearing loss and lifestyle. Many of these features used to be reserved only for the premium hearing aids, but many mid-level priced hearing aids now have them as well. First, as you review our chart the following definitions will help you understand the various columns.

- **Open-Fit Option**

As noted previously in our Buyer's Guide, open-fit hearing aids are miniature over-the-ear styles with a thin tube that delivers the amplified sound to your ears. Sound can be delivered to the ear canal by a thin tube or by a speaker (receiver) laying in the ear canal. For the right hearing loss, this style delivers a transparent sound without a plugged up feeling.

- **Listening Programs**

This technology provides different hearing programs for the hearing aid wearer to select when exposed to various sound environments. Some hearing aids will automatically detect the sound environment, while others will need to be changed manually.

- **Data-Logging**

This unique feature records not only how you use your hearing aids, but it also records your sound environment. This allows you and your Hearing Professional to further customize your hearing aids with objective data.

- **Wireless Communication**

Over the past year hearing aid manufacturers have begun introducing hearing aids that utilize accessories allowing the user to connect with Bluetooth cell phones, FM systems, and MP3 style players. If a particular hearing aid you are considering doesn't have this option, don't worry. HearingPlanet sells universal Bluetooth cell phone adapters that fit many of today's hearing aids.

## Understanding Our Comparison Chart

Certain features of past digital hearing aid models such as channels/bands, noise reduction, directional microphones, and others are now commonplace on virtually all hearing aids made today. Given this, they are not included on this comparison chart. Also, during 2008, most of the major hearing aid manufacturers successfully brought new hearing aid models to market, making the older models somewhat obsolete. The following chart is inclusive of the most current and popular models our patients are inquiring about and wearing. If you would like more detailed information or do not see a model you are looking for, our team of Hearing Consultants and Audiologists can assist you with your research and questions. Please call HearingPlanet at 1-800-432-7669 and let us work with you toward selecting the right hearing aid.

Manufacturer and Model	Open Fit Option	# Listening Programs	Data Logging	Wireless Capable	Manufacturer Warranty
<b>PHONAK</b>					
Exelia	Yes	5	Yes	Yes	Three Years
SaviaArt	Yes	6	Yes	No	Three Years
Audeo YES 3,5 & 9	Yes	2-5 Depending on Model	Yes	Yes	2-3 Years Depending on Model
Versata	Yes	3	Yes	Yes	Two Years
MicroPower III, V, IX	No	1 to 5 by Model	Yes	No	Two Years
Certena	Yes	2	Yes	Yes	Two Years
Naida	No	Multiple	Yes	Yes	Two Years
Una	No	Up to 4 Manual	No	No	One Year
<b>RESOUND</b>					
dot 10, 20, 30	Yes	Auto	Yes	No	1-3 Years Depending on Model
Azure	Yes	4	Yes	No	Three Years
Xplore	Yes	4	Yes	No	Two Years
Essence	Yes	3	No	No	One Year
Be 7, 9	Yes	1	Yes	No	2-3 Years Depending on Model
Ziga	Yes	2	Yes	No	Two Years
Sparx	No	3	No	No	Two Years

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Manufacturer and Model	Open Fit Option	# Listening Programs	Data Logging	Wireless Capable	Manufacturer Warranty
<b>SIEMENS</b>					
Pure 700 & 500	Yes	Multiple	Yes	Yes	Three Years
Centra Active	Yes	3	Yes	No	Three Years
Centra	Yes	3	Yes	No	Three Years
Motion 500 & 700	Yes	3	Yes	Yes	3 Years Both Models
Nitro + Nitro 16	No	2	Yes	No	2 or 3 Years
Life 300, 500 & 700	Yes	2 or 3	Yes	Yes	2-3 Years Depending on Model
Cielo 2	Yes	2-3	Yes	No	Two Years
<b>UNITRON HEARING</b>					
Yuu	Yes	3	Yes	Yes	Two Years
Indigo	Yes	3	Yes	Yes	Two Years
Next 4, 8, 16	Yes	Up to 3	Yes	Yes	One or Two Years
Element 4, 8, 16	Yes	Up to 3	Yes	Yes	One or Two Years
<b>SONIC INNOVATIONS</b>					
Velocity 4,6,12, 24	Yes	Up to 4 Varies	Yes Model Varies	Yes	1-3 Years Depending on Model
Ion 400	Yes	Up to 4	Yes	No	Three Years
Ion 200	Yes	Up to 4	No	No	Three Years
Ion	Yes	3	No	No	Two Years
<b>OTICON</b>					
Epoq V, W, & XW	Yes	4	Yes	Yes	Two Years
Delta 4000, 6000, 8000	Yes	None	Yes	No	One or Two Years
Vigo & Vigo Pro	Yes	Up to 4	Yes	No	One or Two Years
Dual Mini 5, 7, 9	Yes	1	Yes	No	Two Years
Dual Connect XW, W, V	Yes	1	Yes	Yes	Two Years
<b>MIRACLE EAR</b> *Call for more information and comparisons					
ME- 950	Yes	3	Yes	No	Two or Three Years
ME- 900	Yes	3	Yes	No	Two or Three Years
ME- 850	Yes	3	Yes	No	Two or Three Years

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Manufacturer and Model	Open Fit Option	# Listening Programs	Data Logging	Wireless Capable	Manufacturer Warranty
<b>WIDEX</b>					
Passion 115, 110, 105	Yes	1	Yes	No	1-2 Years Depending on Model
Passion	Yes	Multiple	Yes	No	Two Years
Inteo	Yes	Up to 5	Yes	No	Two Years
Mind	Yes	Varies on Model	Yes	No	1-2 Years Depending on Model
<b>BELTONE</b>					
The One	Yes	4	Yes	No	Varies
LinQ	No	2	Yes	No	Varies
Marq 9 and 17	Yes	Auto	Yes	No	Varies
Edge	Yes	None	No	No	Varies
Reach	Yes	4	Yes	No	Varies
Edge Extra	Yes	1	No	No	Two Years
<b>AUDIBEL</b>					
LX 300, 500, 700	Yes	Auto - Varies	Yes	No	Two Years
Virtue 12	Yes	3	No	No	Two Years
Virtue 8	Yes	3	No	No	Two Years
Virtue 4	Yes	2	No	No	One Year
<b>STARKEY</b>					
Destiny 1600	Yes	3	No	No	One Year
Zon 3, 5, 7	Yes	Auto	No	No	One to Three Years
Destiny 1200	Yes	3	No	No	One Year
Destiny 800	Yes	3	No	No	One Year
Destiny 400	Yes	2	No	No	One Year
<b>ZOUNDS</b>					
Z1 ITC	No	4	No	No	Two Years
Z1 BTE	Yes	4	No	No	Two Years

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## Why HearingPlanet?

HearingPlanet's commitment to our clients, coupled with the highest quality, personalized customer service and nationwide Endorsed Local Clinic network, make us a wise choice when shopping for hearing care needs.

We hope this guide has answered most of your questions about choosing hearing aids. If you'd like more information, want to share your experiences or opinions or are ready to schedule a comprehensive hearing evaluation at one of our local Hearing Professionals, simply call us toll free at **1-800-432-7669**. Ask to speak with a Hearing Consultant and you will receive immediate, courteous assistance.

Email us at [customerservice@hearingplanet.com](mailto:customerservice@hearingplanet.com)  
or visit us online at [www.HearingPlanet.com](http://www.HearingPlanet.com)

### **Our Sound Promise – Your Guarantee**

We promise you will receive straightforward personal guidance and expert help to make your choice of a hearing solution as easy as 1-2-3!  
That is our **Sound Promise** to you.

## The HearingPlanet Sound Promise means you will count on:

- Personal attention and exemplary service from qualified Hearing Professionals
- Finding a hearing solution unique to your needs that will enrich the quality of your life
- Unbiased product information across all major brands
- Best value for your dollar with our competitive pricing policy
- A professionally-fit hearing aid and our 45-day evaluation period

**It's easy to find the right  
hearing solution for your needs!  
Call today at 1-800-276-4338.  
Talk to your Personal Hearing Consultant.**