

**On Your Own ...  
But Not Alone**



**First Response  
is here for you**



**First Response Q & A**

**Do I have to sign a long-term contract?**

No. There are no long-term agreements when choosing First Response. You may cancel at any time without penalty.

**Will First Response work in my neighborhood?**

Yes. First Response works in every state in the U.S. as long as the household has a standard telephone line available.

**Are there any costs in addition to the First Response monthly fee?**

No. First Response does not have any hidden fees and will not raise your rate throughout the lifetime of your account.

**How experienced are the central station operators?**

All operators are located in the United States and hold a college degree or military background. They are specially trained in medical alert response. Spanish speaking operators are also available.

**What if I am unable to speak when I press the Help Button?**

If a care specialist can't hear you when your system is activated then they will follow your personalized emergency contact protocol to provide you with immediate help.

**What happens if I accidentally push the Help Button?**

If this happens simply press the clear button on the base station console or let the care specialist know that no help is needed. You will not incur any additional charges.

**What if my First Response system requires service?**

A replacement will be delivered right away at no additional cost.

**What happens if I move to a new location?**

Your system can be unplugged and reconnected at any new location. Just notify a care specialist with the updated account information.

**Can more than one person use the system?**

Yes. Multiple users are simply added by purchasing or leasing an additional help button.

**How fast can I get a new system?**

Orders are usually shipped out the same day or the following day at the latest. Your system will arrive within a few days depending on your location and can be set up the same day.

**First Response System Lease or Purchase Plan Selection**

Lease w/Monitoring	Paid Monthly	\$29.95/month	Total	\$29.95
Lease w/Monitoring	Paid Quarterly	\$27.95/month	Total	\$83.85
Lease w/Monitoring	Paid Annually	\$24.95/month	Total	\$299.40
Purchase w/Monitoring	Paid Quarterly	\$19.95/month	Purchase Unit	\$179.99

**Suggested Additional Items**

**Lock Box**



Only \$2.99/month  
(10 cents/day)  
Purchase \$34.99

**Extra Help Button**



Only \$3.99/month  
(13 cents/day)  
Purchase \$44.99

**Bathroom & Hallway Button**



Only \$3.99/month  
(13 cents/day)  
Purchase \$44.99

**Activity Assurance**



Only \$8.99/month  
(30 cents/day)



**Call 866.930.1130  
for more information**

**www.FirstResponseSystem.com**

# HOW FIRST RESPONSE WORKS



**Push the button**

**1**

When you need help, simply press your **waterproof HELP button**. Your wireless button can be worn as a neck pendant, wrist watch or on a pocket/belt clip. Emergency help can also be signaled by pressing a wireless hallway or bathroom button.



**Connect to our monitoring center**

**2**

Your base station console will connect to our **UL listed Monitoring Center** through your home telephone line.



**Our Care Specialist is ready to assist you**

**3**

Our Care Specialist will communicate with you through our **enhanced two-way speaker**. During this time your personalized individual response plan is put into action.



**Get the assistance you need — FAST**

**4**

When every second is critical, First Response gets you the **immediate assistance** you need. We will notify emergency services, friends and family members in whichever order you choose. If

necessary, our care specialist will stay on the line with you until help arrives.

**12 Round the Clock Assistance in Any Emergency**

## First Response Advantages

- FREE weekly system tests
- No long-term contracts
- FREE system repair or replacement
- No deposit or hidden fees
- UL listed monitoring center
- 24/7 care specialist support
- Certified EMT central station operators
- FREE Shipping
- Cancel anytime without penalty

**Call 866.930.1130 or visit [www.FirstResponseSystem.com](http://www.FirstResponseSystem.com)**

## FIRST RESPONSE ENROLLMENT FORM — Required For New Service —

### Information where System will be used:

Name of Person Using System \_\_\_\_\_

System User's Address: \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ ZIP Code \_\_\_\_\_

( ) \_\_\_\_\_

Telephone Number Where System is Installed \_\_\_\_\_

### Order placed by:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ ZIP Code \_\_\_\_\_

( ) \_\_\_\_\_

Telephone Number \_\_\_\_\_

### Emergency Contacts

1. Name \_\_\_\_\_

Telephone # \_\_\_\_\_

2. Name \_\_\_\_\_

Telephone # \_\_\_\_\_

3. Name \_\_\_\_\_

Telephone # \_\_\_\_\_

**Please contact a care specialist to finalize your order.**

**1-866-930-1130**