

Hi Tania,

Before I elaborate on my experience with the latest Bluetooth and rechargeable units, I would like to take this opportunity to thank you and the staff from the Rosebank Ear Institute for;

1. The incredibly professional help and guidance afforded to me during this initial phase of getting used to and functioning with "new ears".
2. The kindness shown and respect were amazing, considering the type of service we have come to accept in this country.
3. The friendliness and smiles from everyone when I arrive at the Institute, announced or just simply arriving on the door step.
4. The smile and dedication of Caroline that brings me coffee or water with a smile and pleasant greeting. And by the way, the coffee is fantastic!

Bluetooth & rechargeable units;

Please allow me just a little poetic license,

Firstly, I am sure that you of all people realise how difficult it can be just to admit that one has a problem and needs to try something new. This was no different for me and although I confess that I was aware of the damage I had done to my hearing over the years, I never really understood how or what had been affected.

Not only did you do an incredible job analysing the problem, you fully explained and gave me great advice without belittling me. For which I am truly grateful. You remained focused on doing your level best to accommodate my needs and to provide a quality service. During the entire process you made me feel comfortable and through clear and precise communication, eventually established exactly how to assist me.

After receiving the latest technology, I was well prepared for what lay ahead.

1. Utilising the apparatus is the secret to success. While one hears this and understands it, it is easier said than done. Whether one likes it or not, they are an intrusion in a sensitive area and can become irritable. I was extremely lucky that you had prepared me so well and I have been wearing the units in excess of 13 hours a day. Not only has this made a great difference, but I have also become so accustomed to them in this short (1 month) period of time that I do not even realise they are in my ears anymore and find them to be extremely user compatible. I am certain that many people have noticed that I wear hearing aids, however not a single person has mentioned them and I believe that this is due to the design and coloration, which tends to make them less conspicuous.
2. The rechargeable units are a blessing. I wear my hearing aids right up until I go to bed at night. It is a simple matter to place them into the well-designed charging unit and by the time I get up in the morning the units are fully charged. Absolutely no issues with batteries failing at strategic times. No batteries lying around in the car or additional batteries at the office and or at home. The

convenient charging unit is compact and mobile. No matter where you go it is simply a small part of your baggage.

3. A possible improvement on the entire system is "a small compact case for the cleaning requirements".
4. The carry along cases for protection of the units in case of rain or water damage are small and very convenient. They present absolutely no inconvenience when carried with you.
5. You have set the units to accommodate my current needs and restraints, we have adjusted them once to alleviate certain irritations and are well on the way to making the final adjustment for maximum benefit. I have never been inconvenienced by the changes and have found that each time an adjustment was done that there was an immediate improvement. I look forward to reaching the full potential of the hearing aids, along with my pleasant experience when visiting with you.

I remain,

Sincerely yours,

Ted Hales.