

(THE FOLLOWING REALTIME WAS PROVIDED TO ASSIST DEAF  
AND HARD OF HEARING PERSONS AND MAY NOT BE 100% VERBATIM.)

WICI MEETING

JUNE 18, 2005

>>: (CAROL) WELL, GOOD MORNING EVERYONE. GOOD  
MORNING. I'M REALLY HAPPY THAT YOU ARE ALL HERE. CAN  
EVERYONE HEAR ME OKAY OR DO WE NEED TO USE SOME  
AMPLIFICATION?

>>: FINE.

>>: I CAN'T --

>>: (CAROL) RAISE YOUR HAND IF YOU CAN'T HEAR.

>>: HE CAN'T HEAR YOU.

>>: I CAN'T BUT I DON'T KNOW MAYBE THE OTHERS WON'T  
HEAR THEN.

>>: (CAROL) NO, THAT'S FINE. I CAN TRY TO GET SOME  
AMPLIFICATION IF YOU WANT ME TO. IT WILL TAKE ME A MINUTE  
TO GET IT SET UP IF YOU WOULD LIKE FOR US TO HAVE THE  
AMPLIFICATION.

>>: HE NEEDS HELP HERE TOO.

>>: HE NEEDS HELP WITH THAT ALSO.

>>: (CAROL) ALL RIGHT. TESTING, TESTING.

>>: KEEP TALKING.

>>: (CAROL) YOU NEED THE TELECOILS TO BE ABLE TO

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HEAR.

>>: THAT'S NOT GOING TO HELP HIM.

>>: THAT'S NOT GOING TO HELP HIM.

>>: DO YOU HAVE TELECOIL?

>>: (CAROL) BUT WE HAVE THE CART HERE SO EVERYONE  
SHOULD BE OKAY. IF YOU HAVE A TELECOIL IN YOUR HEARING AID  
OR YOUR IMPLANT, FEEL FREE TO TURN IT ON. THIS ROOM IS  
LOOPED. SO ANYWAY, KATHY HAS STEPPED OUT FOR A MOMENT SO I  
WANTED TO JUST BEGIN THE MEETING. MY NAME IS CAROL. I  
THINK MOST OF YOU KNOW ME AND I'M THE CHAPTER LEADER FOR  
THIS GROUP. I'D LIKE TO WELCOME YOU ALL HERE. I HOPE

YOU'VE HAD A CHANCE TO HAVE A BITE TO EAT AND GET TO KNOW EACH OTHER A LITTLE BIT.

KATHY HAD A TIGHT SCHEDULE AND SO THAT WAS THE REASON FOR MOVING THE MEETING TIME UP AND I THANK YOU ALL FOR GETTING UP EARLY AND COMING IN FOR THE MEETING. I MYSELF HAD TO LEAVE MY HOME AT 6:15 IN ORDER TO BE HERE TO SET THE MEETING UP. KATHY ALSO WAS ON THE ROAD QUITE EARLY COMING UP HERE FROM CHICAGO.

I'M VERY, VERY EXCITED TO HAVE KATHY HERE TO TELL US ABOUT THE LATEST IMPLANT. AND WHAT'S REALLY UNIQUE IS THAT KATHY IS GOING TO BE SPEAKING FROM PERSONAL EXPERIENCE OF USING IT. AND I SEE WE HAVE -- I'M SORRY, I DON'T KNOW YOUR NAME.

>>: MARIAN.

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>>: (CAROL) MARIAN IS HERE AND SHE JUST GOT HERS TEN DAYS AGO?

>>: I GOT ACTIVATED TEN DAYS AGO WITH THE FREEDOM.

>>: (CAROL) SHE WAS JUST ACTIVATED TEN DAYS AGO WITH HER FREEDOM IMPLANT. SO I BROUGHT SOME MATERIALS OVER HERE AND FEEL FREE TO LOOK AT WHAT WE HAVE AND IF YOU HAVE ANY QUESTIONS, YOU CAN SURELY ASK EITHER KATHY OR MYSELF ABOUT THE MATERIALS THAT WE HAVE.

AND ONE LAST THING THAT I WANTED TO MENTION TO YOU. IN THE NEWS LETTER, I SAID THAT OUR NEXT MEETING WAS GOING TO BE AUGUST 16. WELL, I GOOFED. I LOOKED AT THE WRONG CALENDAR AND I WAS LOOKING AT JULY AND NOT AUGUST SO THE NEXT MEETING DATE -- HI, MOLLY -- THE NEXT MEETING DATE IS GOING TO BE AUGUST 20. IT'S A SATURDAY. WE'LL GO BACK TO OUR NORMAL ONE CLOCK START TIME.

WITH THAT, I WOULD LIKE TO WELCOME MOLLY AND HER FAMILY. AND SHE HAS TWO CHILDREN I BELIEVE THAT ARE IMPLANTED.

>>: YEAH.

>>: (CAROL) SO ANYWAY I WANT TO TURN IT OVER TO KATHY.

>>: (KATHY) WANT ME TO STAND OVER THERE?

>>: (CAROL) YOU DON'T HAVE TO.

>>: (KATHY) I DON'T?

>>: (CAROL) THAT'S JUST FOR THE LOOP. IT'S NOT

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AMPLIFYING.

>>: IT'S JUST FOR THE LOOP.

>>: (KATHY) I'M GOING TO GO OVER HERE SO I CAN BE  
CLOSE TO MY COMPUTER.

GOOD MORNING, EVERYBODY. HOW ARE YOU?

AUDIENCE MEMBER>>: GOOD MORNING.

>>: (KATHY) THANK YOU FOR WAKING UP EARLY. I KNOW  
IT'S GOING TO BE A GREAT, BEAUTIFUL SATURDAY BUT WE'LL GET  
OUT OF HERE EARLY TOO. ANYWAY, I'M HAPPY TO BE UP HERE  
AGAIN. I'VE HAD MY FIRST COCHLEAR IMPLANT FOR FIVE YEARS  
AND MY SECOND COCHLEAR IMPLANT I'VE HAD FOR FIVE WEEKS. SO  
I HAVE THE NUCLEUS FREEDOM, THE LATEST TECHNOLOGY IN MY  
RIGHT EAR AND I HAVE THE NUCLEUS 24 IN MY LEFT EAR. HOW  
MANY OF YOU HAVE HEARD ME TALK BEFORE?

GREAT. THEN I'LL SHARE A LITTLE BIT ABOUT MY  
BACKGROUND. I WAS BORN WITH A SEVERE TO PROFOUND HEARING  
LOSS AND RAISED ORALLY. I ATTENDED PUBLIC SCHOOLS AND SAT  
IN THE FRONT OF THE CLASSROOM AND LIP READ MY WAY THROUGH  
SCHOOL. WHEN I WENT TO COLLEGE, I GRADUATED FROM THE  
UNIVERSITY OF ILLINOIS WITH A MASTERS DEGREE IN COUNSELING  
AND PSYCHOLOGY AND I WENT TO GET A JOB. I COULDN'T FIND A  
JOB. EVERYBODY -- ALMOST EVERYBODY I INTERVIEWED WITH  
SAID, IF YOU ARE DEAF, HOW CAN YOU BE A GOOD COUNSELOR? I  
SAID, WELL, I'M A GOOD LIP READER AND I'M A GOOD LISTENER.  
THEY SAID, HOW WILL YOU HEAR ON THE PHONE? WELL, I HAVE

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THIS TTY. I JUST USED A HEARING AID. I DIDN'T KNOW SIGN  
LANGUAGE OR I ONLY KNEW A LITTLE BIT OF SIGN LANGUAGE AT  
THE TIME.

SO ABOUT A YEAR WENT BY, I STILL COULDN'T FIND A JOB.  
IT WAS REALLY PUZZLING SO I REALIZED MAYBE I WAS GOING TO  
HAVE TO CHANGE WHAT I WAS DOING AND PERHAPS LEARN SIGN  
LANGUAGE BECAUSE AT THAT TIME I WAS BECOMING MORE AND MORE  
ISOLATED. I DIDN'T FIT IN WITH THE DEAF COMMUNITY AND I  
WAS VERY ISOLATED WITH HEARING PEOPLE INCLUDING MY FAMILY.

SO I FINALLY DECIDED TO TAKE SOME SIGN LANGUAGE

CLASSES AND STARTED INTERACTING WITH THE DEAF AND HARD OF HEARING AND BUILT UP MY SIGN LANGUAGE SKILLS SO I COULD BECOME A THERAPIST FOR THE DEAF. I DID THAT FOR ABOUT TEN YEARS -- I'M SORRY, I DID MENTAL HEALTH THERAPY FOR ABOUT TWO YEARS. THEN I WAS A VOC. REHAB COUNSELOR ABOUT TEN YEARS.

SOMEWHERE ALONG IN THAT TEN YEAR LINE, ABOUT SEVEN YEARS OR SO, MY DAD HE'S ALWAYS BEEN SEARCHING FOR THE CURE FOR MY HEARING LOSS. AND I WAS JUST GOING THROUGH ALL THIS ACCEPTANCE, YOU KNOW, WE HAVE A LOT OF SOMETIMES A LOT OF MENTAL HEALTH ISSUES INVOLVED WITH HEARING LOSS AND I WAS HAVING DEPRESSION AND ISOLATION AND I WASN'T GOING OUT TO DINNER WITH FRIENDS. I WAS AVOIDING GOING TO MOVIES AND I WAS ESPECIALLY AVOIDING GOING TO FAMILY GATHERINGS. I WOULD GET MIGRAINE HEADACHES BEFORE I HAD TO GO TO A FAMILY

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GATHERING I GUESS BECAUSE I DIDN'T WANT TO GO.

SO I WAS KIND OF WITHDRAWING MORE AND MORE. AND MY DAD PICKED UP ON THIS. HE SAID, WHY DON'T YOU GET ONE OF THESE COCHLEAR IMPLANTS. I SAID, NO, I DON'T WANT IT. I'M NOT A CANDIDATE FOR IT. I'VE BEEN DEAF SINCE BIRTH SO WE DIDN'T THINK THEY WOULD IMPLANT SOMEONE WHO HAD BEEN DEAF SINCE BIRTH.

WELL, I TOLD HIM -- I THOUGHT I WAS BEING REALLY, REALLY SMART HERE -- OKAY, I'LL GET AN EVALUATION AND PROVE TO YOU THAT I'M NOT A CANDIDATE AND THEN YOU WILL JUST ACCEPT THAT I'M DEAF AND JUST LET ME BE. AND SO I WENT FOR THE EVALUATION. AND I MET ANOTHER PERSON WHO HAD A COCHLEAR IMPLANT AND SHE'S TELLING ME HOW MUCH SHE'S ENJOYING MUSIC. THAT'S SOMETHING THAT'S REALLY IMPORTANT TO ME. EVEN WITH MY SEVERE TO PROFOUND HEARING LOSS WHICH I WILL SHOW YOU HERE. IF YOU SEE THIS BOTTOM LINE, MY POINTER DOESN'T WORK, THIS IS WHAT MY HEARING LOSS -- THAT'S WHAT MY HEARING LOSS WAS LIKE BEFORE I GOT MY IMPLANT.

I COULD STILL HEAR ENOUGH IN THE LOW PITCHES TO ENJOY MUSIC AND I HAD PLAYED IN THE BAND ALL OF MY LIFE EVEN THOUGH I COULDN'T HEAR THE REST OF THE BAND. I GUESS IT

WAS SOMETHING TO DO TO HELP ME FIT IN. SO I THOUGHT, WELL,  
IF THIS GIRL LIKES MUSIC MAYBE I DON'T HAVE TO GIVE THAT UP  
BECAUSE I'M GOING TO HAVE TO TAKE MY HEARING AIDS OFF AND

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-- BECAUSE THEY'RE JUST MAKING MY EARS TURN RED AND I'M  
GETTING MORE AND MORE HEADACHES. I REALLY, REALLY DIDN'T  
WANT TO GO INTO THAT DARK SILENT WORLD JUST YET.

THIS GIRL SHE SAID TO ME, YEAH, AND I'M TALKING ON THE  
PHONE AND I LISTEN TO THE RADIO AND LIFE IS JUST REALLY  
EASIER. I SAID, WELL, HOW ARE YOU WITH YOUR FAMILY? OH,  
YEAH, I GO TO FAMILY GATHERINGS, HOLIDAYS, CHRISTMAS,  
THANKSGIVING AND I ENJOY MYSELF. I'M A PART OF THE  
CONVERSATION.

I GOT TO THINKING, MAYBE THIS IS SOMETHING I WANT TO  
DO. SO IT'S THE BEST BET THAT I EVER LOST. I DECIDED TO  
GO AHEAD AND GET THE IMPLANT. THE AUDIOLOGIST TOLD ME, YOU  
WILL PROBABLY ONLY GET ENVIRONMENTAL SOUND. THAT'S FINE.  
THAT'S ALL I GET WITH MY HEARING AID. IF YOU WORK AT IT  
AND YOU DO A LITTLE THERAPY, YOU DO A LITTLE BIT OF  
LISTENING PRACTICE, YOU MIGHT GET A LITTLE BIT MORE.

SO I WORKED MY BUTT OFF. I HAD SOMEBODY READ TO ME  
EVERY DAY. I LISTENED TO TAPES OF ENVIRONMENTAL SOUNDS  
BECAUSE YOU KNOW WHAT? I NEVER HEARD THE BIRDS SINGING. I  
NEVER HEARD WATER RUNNING AND I DIDN'T EVEN KNOW THAT WE  
MADE A SOUND WHEN WE GO TO THE BATHROOM.

I WAS JUST LIKE AMAZED AT HOW MUCH SOUND THERE WAS IN  
THIS WORLD AND I STARTED TO ENJOY ALL THESE BEAUTIFUL  
SOUNDS LIKE BIRDS SINGING, WATER RUNNING. I ESPECIALLY  
LOVED THE OCEAN. AND THEN ONE DAY AROUND CHRISTMASTIME I

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WAS IN CHICAGO. I WAS WORKING DOWNTOWN AND I TOOK A WALK  
OVER TO MARSHAL FIELD'S. I HEARD SOMETHING REALLY  
BEAUTIFUL AND I DIDN'T KNOW WHAT IT WAS. SO I KEPT LOOKING  
TO FIND OUT WHERE IT WAS AND WHAT IT WAS. I CAME AROUND  
THIS ROOM AND THERE WAS THIS WOMAN PLAYING A HARP AND IT  
WAS SO BEAUTIFUL. I SAT THERE AND I GOT SO LOST AND  
MESMERIZED FROM THAT MUSIC. I WAS LATE GETTING BACK TO  
LUNCH. I DIDN'T GET IN TROUBLE.

THE IMPLANT HAS CHANGED MY LIFE IN A LOT OF GREAT WAYS. I'M NO LONGER ISOLATED. I'M NO LONGER SAD, WITHDRAWN OR DEPRESSED. I AM ABLE TO TALK ON THE TELEPHONE NOW. I DO ENJOY MUSIC. WELL, I'M DOING REALLY GOOD WITH THIS ONE IMPLANT. SO BUT EVERYTHING'S REALLY ONE SIDED AND I'M THINKING WE HAVE TWO EARS FOR A REASON. SO WHY DON'T I GET A SECOND COCHLEAR IMPLANT? I WATCHED CAROL GET HER TWO IMPLANTS AND SHE WAS DOING REALLY WELL. SHE SAID, OH, YEAH, SHE ENJOYS MUSIC AND SHE CAN HEAR BETTER FROM DIRECTIONS AND I WAS JUST -- I WAS JEALOUS, YOU KNOW. IN A GOOD WAY. I WAS SO HAPPY FOR HER BUT I WANTED IT SO BADLY.

SO I DECIDED TO GO AHEAD AND GET THE SECOND IMPLANT BECAUSE I BELIEVED THAT WE HAVE TWO EARS FOR A REASON AND I SHOULD HAVE STEREO SOUND BECAUSE REALLY IT'S AMAZING. SO SIX WEEKS AGO -- WELL, APRIL 25TH I HAD THE SURGERY. I HAD MY SECOND IMPLANT PUT IN AND I WAS HOOKED UP FIVE WEEKS AGO.

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IT WILL BE SIX WEEKS NEXT WEDNESDAY. AND ALL OF A SUDDEN WHEN WE PUT THIS FREEDOM ON MY EAR, I TOLD THE AUDIOLOGIST TEN MINUTES AFTER HOOKUP, I SAID, GIVE ME SOME WORDS. I THINK I WILL GET THEM. NO, I DON'T WANT TO DISAPPOINT YOU. NO, GIVE ME SOME WORDS. SO SHE GAVE ME -- WELL, SHE GAVE ME A PIECE OF PAPER WITH FIVE SENTENCES ON IT AND I LISTENED AND I GOT EVERY SINGLE SENTENCE RIGHT. OKAY. LET'S TRY A LITTLE HARDER. SHE GAVE ME A SHEET WITH WORDS LIKE ICE CREAM, BASEBALL, HOT DOG AND I GOT EVERY ONE OF THEM RIGHT. THIS IS JUST WITH THE NEW IMPLANT ALONE AND SO THEN SHE THREW IN A COUPLE OF WORDS THAT WEREN'T ON THAT PAPER AND I GOT IT RIGHT. SO WE WERE JUST REALLY AMAZED THAT HOW WELL I WAS DOING AND THE QUESTION CAME UP, WELL, MAYBE WE DIDN'T IMPLANT YOUR BETTER EAR. WE SAID, NO, BECAUSE BOTH OF MY EARS WERE EXACTLY THE SAME MY ENTIRE LIFE.

SO HAVING THIS FIRST IMPLANT FOR FIVE YEARS COUPLED WITH THE AUDITORY INFORMATION I WAS GETTING AND THE NEW TECHNOLOGY THAT WE HAVE TODAY WITH THE FREEDOM, IT'S ALL REALLY HELPED ME PERFORM WELL. AND I'M HAPPY TO SAY THAT

IF YOU SEE ON HERE IT SAYS CNC WORDS, THOSE ARE REALLY  
DIFFICULT WORDS, GOOSE, ROOM, DUST, REALLY HARD TO HEAR.  
IT TOOK ME FOUR YEARS TO SCORE 54 PERCENT WITH THE FIRST  
IMPLANT. WITH THE SECOND IMPLANT IT ONLY TOOK ME TEN DAYS  
TO GET THAT SCORE. SO I'M VERY -- DOING VERY, VERY WELL.

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WITH THE TWO TOGETHER, I'M SCORING 59 PERCENT ON THE  
CNC WORDS AND THAT WAS TEN DAYS AFTER HOOKUP. WE HAVEN'T  
HAD A CHANCE TO TEST THEM AGAIN YET. I'M SURE IT'S MUCH  
BETTER BY NOW. WHAT I WANTED TO SHARE WITH YOU TODAY --  
HOW MANY OF HAVE YOU A COCHLEAR IMPLANT ALREADY?

(HANDS RAISED.)

>>: (KATHY) YOU ALL HAVE AN IMPLANT. HOW MANY OF YOU  
ARE THINKING OF GETTING AN IMPLANT?

YOU'RE THINKING OF GETTING ONE? YOU'RE THINKING OF  
GETTING ONE?

GREAT. WE'RE GOING TO TALK A LITTLE BIT ABOUT THE NEW  
FREEDOM TECHNOLOGY. I'M ALSO GOING TO TALK ABOUT WHAT  
MAKES YOU A CANDIDATE FOR AN IMPLANT FOR THE TWO OF YOU WHO  
DON'T HAVE ONE. LET ME ASK THE TWO OF YOU THAT DON'T HAVE  
AN IMPLANT, DO YOU FIND YOURSELF ASKING PEOPLE TO REPEAT  
THEMSELVES EVEN IN A QUIET ROOM?

>>: I DO HAVE THE FREEDOM.

>>: (KATHY) OH, YOU HAVE THE FREEDOM.

>>: IT'S ONLY TEN DAYS THAT I'VE BEEN ACTIVATED SO I  
DON'T HEAR EVERYTHING YET.

>>: (KATHY) NO PROBLEM. IT TAKES TIME, OKAY. YOU'RE  
THINKING ABOUT GETTING AN IMPLANT, RIGHT? SO ARE YOU ABLE  
TO TALK ON THE TELEPHONE?

ARE YOU ABLE TO TALK ON THE TELEPHONE?

>>: I DON'T THE PHONE FOR A LONG TIME.

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>>: (KATHY) IT'S DIFFICULT LIKE IF YOU GO TO A  
RESTAURANT, IT'S HARD TO FOLLOW CONVERSATIONS AND IF YOU  
USUALLY WATCH CLOSED CAPTION TELEVISION PROGRAMS? YOU  
PROBABLY ARE A CANDIDATE FOR -- YOU'RE PROBABLY A CANDIDATE  
FOR THE COCHLEAR IMPLANT.

AUDIENCE MEMBER>>: WE PUT THE CLOSED CAPTION ON THE  
TELEVISION SET FOR HIM. IT GOES TOO FAST THAT HE HAD A

HARD TIME FOLLOWING IT. IT DOESN'T REALLY DO HIM ANY GOOD.

>>: SO THE CAPTIONING DOESN'T HELP YOU VERY MUCH. SO IT'S PROBABLY VERY ISOLATING FOR YOU RIGHT NOW.

AUDIENCE MEMBER>>: HAVE IT ON AND TRYING TO KEEP UP WITH IT.

>>: (KATHY) YOU TRY TO KEEP UP BUT IT'S HARD. HAVE YOU HAD AN EVALUATION FOR AN IMPLANT?

AUDIENCE MEMBER>>: YEAH, HE'S HAD ALL THE TESTS DONE.

>>: (KATHY) HE HAS HAD ONE?

>>: YES. AND HE'S GOING TO SEE DR. HARVEY.

>>: (KATHY) OKAY, GOOD.

>>: FRIDAY.

>>: (KATHY) HE'S GOING TO SEE DR. HARVEY ON FRIDAY.

>>: I GO TO DR. MILLEN. THEY'RE TOGETHER.

>>: (KATHY) GREAT. I'M GOING TO SHARE A LITTLE BIT WITH YOU ABOUT THIS NEW TECHNOLOGY BECAUSE SOME OF YOU ALREADY HAVE THE IMPLANT SO YOU PROBABLY WONDER IS THIS GOING TO BE AVAILABLE TO ME IN THE FUTURE? THE ANSWER IS  
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YES. WHEN IS IT GOING TO BE AVAILABLE? I REALLY DON'T KNOW BUT I CAN SHARE THIS MUCH WITH YOU THAT I ALREADY HAVE A FREEDOM ON MY LEFT EAR FOR -- IT'S ALREADY BACKWARDS COMPATIBLE, HOWEVER, BECAUSE OF THE FDA GUIDELINE, THE COMPANY HAS TO DO A LOT OF RESEARCH AND TESTING TO PROVE THAT IT'S SAFE SO I'VE VOLUNTEERED MY BODY FOR SCIENCE, OKAY. IF EVERYTHING GOES GOOD WITH THIS RESEARCH THAT I HAVE ON AND FIVE OF MY CO-WORKERS HAVE, HOPEFULLY BY NEXT SPRING, THE FREEDOM WILL BE AVAILABLE TO THOSE OF YOU WHO ALREADY HAVE AN IMPLANT.

AUDIENCE MEMBER>>: DO YOU MEAN YOU HAVE THE FREEDOM ON YOUR RIGHT EAR AND THAT WAS SURGICALLY IMPLANTED RECENTLY? ON YOUR LEFT EAR, YOU'VE GOT THAT EQUIPMENT BUT INTERNALLY IT'S THE OLD EQUIPMENT IN THE COCHLEA?

>>: YES, THE FREEDOM ON MY RIGHT EAR SURGICALLY IMPLANTED. ON MY OTHER EAR I HAD SURGERY FIVE YEARS AGO BUT I HAVE THE NEWER TECHNOLOGY THAT WORKS WITH THE EQUIPMENT THAT I ALREADY HAVE. SO ALREADY WORKS WITH THE IMPLANT INSIDE SO I DIDN'T HAVE TO HAVE SURGERY AGAIN.

THIS MEANS WITH COCHLEAR WE WILL ALWAYS MAKE THE PROCESSOR  
BACKWARDS COMPATIBLE OR MAKE IT FIT THE IMPLANT THAT YOU  
ALREADY HAVE. DOES THAT MAKE SENSE? SO THAT'S WHY MYSELF  
AND SEVERAL OF MY CO-WORKERS ARE PARTICIPATING IN THIS  
RESEARCH ALONG WITH SOME PEOPLE DOWN IN AUSTRALIA SO THAT  
WE CAN SHOW THAT THE DEVICE DOES WORK, THAT IT DOES GIVE  
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ADDED BENEFIT AND THAT IT'S SAFE. SO THAT THE FDA CAN  
APPROVE IT.

AUDIENCE MEMBER>>: DID YOU SAY THAT THE ONE IMPLANT  
YOU HAD SURGERY, THE OLD ONE YOU HAD FIVE YEARS AGO AND THE  
ONE YOU HAVE NOW YOU DIDN'T HAVE TO HAVE SURGERY? THEY'RE  
COMPATIBLE.

>>: (KATHY) YES, THE ONE THAT I HAVE FOR FIVE YEARS  
AND THE NEW FREEDOM ON THE OUTSIDE IS COMPATIBLE BUT ONLY  
BECAUSE IT'S RESEARCH.

AUDIENCE MEMBER>>: AND THE NEW FREEDOM OUTSIDE IS  
COMPATIBLE ONLY BECAUSE IT'S RESEARCH. DIDN'T HAVE TO HAVE  
SURGERY THE SECOND TIME?

>>: (KATHY) NO, I DID NOT.

>>: SHE MISUNDERSTOOD.

>>: (KATHY) MY RIGHT -- I'M CONFUSED. MY RIGHT EAR I  
HAD SURGERY.

>>: BUT WHEN YOU HAD THE FREEDOM PUT ON, DID YOU HAVE  
SURGERY?

>>: (KATHY) NO, THEY JUST HOOKED UP THE SPEECH  
PROCESSOR. THERE'S AN INTERNAL PART WHICH YOU HAVE  
SURGICALLY IMPLANTED AND THEN YOU HAVE TO HEAL, YOU HAVE TO  
WAIT TWO TO FOUR WEEKS.

THERE IS AN INTERNAL PART. THAT WAS SURGICALLY  
IMPLANTED ON MY RIGHT EAR. AFTER A COUPLE OF WEEKS THEY  
PUT THE FREEDOM ON MY RIGHT EAR. YESTERDAY THEY GAVE ME A  
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FREEDOM FOR MY LEFT EAR. BUT I DID NOT HAVE TO HAVE  
SURGERY AGAIN. DOES THAT MAKE SENSE? SORRY IF I'M  
CONFUSING YOU.

AUDIENCE MEMBER>>: IF YOU HAVE THIS NUCLEAR THAT I  
HAVE ON MY RIGHT EAR NOW, DO I HAVE TO GO TO FREEDOM,

NUCLEAR FREEDOM ON BOTH EARS OR CAN YOU KEEP THIS ONE?

>>: (KATHY) YOU CAN KEEP THAT ONE. YOU DON'T HAVE TO GET THE FREEDOM ON BOTH EARS. THAT'S A CHOICE. IF YOU WANT TO HAVE TWO IMPLANTS YOU CAN. THAT'S YOUR CHOICE. BUT WHEN THE TECHNOLOGY GETS APPROVED BY THE FDA, THEN YOU CAN GET -- YOU CAN UPGRADE TO THE FREEDOM.

AUDIENCE MEMBER>>: OKAY. THANK YOU.

>>: (KATHY) LET'S TALK ABOUT WHAT THE FREEDOM IS. BASICALLY, WHAT IT IS IT INCLUDES A FREEDOM IMPLANT, WHICH IS THE INTERNAL DEVICE THAT'S SURGICALLY IMPLANTED BY THE DOCTOR AND THEN YOU HAVE THE BEHIND THE EAR WHICH WE CALL THE SPEECH PROCESSOR. AND THEN WE ALSO HAVE THIS ONE, THE BODY WORN WHICH I DON'T HAVE A DEMO OF YET. IT WAS JUST RECENTLY APPROVED BY THE FDA AND WE WILL HAVE THEM AVAILABLE JULY 1ST. THE BODY WORN IS ABOUT THIS BIG (INDICATING). IT'S REALLY SMALL VERSUS THE BIGGER PACK THAT WE USED TO HAVE IN THE PAST. THOSE ARE THE PARTS OF WHAT WE CALL THE FREEDOM.

NOW, THE INTERNAL DEVICE IS THE CONTOUR ADVANCE. WHAT MAKES THIS ONE DIFFERENT THAN THE OLDER TECHNOLOGY IS IT

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HAS A SOFT TIP ELECTRODE DESIGN. IT HAS A BITTY SOFT TIP ON THE END OF IT SO WHEN THE SURGEON IMPLANTS IT, IT GOES IN GENTLY AND IT CURVES INTO THE COCHLEA. IT HELPS TO KEEP THAT IN PLACE. I'M HAPPY TO SAY WHEN MY SURGEON PUT THE CONTOUR ADVANCE IN THIS RIGHT EAR, I STILL HAD WHAT LITTLE BITTY TINY BIT OF HEARING I HAD LEFT IN THAT EAR. I PUT MY HEARING AID ON A WEEK AFTER SURGERY AND I COULD STILL HEAR OUT OF THAT EAR BECAUSE THE SOFT TIP IS A SAFER INSERTION. IT CURVES IN THERE. IT DID NOT PUNCTURE THE WALL OF THE COCHLEA.

WHAT'S ALSO DIFFERENT ABOUT THE ADVANCE FREEDOM, IT HAS FUTURE READY ELECTRONICS. THIS MEANS OUR CHIEF SCIENTISTS AND ENGINEERS AT COCHLEAR HAVE NOT YET FIGURED OUT HOW TO USE ITS FULL CAPABILITIES OF THIS DEVICE. MEANING WE CAN DO A LOT WITH IT NOW BUT THERE'S A LOT MORE THAT CAN BE DONE IN THE FUTURE. WHAT MAKES THIS GOOD IS THAT ONCE WE DISCOVER THE MORE THINGS WE CAN DO WITH IT,

THEN THAT MEANS WE CAN GET UPGRADES IN THE SPEECH PROCESSOR WITHOUT HAVING TO HAVE SURGERY AGAIN.

AUDIENCE MEMBER>>: YOU SAID THAT THIS FREEDOM IS BACKWARDS COMPATIBLE. NOW YOU'RE TALKING ABOUT THE CONTOUR ADVANCE WHICH IS INTERNALLY PUT IN BY THE DOCTOR. THAT'S NOT FOR THOSE WHO ALREADY HAVE, THAT'S FOR THOSE WHO DON'T HAVE ANYTHING IN THERE, CORRECT?

>>: (KATHY) THAT'S CORRECT. THE FREEDOM CONTOUR  
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ADVANCE IS PUT IN BY THE DOCTOR. IT'S NOT FOR THOSE THAT ALREADY HAVE IT. UNLESS YOU DECIDE TO GET A SECOND IMPLANT IN YOUR OTHER EAR.

AUDIENCE MEMBER>>: I UNDERSTAND.

>>: (KATHY) BUT THE EXTERNAL PROCESSOR WILL BE MADE BACKWARDS COMPATIBLE TO WORK WITH WHAT YOU HAVE.

AUDIENCE MEMBER>>: I HAVE A 22.

>>: (KATHY) YOU HAVE A 22? EVENTUALLY THEY WILL MAKE THIS BACKWARDS COMPATIBLE FOR THE 22. DO YOU HAVE A 3-G NOW?

>>: YES.

>>: (KATHY) YOU'VE BEEN THROUGH HOW MANY PROCESSORS SINCE YOU'VE HAD THE 22?

>>: PROBABLY MY THIRD ONE OR FOURTH ONE. I STARTED WITH THAT BIG BOX.

>>: (KATHY) MSP OR SPECTRA?

>>: AND THEN WENT TO THE SPECTRA AND THEN WENT TO THE ESPIRIT.

>>: (KATHY) WOULD YOU SAY EACH TIME YOU GOT A NEW PROCESSOR WAS THE SOUND QUALITY BETTER FOR YOU?

>>: YES.

>>: (KATHY) THAT'S THE POINT THAT I'M MAKING IS THAT THE COMPANY HAS NEVER LEFT YOU BEHIND. YOU HAVE GOTTEN EVERY UPGRADE THAT WE HAVE EVER MADE AND EACH TIME YOU'VE GOTTEN IT, YOU HAVE NOT HAD TO HAVE SURGERY AGAIN.

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AUDIENCE MEMBER>>: RIGHT.

AUDIENCE MEMBER>>: THE UPGRADES THOUGH, THESE ARE EXPENSIVE ELECTRONIC DEVICES. DO THEY OFFER ANY KIND OF DEALS FOR THE PEOPLE THAT ALREADY HAVE THE IMPLANTS THAT

NEED TO GET THE NEW PROCESSOR? THEY'RE A PHENOMENAL AMOUNT OF MONEY THAT ISN'T COVERED BY INSURANCE.

>>: (KATHY) IT DEPENDS ON WHAT KIND OF INSURANCE YOU HAVE. MOST OF THE TIME COCHLEAR WILL OFFER A TRADE IN WHERE YOU CAN TRADE IN YOUR PROCESSOR AND GET THE LATEST TECHNOLOGY OR YOU CAN ALSO CALL THEM AND TALK TO OUR REIMBURSEMENT DEPARTMENT AND THEY WILL HELP YOU TRADE IT IN. IF YOU WANT TO TRADE IT IN AND GET A NEWER PROCESSOR, THEY CAN HELP YOU FILE IT WITH YOUR INSURANCE. IF YOU HAVE LIKE MEDICARE, IT'S A LITTLE HARDER. IT DEPENDS ON WHAT KIND OF INSURANCE YOU HAVE. YOU HAVE THE 24 AND THE SPRINT? YOU DON'T HAVE BEHIND THE EAR?

AUDIENCE MEMBER>>: I HAVE THAT, TOO. I DON'T USE IT ALL THE TIME.

>>: (KATHY) YOU DON'T USE IT A LOT OF TIME.

AUDIENCE MEMBER>>: ALL THE TIME.

>>: (KATHY) RIGHT. PROBABLY BECAUSE YOU HEAR BETTER WITH THE BODY WORN, WHICH IS WHY THE COMPANY THOUGHT WE NEEDED TO UPGRADE TO THE FREEDOM AS SOON AS POSSIBLE BECAUSE A LOT OF KIDS ESPECIALLY AND A LOT OF ADULTS ARE NOT DOING AS GOOD WITH THE 3-G SO THE FREEDOM, THE

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PROCESSOR GIVES YOU THE ABILITY TO HAVE THOSE TWO EXTRA ELECTRODES TURNED ON. SO WHEN I NOTICED THE DIFFERENCE RIGHT AWAY YESTERDAY WHEN THEY TURNED THIS ON BECAUSE I HAVE NOW TWO ADDITIONAL ELECTRODES BACK. I WAS HEARING THE HIGHER PITCHES QUICKER, BETTER, SOUND WAS A LITTLE BIT CLEARER. I WAS HEARING MY FOOTSTEPS WHEN I WALKED, SOMETHING I DIDN'T NOTICE BEFORE.

AUDIENCE MEMBER>>: I HAVE SOME OF MY ELECTRODES TURNED OFF.

>>: (KATHY) YOU DO, OKAY.

AUDIENCE MEMBER>>: I HAVE A QUESTION. WHAT'S THE -- RATE FOR THE SPRINT, FOR THE NEW ONE AT 32.

>>: (KATHY) WHAT'S THE RATE? WHAT DO YOU MEAN BY RATE, THE PROCESSING RATE?

>>: THE NEW STIMULATION RATE OF THE 32.

>>: (KATHY) FOR THE CONTOUR? OR FOR THE NEW ONE?

>>: FOR THE OLD CONTOUR.

>>: (KATHY) I'M SORRY. THE STIMULATION RATES  
BASICALLY THEY ARE -- YOU CAN GO UP TO 2400, 2400 -- 24,000  
TOTAL BUT IT'S 2400-HERTZ PER ELECTRODE. NOW, WITH THE  
FREEDOM, IT GOES UP TO 32. SO IT'S A LITTLE BIT -- THE  
FREEDOM HAS THE CAPABILITY FOR PROGRAMMING AT A FASTER  
RATE, HOWEVER, WE DON'T FIND THAT EVERYBODY DOES BETTER AT  
A FASTER RATE. I'M ONE OF THOSE. I'M PROGRAMMED AT 1,200.  
THAT'S WHAT WE HAVE A HIGH ACE. THAT'S THE NEW STIMULATION  
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RATE ON THE FREEDOM THAT YOU CAN USE WITH THE INTERNAL  
DEVICE. THEY SAID THAT SOME PEOPLE MIGHT LIKE IT BETTER,  
IT DEPENDS ON THE INDIVIDUAL. SO YOU HAVE TO TALK TO YOUR  
AUDIOLOGIST.

CAROL.

AUDIENCE MEMBER>>: QUESTION. WITH THE BACKWARDS  
COMPATIBLE NEW FREEDOM FOR THE 24 USERS, WILL THERE BE ANY  
DIFFERENT CODING STRATEGIES IN THE FUTURE FOR US? OR WILL  
WE REMAIN WITH WHAT WE CURRENTLY HAVE?

>>: (KATHY) NO, UNFORTUNATELY WHEN WE HAVE BACKWARDS  
COMPATIBILITY, YES, THERE MIGHT BE DIFFERENT CODING  
STRATEGIES BUT THAT COULD BE ALL IN THE FUTURE. THERE IS A  
CAPABILITY FOR THAT. THEY HAVE TO RESEARCH IT. BUT IN  
TERMS OF THE 24 USERS NOW BEING ABLE TO USE -- IF THEY GET  
THE FREEDOM PROCESSOR, BEING ABLE TO USE THE HIGH ACE, THAT  
CAN'T HAPPEN. THAT WON'T WORK. BECAUSE THERE'S A SPECIAL  
CHIP INSIDE THE FREEDOM IN THE CONTOUR ADVANCE IMPLANT THAT  
ALLOWS US TO RUN THOSE FASTER RATES.

THE BEHIND THE EAR -- GO AHEAD.

AUDIENCE MEMBER>>: YOUR LAST POINT THERE, THE MRI  
CAPABILITY. DOES THAT MEAN THAT YOU HAVE TO GO THROUGH  
SURGERY AND HAVE THE MAGNET TAKEN OUT OF YOUR HEAD FOR AN  
MRI? THAT'S THE SAME WITH THE 3-G I'M WEARING NOW,  
CORRECT?

>>: (KATHY) ABSOLUTELY. THE MRI TESTING REMAINS THE  
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SAME WITH THIS NEW DEVICE. IF YOU NEED AN MRI, YOU HAVE TO  
GO TO YOUR SURGEON, HAVE HIM MAKE A SMALL INCISION, TAKE

THE MAGNET OUT, GO HAVE YOUR MRI, PUT THE MAGNET BACK IN SO IT'S THE SAME. IT'S MRI COMPATIBLE WITH THE MAGNET REMOVED. IT STAYS THE SAME.

NOW, THE BEHIND THE EAR PROCESSOR, THE FREEDOM, IS THE FIRST SPLASH AND SWEAT RESISTANT DESIGN. THIS IS REALLY NEAT ESPECIALLY FOR ME AND LITTLE KIDS OR ANYBODY WHO MIGHT WORK -- DO WORK THAT -- IF WE SWEAT OR GET CAUGHT IN THE RAIN OR I MEAN, KIDS CAN RUN THROUGH SPRINKLERS WITH THIS ON. IT'S WATER RESISTANT NOT WATERPROOF. WE CAN TAKE A BATH WITH IT ON. WE CAN'T TAKE A SHOWER. IF YOU KIDS WANTED TO HEAR IN THE BATHTUB, THAT BECOMES AN OPTION. ONE OF THE KIDS ASKED ME LAST WEEK WHEN I WENT TO THE COCHLEAR KIDS CAMP WOULD I TAKE A SHOWER WITH MINE ON. I SAID NO. THEY SAID, I WANT TO KNOW WHAT IT SOUNDS LIKE. I SAID, WELL, I'M NOT GOING TO DO IT. SO WE CAN'T TAKE A SHOWER.

I COULD GET IT WET. I CAN GET STUCK IN THE RAIN. I CAN SWEAT WHEN I'M RUNNING OR PLAYING SOFTBALL BUT I CAN'T SUBMERGE IT FOR LONG PERIODS OF TIME. IT IS THE SPLASH AND SWEAT RESISTANT. THEY HAVE TESTED THIS. ACTUALLY, THEY MADE HUMAN SWEAT, HOW THEY DID IT I DON'T KNOW. THEY DROPPED IT IN THIS THING FOR FIVE MINUTES. THEY DROPPED IT IN BEER. THEY DROPPED IT IN WATER. THEY'RE TRYING TO SEE HOW LONG IT CAN GO TO MAKE IT WORK. IF THE KIDS DROP IT IN

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THE POOL, DON'T WORRY. PULL IT OUT. CHANGE THE COVER. I'LL SHOW YOU HOW.

JUST POP THIS OFF. THIS LITTLE COVER CLIPS OFF, IT COMES OFF. YOU CAN PASS IT AROUND, PLEASE. IT HAS GORTEX. IT'S A WATER RESISTANT MATERIAL. IT PROTECTS THE MICROPHONE, WHICH WE HAVE THREE DIFFERENT MICROPHONES ON HERE THAT ALLOW FOR DIRECTIONALITY AND DIFFERENT SMART TYPES OF SMART SOUND WHICH I'M GOING TO COVER IN A MINUTE. YOU CAN LOOK AT THIS IF YOU WOULD LIKE.

THE OTHER COOL THING IS THE BATTERY LIFE ON THIS. WHEN I HAD MY 3-G, I GOT ABOUT TWO TO TWO AND A HALF DAYS OF BATTERY LIFE. WITH MY FREEDOM, I'VE GOTTEN FOUR TO FIVE DAYS OF BATTERY LIFE. SO IT HAS REALLY IMPROVED ON THAT.

AUDIENCE MEMBER>>: FOUR TO FIVE DAYS?

>>: (KATHY) YOU GET FOUR TO FIVE DAYS. IT HAS IMPROVED. DIRECTIONALITY. I IMMEDIATELY NOTICED SHE WAS TALKING OVER THERE. IT'S MORE COMFORTABLE. IT LOOKS BIGGER BUT IT'S NOT THAT MUCH BIGGER. I HARDLY KNOW IT'S ON MY HEAD BECAUSE IT'S A SLEEK DESIGN. IT FITS THE EARS MUCH BETTER. IT ALSO HAS BUILT IN HELP MESSAGES. ON THE LCD SCREEN IT WILL SAY H-1, MEANING YOUR BATTERIES ARE LOW OR H-2, YOUR BATTERIES ARE DEAD OR H-3, THE COIL IS OFF. OR H-4, MEANING IT'S JUST NOT WORKING. SO YOU CAN TELL WHAT YOU NEED TO DO IF YOU GET A DIFFERENT HELP MESSAGE. AS ALWAYS, WE HAVE A BUILT IN TELECOIL SO IF YOU WANT TO

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TALK ON THE PHONE. IF YOU WANT TO TALK ON THE PHONE.

AUDIENCE MEMBER>>: YOU DON'T REALLY KNOW THAT THE H-2 IS THERE UNTIL YOU TAKE IT OFF. MY BATTERIES, MY BATTERIES BOTH I HAVE TO CHANGE JUST TWICE AND EACH TIME IT JUST ALL OF A SUDDEN THE SOUND WAS GONE. I DIDN'T HAVE ANY NOTICE THAT IT WAS GOING. IT JUST WENT.

>>: IT JUST WENT.

AUDIENCE MEMBER>>: I THOUGHT, YOU KNOW, TO CHANGE THE BATTERIES AND TAKE THAT CARTRIDGE OUT YOU HAVE TO TAKE YOUR HEARING AID -- YOUR PROCESSOR OFF AND MY SON SUGGESTED GETTING ANOTHER BATTERY CONTAINER, A LITTLE HOLDER THAT WE PUT IN AND HAVE IT READY IN MY PURSE IN A PLASTIC BAG AND I GUESS HE THINKS I COULD JUST TAKE THIS OFF AND PUT THAT IN BECAUSE I SAID IT WOULD BE EMBARRASSING IF I WAS OUT AT A MEETING OR SOMETHING AND IT'S NOT THAT EASY TO, YOU KNOW, TO GET THAT -- YOU HAVE TO WIGGLE IT. MAYBE WHEN IT GETS OLDER IT WILL COME OFF EASIER. HE HAD THE IDEA I CAN COULD PULL THIS OFF AND CHANGE IT. YOU CAN'T, CAN YOU?

>>: (KATHY) YOU HAVE TO TAKE IT OFF LIKE THIS AND YOU HAVE TO PULL. YOU HAVE TO PULL THIS BATTERY COMPARTMENT OUT.

>>: NOW YOURS CAME OUT EASY. MINE IS TIGHT YET.

>>: (KATHY) IT'S TIGHT BECAUSE THAT HELPS THE WATER RESISTANT FEATURE. THAT'S WHY WE'RE HAPPY WE DON'T HAVE TO CHANGE THE BATTERIES --

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AUDIENCE MEMBER>>: YOU TOOK YOURS OUT EASY.

>>: (KATHY) I'M USED TO IT. I KNOW. I HAVE TO PULL IT REALLY HARD. IT'S HARD SOMETIMES.

AUDIENCE MEMBER>>: CAN YOU GET ANOTHER CARRIER FOR THE BATTERIES?

>>: (KATHY) YOU KNOW WHAT? I'M REALLY NOT SURE. BUT I BET YOU COULD. I WILL ASK THE COMPANY. THAT'S A GOOD IDEA TO HAVE A BATTERY CARRIER. THAT'S A GOOD IDEA TO HAVE ONE READY AND FILLED IN YOUR PURSE AND THEN AT LEAST DON'T HAVE TO BE FOOLING WITH PUTTING BATTERIES IN. I'M GOING TO FIND OUT ABOUT THAT OR IF YOU CAN.

>>: RIGHT. YOU CAN JUST POP IT IN. WHEN THEY GET THEIR BACK ORDERS FINISHED, YOU SHOULD GET A SECOND ONE SO MAYBE YOU COULD USE THAT ONE TO --

>>: TO POP IT IN.

AUDIENCE MEMBER>>: I'M GOING TO GET A SECOND ONE I KNOW.

>>: IF YOU GET A SECOND ONE, YOU'RE STILL GOING TO HAVE TO PEEL THE TAB OFF THE BATTERIES TO ACTIVATE.

>>: (KATHY) NO, ACTUALLY, THE BATTERY-- DO YOU HAVE ANY BATTERIES? WAIT, I HAVE SOME HERE. YOU DON'T HAVE TO PEEL THE TABS. WHEN YOU POP THEM OUT, THE TAB IS ON IT, PASS THIS DOWN THERE FOR ME, THE TAB IS ON IT. SO YOU JUST HAVE TO PEEL THE BATTERY OFF. CAROL WILL SHOW YOU WHAT I'M TALKING ABOUT.

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AUDIENCE MEMBER>>: AND YOU HAVE TO WAIT A MINUTE IT SAYS.

>>: (KATHY) YEAH, YOU SHOULD WAIT A MINUTE.

AUDIENCE MEMBER>>: AROUND THAT.

AUDIENCE MEMBER>>: YOU WERE MENTIONING BATTERY CARRIER. I DON'T UNDERSTAND. MY 3-G, THERE'S NO BATTERY CARRIER. I JUST TAKE THIS OFF, OPEN THE COVER AND PUT BATTERIES IN.

>>: (KATHY) RIGHT.

>>: IT TAKES ME LESS THAN A MINUTE.

>>: (KATHY) RIGHT. THIS ONE IT HAS A BATTERY BOOT TO IT. IT COMES OUT. SO YOU COULD PROBABLY KEEP THE BATTERIES IN IT AND CARRY IT WITH YOU. MY ONLY CONCERN

WITH THAT IS IT MIGHT START DRAINING THE BATTERY LIFE  
THOUGH. SO IT DOESN'T TAKE BUT A MINUTE TO CHANGE THE  
BATTERIES.

>>: THAT'S MY CONCERN. IF YOU KEEP THE BATTERIES IN  
THERE IT MIGHT START DRAINING THE BATTERY LIFE. TOUCHING  
THE BATTERY CONNECTORS.

AUDIENCE MEMBER>>: THEN IT WOULDN'T BE A GOOD IDEA.

>>: (KATHY) NO, I DON'T THINK SO.

AUDIENCE MEMBER>>: THANK YOU FOR ANSWERING MY  
QUESTION. MY SON HAD THAT IDEA.

>>: (KATHY) IT'S A GOOD IDEA, THOUGH. IF YOU ONLY  
HAVE TO CHANGE THEM ONCE OVER FOUR OR FIVE DAYS, IT TAKES  
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ONLY A COUPLE OF MINUTES.

AUDIENCE MEMBER>>: IT WAS JUST THAT I WAS NOT  
PREPARED.

>>: (KATHY) YOU WILL GET USED TO IT THE LONGER YOU  
HAVE IT.

AUDIENCE MEMBER>>: THAT'S WHAT I WAS THINKING. I  
THINK THE FIRST FEW TIMES THIS MAYBE AWKWARD AND  
CUMBERSOME. AT LEAST I FELT THAT WAY AT FIRST. IT BEEPED  
WHEN THE BATTERIES WERE GETTING LOW. I HAVE DONE THIS IN  
MEETINGS, IN CONVERSATIONS ONE ON ONE, WHILE I'M ON THE  
PHONE. I HAVE SAID TO PEOPLE, ONE SECOND. I NEED TO  
CHANGE A BATTERY. OKAY, I'M BACK WITH YOU NOW. IT WORKED  
THAT FAST BUT THEN I'VE HAD TWO YEARS PRACTICE. AND I  
CARRY THEM CONVENIENTLY. USUALLY ONE OF THE TOP THINGS IN  
MY HANDBAG SO IT DOESN'T REALLY TAKE THAT LONG ONCE YOU GET  
IN THE ROUTINE.

>>: (KATHY) RIGHT, IT DOESN'T. I HAVE CHANGED  
BATTERIES WHILE I WAS TALKING IN A PRESENTATION LIKE THIS  
BEFORE SO IT'S QUITE EASY.

AUDIENCE MEMBER>>: IF YOU PUT BATTERIES IN ANOTHER  
CASE -- IF YOU PUT BATTERIES IN ANOTHER CASE, THOSE  
BATTERIES WILL HAVE BEEN ACTIVATED AND THEY'RE NOT GOING TO  
LAST AS LONG.

>>: (KATHY) RIGHT.

AUDIENCE MEMBER>>: THE FIRST -- AS I INDICATED

BEFORE, I'VE HAD FOUR CHANGES OF PROCESSORS NOW, THE FIRST COUPLE OF TIMES COCHLEAR OFFERED A TRYOUT PERIOD, THREE MONTHS I THINK IT WAS. IT WAS A LONG PERIOD OF TIME. AND THEN I COULD DECIDE WHETHER OR NOT IT WAS GOOD FOR ME. NOW ONE -- THERE WAS A BT PROCESSOR THAT HAD DIRECTIONAL THINGS QUITE SOME TIME AGO THAT I TRIED, OVER A THREE MONTH PERIOD AND I FOUND IT WAS WAY TOO CUMBERSOME FOR ME. SO I DIDN'T BUY IT. I BOUGHT THE OTHERS BECAUSE I SAW THERE WAS AN IMPROVEMENT BUT NOW WITH THIS LAST ONE, THIS 3-G, THEY DID NOT OFFER A TRYOUT PERIOD. YOU EITHER HAD TO BUY IT AND YOU HAD TO BUY IT WITHIN 30 DAYS IN ORDER TO RECEIVE THIS DISCOUNT OR.

>>: (KATHY) THAT WAS THE TRIAL PERIOD. THEY GAVE YOU 30-DAY TRIAL PERIOD WITH IT AND YOU COULD TRY IT FOR 30 DAYS AND IF YOU WANTED TO KEEP IT, THEN YOU COULD OR YOU HAD TO BUY IT.

AUDIENCE MEMBER>>: 30 DAYS ISN'T ENOUGH.

>>: I HEAR YOU. I HEAR YOU AND THE COMPANY IS AWARE OF THAT. WE'VE HEARD THAT. WE'VE HEARD THAT CONCERN FROM MANY PEOPLE. I SHARED THAT WITH OUR CUSTOMER SERVICE. UNFORTUNATELY, I DON'T GET TO MAKE THOSE DECISIONS.

AUDIENCE MEMBER>>: I UNDERSTAND.

>>: (KATHY) WE DO TRY TO DO OUR BEST TO HELP EVERYBODY GET WHAT THEY NEED. WE ALSO WITH THIS WILL HAVE WIRELESS FM CAPABILITIES MEANING THERE WILL BE IN THE FUTURE A BOOT YOU CAN PUT IN THE BOTTOM OF THE PROCESSOR SO YOU CAN USE AN FM SYSTEM BY PHONE-EX.

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>>: IT'S NOT CAPABLE RIGHT NOW FOR THE FM?

>>: (KATHY) NOT THE FREEDOM. YOU HAVE TO USE A CONNECTOR PLUG. THIS IS JUST A PICTURE OF WHAT THE COMPONENTS ARE OF THIS PROCESSOR. THE BATTERY, THE BATTERY CONNECTORS, RIGHT HERE, THIS IS WHAT WE CALL THE CONTROLLER. IT HAS AN LCD SCREEN. IT HAS CAPABILITY OF PUTTING FOUR PROGRAMS ON IT. VERSUS TWO PROGRAMS ON THE 3-G. DOWN HERE IS WHERE WE CAN CONNECT ACCESSORIES. THESE ARE THE MICROPHONES THAT DO HAVE DIRECTIONAL CAPABILITIES

AND THIS IS THE COVER WITH THE GORTEX ON IT TO HELP IT BE WATER RESISTANT.

>>: HOW DO YOU HAVE FOUR DIRECTIONAL CAPABILITY IF YOU HAVE --

>>: (KATHY) I'M GOING TO GET TO THAT WHEN WE GET TO FEATURES. WE HAVE BEAM AND AUTO SENSITIVITY. WHAT HAPPENS IS WHEN YOU SWITCH TO A DIFFERENT PROGRAM, ONE MICROPHONE WILL SHUT OFF.

AUDIENCE MEMBER>>: MY POINT WAS IF THE DIRECTIONALITY FOR FACING FORWARD BUT ALL THE MICROPHONES FACE TO THE BACK.

>>: (KATHY) I AGREE. THAT'S SOMETHING I JUST HAD A BIG CONVERSATION WITH OUR ENGINEERS WITH THE OTHER DAY WHEN I WAS USING ONE OF THESE FEATURES BECAUSE THE BEAM -- LET  
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ME COME TO THAT FIRST AND I WILL EXPLAIN IT EASIER, OKAY?

AS ALWAYS, WE'RE GOING TO HAVE FOUR BASIC COLORS: BLACK, BROWN, BEIGE OR SILVER AND IN THE FUTURE, PINK AND BLUE FOR THE LITTLE KIDS. NOW, WE WERE TALKING ABOUT SMART SOUND, IT HAS ALL THESE CAPABILITIES TO PUT EXTRA PROGRAMS IN AND WE HAVE BEAM, WHICH IS FOR MORE FOCUSSED LISTENING. ADRO IS FOR DYNAMIC ENVIRONMENTS WHERE YOU MIGHT HAVE SOFT SOUNDS AND LOUD SOUNDS THAT YOU WANT TO HEAR DIFFERENT KINDS OF THINGS OR REDUCE SOME OF IT AND THEN WHISPER FOR SOFT AND DISTANT SOUNDS.

THE BEAM IS ONE OF THE DIRECTIONAL THINGS THAT I WAS TALKING ABOUT. IF YOU IMAGINE A FLASHLIGHT AND IF YOU SHINE A FLASHLIGHT, IT FOCUSES ON SOMETHING. IF YOU GET ONE OF THOSE MAG LIGHTS, IF YOU TURN THE THING IT MIGHT WIDEN A BIT. SO BEAM WORKS LIKE A FLASHLIGHT SO IT KIND OF SHINES. THE MICROPHONE WILL FOCUS ON WHAT YOU WANT AND NEED TO HEAR AND NOT ALL THE DISTRACTING SOUNDS AROUND YOU.

WELL, LIKE YOU SAID, IF THE MICROPHONE IS BACK THERE, REALLY THE BEAM MICROPHONE IS RIGHT HERE. WHEN I WAS USING BEAM, I WAS HEARING THE CONVERSATIONS BEHIND ME. SO I WENT TO THE ENGINEERS AND I SAID, WE NEED TO DO SOMETHING ABOUT THIS BECAUSE IT NEEDS TO BE MORE FOCUSSED FORWARD. SO WE TRIED -- WE PUT IN A DIFFERENT -- REDUCED IT SO THAT WHEN I

COULD FOCUS ON THE PERSON I WAS TALKING TO. THEY'RE GOING  
TO HAVE TO GO BACK AND REFINE IT A BIT. THAT'S THE BEAUTY  
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OF BEING IN RESEARCH. HOWEVER, BEAM DOES WORK WHEN I WAS  
IN A NOISY RESTAURANT, IT DID -- WHEN I HAD BEAM OFF, I WAS  
LEANING IN TRYING TO HEAR. WHEN I HAD IT ON, I WAS ABLE TO  
SIT BACK AND RELAX. IT DID RAISE UP THE PERSON'S VOICE  
THAT I WAS TALKING TO.

AUDIENCE MEMBER>>: DID IT RAISE THE PERSON'S VOICE IN  
FRONT OF YOU OR REDUCE THE BACKGROUND NOISE?

>>: (KATHY) IT DOES REDUCE THE BACKGROUND NOISE. IT  
DOESN'T BLOCK OUT ALL OF THE BACKGROUND NOISE. DO YOU USE  
AUTO SENSITIVITY?

AUDIENCE MEMBER>>: YES, I DO.

>>: (KATHY) THAT'S WHEN YOU GO INTO A NOISY ROOM, YOU  
CAN FLIP A SWITCH ON YOUR PROGRAM AND IT WILL REDUCE THE  
BACKGROUND NOISE. THAT'S KIND OF LIKE BEAM EXCEPT BEAM IS  
MORE FOCUSED. TRIES TO FOCUS MORE ON THE IMPORTANT  
SOUNDS. DOES THAT MAKE SENSE?

AUDIENCE MEMBER>>: NOT REALLY BECAUSE THE MICROPHONES  
DO FACE BACKWARDS. THAT'S WHAT I CAN'T GET OVER.

>>: (KATHY) THERE IS ONE MICROPHONE ON HERE THAT DOES  
FACE FORWARD.

>>: THERE IS? I DIDN'T SEE THAT.

>>: (KATHY) IT'S RIGHT AT THE TOP. IT'S RIGHT AT THE  
VERY TOP. CAROL, DO YOU HAVE THE DEMO?

AUDIENCE MEMBER>>: YOU'RE TALKING -- WE'RE TALKING  
ABOUT GOING TO A RESTAURANT, WHICH WE'RE GOING TO DO THAT  
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NATURALLY TOMORROW. YOU TALKED ABOUT THE BEAM FOR IN A  
RESTAURANT FOR TALKING TO PEOPLE, DOES IT JUST MEAN -- THE  
PROGRAM THAT I'M ON, DO I CHANGE THE PROGRAM OR IS THAT  
AUTOMATIC?

>>: (KATHY) HOW LONG HAVE YOU HAD YOUR FREEDOM?

>>: I'VE JUST BEEN ACTIVATED TEN DAYS.

>>: (KATHY) YOU MIGHT NOT HAVE THAT ON YET. CHECK  
WITH YOUR AUDIOLOGIST.

>>: THAT COULD BE. BECAUSE I ONLY HAD TWO VISITS  
WITH THE AUDIOLOGIST.

>>: (KATHY) YOU'RE STILL VERY EARLY. ASK HER ABOUT IT. SHE'S PROBABLY WANTING YOU TO GET USED TO IT RIGHT NOW BEFORE WE TRY ALL THESE OTHER THINGS.

AUDIENCE MEMBER>>: THEY JUST TOOK THAT COVER AWAY. I GUESS I WAS TOLD THE COVER -- BECAUSE WE GET COVERS WITH OUR PACKAGE, WITH OUR BIG BOX AND THAT COVER I GUESS IT'S ON MINE. I THINK SHE SAID THE AUDIOLOGIST SAID IT'S ON MINE. WHEN I LOOK AT THAT, I DON'T KNOW HOW --

>>: KATHY) IT COMES OFF AND IN JUST A SECOND, LET ME SHOW YOU. CAROL HAS THE MODEL. IN JUST A SECOND I WILL SHOW YOU HOW IT COMES OFF.

AUDIENCE MEMBER>>: OKAY.

>>: (KATHY) IF YOU GET IT WET OR SOMETHING OR AFTER YOU'VE WORN IT FOR TWO MONTHS, YOU SHOULD CHANGE THAT COVER.

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WOULD YOU SHOW HER HOW THAT COVER COMES OFF? THANK YOU, CAROL.

>>: I JUST HAVE A QUICK QUESTION. NOW WITH THE BEAM, IS THIS A SPECIAL -- THAT YOU WEAR. YOU HAVE TO CHANGE THE MAP IF YOU'RE IN A NOISY RESTAURANT AND YOU WANT TO LISTEN IN THOSE KIND OF CONDITIONS YOU WOULD HAVE A SPECIAL MAP ON YOUR PROCESSOR TO TAKE ADVANTAGE OF THAT, RIGHT?

>>: (KATHY) THAT'S ABSOLUTELY RIGHT. LIKE BEAM OR ADRO, IT'S IN A SLOT IN THE PROGRAM. YOU SWITCH TO THAT PROGRAM. ANY OTHER QUESTIONS ABOUT BEAM? AN EXAMPLE IS OF USING BEAM IS IF WE'RE AT A PICNIC OR SOMETHING AND THIS LITTLE BOY HERE HE'S GOT THE IMPLANT AND HIS DAD IS TALKING SO HE'S TRYING TO HEAR HIS DAD. IT'S VERY DIFFICULT. SO BEAM WILL ENHANCE THE SOUND IN FRONT OF HIM. IT'S SOFTENING SOME OF THE SOUNDS AROUND, IT'S MORE FOCUSED LISTENING.

THEN WE HAVE ADRO. THAT'S FOR DYNAMIC ENVIRONMENTS. IT KIND OF WORKS LIKE AN EQUALIZER ON A STEREO WHICH WILL AUTOMATICALLY CONSTANTLY GO DOING THIS. IT WILL ADJUST THE SOUNDS ACROSS EACH OF THE 22 ELECTRODES SO IT WILL TURN UP CHANNELS THAT REPRESENT QUIET SOUNDS SO YOU CAN HEAR QUIET SOUNDS BETTER AND IT WILL TURN DOWN THE LOUD SOUNDS. SO IF

I WOULD GO TO A SYMPHONY AND THE DRUMS ARE REALLY LOUD,  
DROWNING OUT THE FLUTES OR CLARINETS, ADRO PROGRAM WILL  
HELP REDUCE THE DRUMS AND RAISE UP THE CLARINETS OR FLUTES,  
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MAKE IT MORE BALANCED.

>>: DOES IT DO THOSE THINGS AUTOMATICALLY? OR DO YOU  
HAVE TO TURN ANYTHING TO ADJUST IT?

>>: (KATHY) YOU HAVE TO PUT ON THAT PROGRAM, JUST  
LIKE THE BEAM IS IN ONE PROGRAM SLOT, YOU WILL HAVE ADRO IN  
ANOTHER PROGRAM SLOT. I HAVE PROGRAM ONE JUST FOR NOISY  
ENVIRONMENTS. THEN I HAVE PROGRAM TWO I HAVE A LITTLE BIT  
BIGGER DYNAMIC RANGE TO HELP ROAM AND PICK UP SOUNDS I  
NEED. PROGRAM THREE I HAVE BEAM AND PROGRAM FOUR I HAVE  
ADRO. SO IF I WANT TO USE ADRO LIKE TOMORROW I'M GOING TO  
THE LION KING, I WILL USE ADRO. I WILL PUT ON THAT PROGRAM  
FOUR AND IT WILL AUTOMATICALLY ADJUST IT.

AUDIENCE MEMBER>>: SMALL QUESTION. WITH ADRO IF THE  
-- ADJUSTMENT TO THE FREQUENCY, DOESN'T THAT DISTORT THE  
MUSIC?

>>: (KATHY) DESTROY IT?

>>: DISTORT IT.

>>: (KATHY) DISTORT IT? MY EXPERIENCE, IT HAS NOT.  
YOU SHOULD BE ABLE TO USE IT ON YOUR PROCESSOR RIGHT NOW.

>>: I DON'T THINK I HAVE IT.

>>: (KATHY) ASK YOUR AUDIOLOGIST.

>>: IT'S BEEN TOO LONG AGO. I THINK I DIDN'T LIKE IT  
BECAUSE IT WAS COMPRESSING AND EVERYTHING WAS --

>>: (KATHY) IT WAS COMPRESSING TOO MUCH FOR YOU? FOR  
ME, I LISTEN TO IT WHEN I LISTEN TO THE RADIO DRIVING UP  
33

HERE AND I DIDN'T FEEL IT COMPRESSED A WHOLE LOT. I LIKE  
IT BETTER THAN THE AUTO SENSITIVITY BECAUSE THE AUTO  
SENSITIVITY COMPRESSES TOO MUCH. THE ADRO STILL PICKS UP  
SOME OF THE SOFTER SOUNDS I WANTED TO HEAR AND REDUCED SOME  
OF THE LOUDER ONES. YOU HAVE TO PLAY WITH IT AND  
EVERYBODY'S DIFFERENT. EVERYBODY HAS AN INDIVIDUAL  
PREFERENCE. IT DOES TAKE TIME ADJUST TO IT. WHEN I FIRST  
STARTED LISTENING TO IT ON THE RADIO, I DIDN'T LIKE IT AT

FIRST. THE LONGER I WENT INTO IT, IT STARTED GETTING BETTER. KIND OF LIKE -- LET ME SEE. I DON'T HAVE A PICTURE OF IT. IT'S KIND OF LIKE IT'S AUTOMATICALLY GOING ACROSS ALL 22 CHANNELS.

AUDIENCE MEMBER>>: WHAT DO YOU USE TO LISTEN TO THE RADIO AND HOW DOES THAT COMPARE WITH THE OTHER IMPLANT THAT YOU HAVE?

>>: (KATHY) WELL, I LISTEN TO THE RADIO WITH ADRO AND IT COMPARES -- IT'S MUCH BETTER ACTUALLY.

AUDIENCE MEMBER>>: HOW?

>>: (KATHY) HOW? BECAUSE THE SOUND SEEMS CLEARER.

AUDIENCE MEMBER>>: DO YOU PICK UP EVERYTHING THAT'S SAID OR DO YOU PICK UP A MAJORITY, A PERCENTAGE?

>>: (KATHY) FOR TALK RADIO, I WOULD PROBABLY GET ABOUT 90 PERCENT OF WHAT THEY'RE SAYING. I DON'T USE ADRO FOR TALK RADIO. FOR MUSIC, I WILL PICK UP A FEW WORDS.

I'M STARTING TO NOTICE A FEW WORDS OF SONGS I DIDN'T KNOW

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BEFORE. SO I HAVE NEVER BEEN GOOD AT HEARING THE MUSIC OR WORDS IN THE SONGS. I CAN HEAR THE MUSIC BUT UNDERSTANDING THE WORDS IS DIFFERENT. DOES THAT ANSWER YOUR QUESTION?

IF I KNOW THE WORDS TO A SONG, I'M GOING TO HEAR THEM BETTER.

AUDIENCE MEMBER>>: YOU HAVE THE 3-G IN THE OTHER ONE?

>>: (KATHY) NO, NOT ANYMORE. I HAVE THE FREEDOM ON BOTH EARS. UP UNTIL YESTERDAY I HAD A 3-G.

>>: YOU LISTEN TO THE 3-G ON THE RADIO -- YOU LISTEN TO THE RADIO WITH THE 3-G.

>>: (KATHY) WITH THE 3-G AND THE FREEDOM.

>>: WHEN YOU USE JUST THE 3-G, WHAT WAS THE PERCENTAGE YOU HEARD ON THE RADIO?

>>: (KATHY) TALK RADIO OR MUSIC.

>>: TALK RADIO.

>>: (KATHY) 80, 85, 90 PERCENT WITH JUST THE 3-G. MUSIC LOUSY, WITH JUST THE 3-G.

>>: YOU COULD ALWAYS HEAR 80 TO 90 PERCENT?

>>: (KATHY) ON TALK RADIO, RIGHT. THERE'S DELILA SO I LISTENED TO TALK RADIO. I CAN HEAR THE NEWS OR TRAFFIC

REPORTS. I CAN HEAR BASEBALL GAMES.

>>: WHAT ABOUT TELEPHONE?

>>: (KATHY) I TALK ON THE TELEPHONE WITH NO PROBLEMS.

>>: WITH THE NEW ONE?

>>: (KATHY) BETTER. MUCH BETTER. THE TELECOIL IS

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STRONGER ON THE FREEDOM.

AUDIENCE MEMBER>>: THERE IS A TELEPHONE SWITCH.

YOU'VE GOT TO PRESS THE BOTTOM ONE FOR QUITE A LONG -- NO, YOU HAVE TO PRESS BOTH TOGETHER AND YOU GET THE T FOR THE TELEPHONE SWITCH. BUT THAT'S -- I'M NEW TO IT BUT IT'S AWFULLY HARD TO PRESS TWO BUTTONS AT ONE TIME, MAKE SURE YOU GET THE WHOLE BUTTON TO GET THE TELEPHONE SWITCH. THAT I FIND IS A LITTLE PROBLEM.

>>: (KATHY) IT IS A LITTLE BIT DIFFICULT TO HOLD THAT DOWN BECAUSE YOU HAVE TO HAVE YOUR FINGER RIGHT IN THE CENTER OTHERWISE IT WON'T COME ON. SO YEAH, THEY ARE AWARE OF THAT.

AUDIENCE MEMBER>>: YES, THAT IS A LITTLE DIFFICULT. I HAVEN'T ACCOMPLISHED THAT YET.

>>: (KATHY) IT TAKES PRACTICE.

AUDIENCE MEMBER>>: I'M HOPING THAT MY HEARING -- IS THERE A CHANCE THAT BECAUSE I'M SO NEW TO THIS THAT MY HEARING WILL GET BETTER AND BETTER AND MAYBE I CAN USE THE TELEPHONE WITHOUT IT? I DO HAVE CLOSED CAPTION TELEPHONE TOO WHICH HELPS.

>>: (KATHY) YOU'VE ONLY BEEN HOOKED UP FOR TEN DAYS. IT WILL GET BETTER AND BETTER AND BETTER. KEEP IN MIND THAT IT TOOK ME 18 MONTHS BEFORE I EVEN STARTED TALKING ON THE PHONE WITH MY FIRST IMPLANT. THAT'S ME. BUT YOU'RE DIFFERENT. IF YOU KEEP USING IT AND KEEP WEARING IT, IT

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WILL GET BETTER.

AUDIENCE MEMBER>>: I KEEP WEARING IT UNTIL I GO TO BED. DO YOU HAVE TO PUT IT IN THAT DRY BOX EVERY NIGHT?

>>: (KATHY) YES, YOU DO. PUT IT IN THE DRY AND STORE BOX EVERY NIGHT NO MATTER WHAT KIND YOU HAVE. IT'S REALLY IMPORTANT. DID YOU HAVE A QUESTION?

AUDIENCE MEMBER>>: I'VE KIND OF LOST IT. I'M SORRY.

I GUESS IT WAS JUST A SIDE QUESTION. ONE OF THE THINGS --  
YOU TALKED ABOUT BEING ABLE TO USE THE TELEPHONE MORE  
EASILY. ONE OF THE THINGS I FOUND INTRIGUING WITH THAT I  
USE THE CELL PHONE MORE EASILY THAN A REGULAR LAND LINE.

>>: (KATHY) THAT'S VERY COMMON. THAT'S VERY COMMON  
WITH IMPLANT USERS. CELL PHONES ARE MORE DIGITAL AND THEY  
HAVE MORE CLARITY OF SOUND. I USE THE CELL PHONE 99  
PERCENT OF THE TIME TO TALK ON THE PHONE. I DON'T LIKE  
USING A LAND LINE EVEN IF I HAVE MY SPECIAL PHONE THAT'S  
AMPLIFIED, I JUST DON'T LIKE IT. IT'S HARDER.

OUR FINAL ONE IS WHISPER. NOW, SOME OF YOU THAT HAVE  
3-G HAVE THE WHISPER, FLIP YOUR SWITCH TO W AND IT WILL  
PICK SOFTER SOUNDS UP ACROSS THE ROOM. IF SOMEBODY IS  
REALLY SOFT IN THE BACK AND I NEED TO HEAR THEM, I COULD  
PUT THE WHISPER ON AND IT WOULD MAKE THEIR VOICE A LITTLE  
BIT LOUDER. WHISPER IS REALLY GOOD TO TRY TO WATCH TV AND  
UNDERSTAND IT WITHOUT CLOSED CAPTIONING. IT GIVES YOU A  
LITTLE BIT MORE SOUND QUALITY, MAKES IT LOUDER. IT HELPS

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IF YOU'RE IN A QUIET, NATURAL ENVIRONMENT LIKE NATURE AND  
YOU WANT TO HEAR THE BIRDS YOU CAN USE WHISPER OUT THERE.  
SO IT WILL MAKE THE BIRDS LOUDER. DON'T USE IT LISTENING  
TO THE RADIO OR DRIVING IN THE CAR OR NOISY RESTAURANT. IT  
WILL MAKE YOU CRAZY, TOO LOUD AND DISTORTED.

THIS IS AN IDEA. WHISPER WILL MAKE THE BIRDS -- IF  
THE BIRD IS SINGING IT WILL BRING IT UP, MAKE IT MORE  
AMPLIFIED FOR YOU, BRINGS IT CLOSER SO YOU CAN HEAR IT  
BETTER.

BATTERIES. IT USES THREE STANDARD 675 BATTERIES.  
WHICH YOU CAN GET FROM COCHLEAR. AS ALWAYS, GET BATTERIES  
WITH THE PROCESSOR WHEN YOU GET IT. THE BODY WORN  
PROCESSOR USES TWO STANDARD AAA BATTERIES AND YOU CAN GET  
RECHARGABLES FOR THOSE. YOU GET UP TO FIVE DAYS OF BATTERY  
LIFE DEPENDING ON YOUR PROCESSING STRATEGIES AND RATES OF  
STIMULATION. EIGHTY TO 100 PERCENT OF BATTERIES CAN BE  
REIMBURSED BY INSURANCE. YES, AND YOU CAN CALL COCHLEAR --  
ESPECIALLY IF YOU HAVE MEDICARE. NOW, IT TAKES A LONG TIME  
BUT COCHLEAR IS WILLING TO HELP YOU PROCESS THE CLAIM.

MEDICARE IS VERY, VERY SLOW. AND WE'VE HAD A LOT OF TIMES PEOPLE HAVE BEEN -- COCHLEAR WILL FILE THE PAPERWORK FOR THEM AND IT'S BEEN SIX MONTHS AND THEY HAVEN'T GOTTEN THEIR MONEY BACK YET AND THEY THINK COCHLEAR IS HOLDING THE MONEY. THAT'S NOT THE CASE. THEY'RE THE MIDDLE MAN TO HELP GET THE REIMBURSEMENT. MEDICARE CHANGES THE

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GUIDELINES. YOU WILL GET REIMBURSED EVENTUALLY.

AUDIENCE MEMBER>>: WHAT ABOUT HUMANA INSURANCE? WILL THEY REIMBURSE FOR THE BATTERIES, TOO?

>>: (KATHY) YOU HAVE TO CHECK WITH YOUR INSURANCE COMPANY. MOST INSURANCES DO COVER IT. IT'S LIKE NONDURABLE MEDICAL EQUIPMENT. YOU CAN CALL COCHLEAR AND ASK FOR THE REIMBURSEMENT DEPARTMENT AND THEY CAN HELP YOU FIGURE THAT OUT.

THE BATTERIES ARE CONVENIENT AND AFFORDABLE. YEAH, IT MIGHT TAKE SOME TIME TO CHANGE THEM. BUT IF YOU ONLY HAVE TO CHANGE THEM EVERY FOUR TO FIVE DAYS, THAT'S NICE. YES.

AUDIENCE MEMBER>>: IT SAYS ALL BATTERIES ARE RECYCLABLE. ARE YOU TALKING ABOUT AAA OR 675'S, ALL OF THEM?

>>: (KATHY) I'M TALKING ABOUT YOU CAN RECYCLE AAA BATTERIES. THE SITES THAT YOU HAVE TO TAKE THEM. YOU CAN RECYCLE 675'S. YOU CAN SAVE THEM UP IN A CUP AND THEN YOU TAKE THEM TO A CENTER LIKE STARKY'S. SOME CENTERS WILL SEND THEM IN FOR YOU. MY CENTER SAVES THEM UP IN A BAG AND SENDS THEM OFF TO STARKY'S TO BE RECYCLED.

AUDIENCE MEMBER>>: WHAT IS STARKY'S?

>>: (KATHY) STARKY IS A NAME OF ANOTHER HEARING AID MANUFACTURER. THEY HAVE ALWAYS RECYCLED BATTERIES. THEY MANUFACTURE HEARING AIDS.

AUDIENCE MEMBER>>: COCHLEAR DO ANOTHER THING WITH

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RECHARGEABLE WITH 675'S?

>>: (KATHY) NO, NOT RIGHT NOW. IN THE FUTURE. BECAUSE WE WILL NOT SELL A RECHARGEABLE BATTERY UNLESS IT'S GOING TO GET A MINIMUM FULL DAY OF POWER FOR THE IMPLANT BECAUSE THERE'S OTHER PEOPLE WHO HAVE OTHER DEVICES WHO

CHANGE THEIR BATTERIES EVERY TWO, FOUR, SIX, NINE HOURS.

SO COULD YOU IMAGINE CHANGING YOUR BATTERIES THREE TIMES A DAY? SO COCHLEAR, WE REFUSE -- THE QUALITY STANDARDS WE HAVE, WE REFUSE TO MAKE A BATTERY THAT'S NOT GOING TO LAST A LONG TIME. THAT'S WHY WE'RE USING THE DISPOSABLES.

AUDIENCE MEMBER>>: ONE THING I JUST WANTED TO MENTION WAS I JUST GOT THE FREEDOM IMPLANT A MONTH AND A HALF AGO AND THE BIGGEST THING WITH BATTERIES THAT I'VE FOUND IS DEPENDING ON HOW -- IT WILL LAST LONGER IF YOU'RE USING A SLOWER RATE PROGRAM. RIGHT NOW I'M USING THE HIGHEST GRADE THAT YOU CAN GO. MY BATTERIES GO ABOUT -- I'M USING 26,000, NOT 32 BUT MY BATTERIES GO ABOUT THREE OR THREE AND A HALF DAYS. IT REALLY DEPENDS ON THE RATE, ON HOW FAST YOU'RE SENDING STUFF, NOT NECESSARILY GOING TO BE FOUR OR FOUR TO FIVE DAYS IF YOU GET THE NEW IMPLANT IN. DEPENDS ON THE PROGRAM YOU'RE USING ALSO HOW LONG YOU'RE USING IN A DAY.

AUDIENCE MEMBER>>: THERE IS A LOT OF -- WHEN YOU SAY RATE PROGRAMS YOU SAID HIGH VERSUS LOW, HIGHER RATE GIVES YOU BETTER QUALITY SOUND? LOWER GIVES YOU LESS QUALITY?

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AUDIENCE MEMBER>>: IT'S NOT REALLY QUALITY. IT'S JUST WHAT YOU FEEL LIKE WORKS BEST FOR YOU. SOME PEOPLE JUST HEAR BETTER WITH A SLOWER RATE AND SOME DO BETTER WITH A HIGHER RATE. IT'S LIKE LIKE ON A RADIO, YOU MIGHT LIKE IT LOUDER AND SOME OTHER PERSON MIGHT LIKE IT SOFTER. IT'S JUST YOUR PERSONAL PREFERENCE.

ACTUALLY, SINCE I'VE HAD THE IMPLANT FOR SUCH A SHORT PERIOD OF TIME, I'VE ONLY USED ONE RATE. THEY DID TRY ONE PROGRAM AT A SLOWER RATE BUT IT JUST SOUNDED QUIETER TO ME. IT MAY NOT HAVE NECESSARILY BEEN QUIETER. IT'S JUST THE WAY IT SOUNDED TO ME. I JUST WENT WITH THE OTHER RATE. PRETTY MUCH WHAT YOU GET USED TO.

>>: (KATHY) HE'S EXACTLY RIGHT. IT'S VERY INDIVIDUAL. THE BATTERY LIFE DEPENDS ON THE RATE YOU USE. WHERE MINE GOES FOUR OR FIVE DAYS I HAVE A SLOWER RATE THAN HE DOES. HE HAS A FASTER RATE -- YOU SAID THREE.

AUDIENCE MEMBER>>: THREE TO THREE AND A HALF.

>>: THREE TO THREE AND A HALF ON A FAST RATE IS STILL VERY, VERY GOOD, STILL AMAZINGLY GOOD. YOU LIKE -- YOU TRIED THE SLOWER RATE AND IT SOUNDED SOFTER TO YOU. I TRIED A FASTER RATE AND IT WAS SOFTER TO ME SO IT'S VERY INDIVIDUAL BECAUSE ALL OF OUR BRAINS WORK DIFFERENTLY. YOU HAVE TO TRY IT AND SEE WHAT WORKS FOR YOU.

AUDIENCE MEMBER>>: THE HARDEST THING FOR ME TO REMEMBER WAS TO TURN IT OFF AT NIGHT. I'VE DONE IT A  
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COUPLE OF TIMES PUT IN THE DRY PACK AND FORGET TO PUT IT OFF. IN THE MORNING MY BATTERIES AREN'T WORKING.

>>: (KATHY) I'M GUILTY OF THAT TOO SOMETIMES. I KNOW HOW THAT GOES. WITH COCHLEAR, WE LIKE TO OFFER A LIFETIME COMMITMENT. WE HAVE THE FREEDOM TO GROW, TO TAKE ADVANTAGE OF FUTURE TECHNOLOGY, THE FREEDOM TO TRUST. WE HAVE A GREAT CUSTOMER CARE DEPARTMENT. IF YOU HAVE QUESTIONS OR NEEDS, ACCESSORIES OR REPLACEMENT DEVICES, YOU CAN CALL CUSTOMER CARE AND THEY WILL GET IT TO YOU RIGHT AWAY. FREEDOM TO ACHIEVE, EXTENSIVE SUPPORT FOR YOU THROUGHOUT YOUR JOURNEY. WE HAVE A GREAT PROGRAM, FULL-TIME ADVOCATES LIKE MYSELF AND VOLUNTEER ADVOCATES WHO ARE HERE TO SHARE EXPERIENCES AND PROVIDE SUPPORT.

CAROL IS ONE OF OUR VOLUNTEERS. SHE PROVIDES A LOT OF SUPPORT TO MANY OF YOU AND WE HAVE MANY PEOPLE THROUGHOUT THE UNITED STATES AVAILABLE TO HELP YOU AND IS ANSWER YOUR QUESTIONS AT ANY TIME. AND THE FREEDOM TO SHARE, CONNECT WITH OVER 60 THOUSAND OTHER NUCLEUS USERS. YOU CAN GO TO OUR WEBSITE AND BE A PART OF THE CONNECTION. THERE'S A FORM YOU CAN TALK TO OTHER PEOPLE WHO HAVE IMPLANTS AND SHARE EXPERIENCES AND ASK QUESTIONS. BECAUSE YOU KNOW WHAT? WE HAVE A COMMON BOND WITH HEARING LOSS. EVERYBODY'S EXPERIENCES ARE DIFFERENT BUT THERE'S A LOT OF THINGS THAT ARE THE SAME. MAYBE SOMEBODY DOESN'T KNOW -- I'VE TRIED BEAM AND MAYBE SOMEBODY WANTS TO TRY IT AND I  
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CAN GIVE SUPPORT OR INFORMATION. SO WE HAVE A GREAT ADVOCATE PROGRAM.

WITH THAT, I WOULD LIKE TO GIVE YOU TIME TO ASK QUESTIONS OR YOU CAN ASK ME QUESTIONS AS A GROUP. AND THEN

YOU CAN COME UP AND TALK TO ME INDIVIDUALLY. I'M HERE  
UNTIL 11.

AUDIENCE MEMBER>>: YOU MENTIONED I THINK YOU  
MENTIONED THAT THE BODY WORN PROCESSOR IS GOING TO BE OUT  
IN JULY. IT IS FDA APPROVED. WHICH IS, WHICH IN YOUR  
OPINION IS BETTER? THE ONE THAT YOU AND I HAVE OR THE BODY  
WORN?

>>: (KATHY) MY PERSONAL OPINION? JUST MY PERSONAL  
OPINION IS I WON'T TOUCH THE BODY WORN FOR MYSELF BECAUSE I  
DON'T WANT THE WIRES BUT IN TERMS OF PERFORMANCE, THEY WORK  
EQUALLY WELL.

AUDIENCE MEMBER>>: I KNOW THE WIRE WOULD BE SOMETHING  
THAT WE WOULDN'T LIKE BUT CHANGING THE -- YOU COULD HAVE  
RECYCLABLE BATTERY IN THE BODY WORN AND YOU COULD CHANGE  
THE BATTERY EASIER AND THEN ALSO WHAT WAS THE OTHER  
PROBLEM? -- THE TELEPHONE SWITCH. WOULD PROBABLY BE ON  
THE BODY WORN.

>>: (KATHY) YES, IT WOULD.

>>: THOSE I THOUGHT WERE TWO ADVANTAGES.

>>: (KATHY) YOU CERTAINLY HAVE THAT OPTION.

>>: YES, I HAVE THE OTHER ONE NOW. I WAS GOING TO  
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ASK YOU SOMETHING ELSE. MAYBE EVERYBODY HERE HEARS MUSIC,  
THE MUSIC HASN'T STOPPED FROM WHEN I GOT MY SURGERY. DOES  
THAT MUSIC EVER STOP? I KEEP HEARING MUSIC. THE STAR  
SPANGLED BANNER.

>>: DO YOU HEAR RINGING IN THE EARS, DO YOU MEAN?

>>: NO, I DON'T HEAR RINGING. I HEAR SONGS. I HEAR  
MOONLIGHT AND ROSES, JOHN PHILLIP SOSA PLAYING WHEN I'M  
TRYING TO SLEEP. I HAVE SOMETHING THAT I GOT FROM DEB OVER  
HERE. AND IT DID SAY THAT IT'S CALLED LIKE MUSICAL EAR  
SYNDROME.

>>: (KATHY) WOW.

>>: IT SAYS THAT THE PRIMARY PROBLEM WOULD BE A LACK  
OF ADEQUATE AUDITORY STIMULATION. MY THEORY IS THAT WHEN A  
PERSON'S WORLD BECOMES TOO QUIET, THE BRAIN MANUFACTURES  
ITS OWN SOUND. DID YOU EVER HEAR OF -- DO ANY OF YOU  
PEOPLE HEAR MUSIC? SHE SAID SHE DID.

AUDIENCE MEMBER>>: I DID AT FIRST.

>>: ANYBODY ELSE HEAR MUSIC?

>>: I DO -- I HAVE THE SAME THING BUT IT'S I DON'T THINK IT'S -- I DON'T THINK IT'S JUST FOR PEOPLE WHO HAVE AUDITORY PROBLEMS. MY UNDERSTANDING THERE'S A WORD FOR IT AND YOU COULD LOOK ON THE INTERNET AND FIND THAT WORD BUT IT HAPPENS TO EVERYBODY. THEY GET A SONG IN THEIR HEAD AND THEY CAN'T GET RID OF THE SONG. THREE DAYS LATER ALL OF A SUDDEN IT GOES. I DON'T THINK THAT IT'S SOMETHING THAT'S

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JUST A SMALL PROPORTION OF THE POPULATION HAVE. I THINK EVERYBODY HAS THAT.

>>: (KATHY) YEAH. I DON'T THINK IT HAS ANYTHING TO DO WITH THE COCHLEAR IMPLANT OR ITS AUDITORY. IT'S LIKE HE SAID, YOU GET A SONG IN YOUR HEAD. I MEAN, I WILL GET A SONG IN MY HEAD AND KEEP SINGING IT OVER AND OVER.

>>: THESE ARE DIFFERENT SONGS. SOME ARE RELIGIOUS SONGS BUT MOSTLY PATRIOTIC SONG. MOONLIGHT AND ROSES IT JUST STARTED AFTER I HAD MY SURGERY AND I THOUGHT, OH, WHEN THEY HOOKED ME UP IT'S GOING TO GO AWAY BUT NO. ON FRIDAY NIGHT THAT JOHN PHILLIP SOSA KEPT PLAYING AND I COULDN'T SLEEP. I KEEP THINKING I HOPE IT GOES AWAY.

>>: (KATHY) I HOPE IT GOES AWAY TOO. HONESTLY I HAVE NEVER HEARD OF ANYTHING LIKE THAT. I REALLY CAN'T ANSWER YOUR QUESTION.

>>: I DIDN'T HAVE IT BEFORE. I DIDN'T HAVE IT BEFORE THE SURGERY.

>>: (KATHY) TALK TO YOUR DOCTOR AND AUDIOLOGIST ABOUT IT.

>>: IT'S DIFFERENT SONGS.

AUDIENCE MEMBER>>: I OBVIOUSLY COME -- I HAVE THE LITTLE ONES THAT HAVE THE CI'S. THEY BOTH WEAR THE BODY PROCESSORS FOR DIFFERENT REASONS. OUR OLDER BOY LIKES THE SOUND QUALITY OF THE BODY PROCESSOR OVER THE 3-G. SO IT'S MY UNDERSTANDING WITH THE NEW ONE IT'S CLOSER LIKE THE

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MAPPING IN THE BODY WORN IS CLOSER TO THE MAPPING IN THE EAR WORN.

>>: ABSOLUTELY. IT'S BETTER. IT'S A LITTLE BETTER SOUND QUALITY.

AUDIENCE MEMBER>>: JUST ANOTHER QUESTION. WE ALSO WEAR IT -- ESPECIALLY FOR MY BABY SO THAT SHE DOESN'T CHANGE MAPS OR IT ALERTS YOU, BEEPS SO WE KNOW WHEN TO CHANGE HER BATTERIES AND STUFF LIKE THAT. DOES THE NEW ONE HAVE THOSE SAME KIND OF CAPABILITIES? ARE YOU ABLE TO LOCK OUT FEATURES SO THEY'RE NOT PLAYING AROUND WITH IT OR?

>>: (KATHY) ABSOLUTELY. YES. IT STILL HAS THE CAPABILITY. IT WILL HAVE AND IT DOES HAVE, YOU CAN LOCK IT SO THEY CAN'T PLAY AROUND WITH IT. ALSO, IT WILL HAVE HELP MESSAGES TO SHOW YOU THAT YOU NEED TO CHANGE THE BATTERIES. THE AUDIOLOGIST CAN PROGRAM THOSE BEEPS. YOU CAN HAVE SOFT BEEPS OR LOUDER BEEPS TO KNOW WILL THE BATTERIES ARE GOING TO GO. THERE'S FOUR BEEPS WHEN THE BATTERIES GET READY TO DIE.

AUDIENCE MEMBER>>: ARE BOTH PROCESSORS, BEHIND THE EAR AND THE BODY WORN, ARE THEY BOTH ABLE TO CARRY FOUR MAPS?

>>: (KATHY) YES, THEY ARE. THE BODY WORN AND FREEDOM ARE THE SAME. THE ONLY DIFFERENCE IS THE BODY WORN HAS THE CONTROLLER PARTS, LIKE THIS CORD, WILL JUST PLUG INTO THE BOTTOM HERE LIKE THAT AND THEN IT PLUGS INTO THE BODY

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PROCESSOR. SO THE BODY PROCESSOR IS REALLY JUST A CONTROLLER FOR SWITCHING THE PROGRAMS AND CHANGING THE BATTERIES AND STUFF. IT'S THIS BIG.

AUDIENCE MEMBER>>: IT'S ACTUALLY THE EAR HOOK ALWAYS STAYS THE SAME.

>>: (KATHY) ABSOLUTELY. WHEN YOU BUY THIS PACKAGE, YOU GET A CHOICE OF HAVING THE BTE. YOU GET TWO EAR HOOKS NO MATTER WHAT. THEN YOU GET A CHOICE OF HAVING TWO BODY CONTROLLERS OR TWO EAR LEVEL CONTROLLERS OR YOU CAN HAVE ONE OF EACH SO AS THE KIDS GROW UP, THEN YOU JUST CHANGE TO THE -- IF THEY DON'T WANT TO WEAR THE WIRES, YOU CHANGE TO BEHIND THE EAR. DOES THAT MAKE SENSE.

AUDIENCE MEMBER>>: ONE OTHER QUICK QUESTIONS. I NOTICED OBVIOUSLY BEING ADULTS YOU WOULDN'T WEAR THE MIC

LOCK. MY KIDS WEAR THEM BECAUSE THEY'RE ROUGH AND TUMBLE  
RIGHT NOW. I KNEW IT TOOK THEM AWHILE TO ADAPT THAT TO THE  
3-G. DO THEY HAVE THAT RIGHT AWAY AVAILABLE?

>>: (KATHY) YES, IT IS AVAILABLE. THEY DO HAVE IT  
RIGHT AWAY. THE SAME THING BUT IT'S MADE A LITTLE BIT  
DIFFERENTLY, THE SIZE. HE HAD A QUESTION, THEN YOU.

AUDIENCE MEMBER>>: I DIDN'T UNDERSTAND WHAT  
CONTROLLER WAS. JUST FOR CLARIFICATION, YOU SAID  
CONTROLLER.

>>: (KATHY) THE CONTROLLER, OKAY, IS LIKE -- THANK  
YOU, CAROL. THE CONTROLLER IS THIS PART RIGHT HERE THAT  
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COMES OFF OF THE EAR HOOK. THIS IS THE EAR HOOK. SO THE  
CONTROLLER, YOU HAVE TWO OPTIONS. ONE IS IT JUST FITS  
BEHIND THE EAR SO LIKE THAT OR THE OTHER ONE IS A LITTLE  
WIRE THAT COMES DOWN AND IT ATTACHES TO A BODY PROCESSOR  
ABOUT THIS BIG.

YOU HAD A QUESTION?

AUDIENCE MEMBER>>: BOTTOM LINE IN DIFFERENCE BETWEEN  
THE BEHIND THE EAR AND BODY WORN IS THE RECHARGEABLE  
BATTERIES?

>>: (KATHY) YES, THE ABILITY TO USE RECHARGEABLE  
BATTERIES, YES.

AUDIENCE MEMBER>>: AND SUPPOSEDLY BETTER SOUND  
QUALITY OUT OF THE BODY VERSUS BEHIND THE EAR OR DOES IT.

>>: (KATHY) NO, THEY'RE ABSOLUTELY THE SAME WITH THIS  
SYSTEM. NOT LIKE THE PREVIOUS SYSTEM LIKE THE 3-G THE  
SOUND QUALITY IS DIFFERENT BETWEEN THE 3-G AND THE BODY  
WORN. BUT THIS NEW SYSTEM, ABSOLUTELY THE SAME.

AUDIENCE MEMBER>>: AND IT SEEMS I'M THINKING IN MY  
OWN MIND, WHY WOULD YOU WANT A BODY VERSUS THE BEHIND THE  
EAR?

>>: (KATHY) SHE WAS SAYING IT MIGHT BE EASIER FOR HER  
TO CHANGE THE BATTERIES. SHE MIGHT PREFER TO USE  
RECHARGEABLE BATTERIES. ME, PERSONALLY, I WOULDN'T WANT IT  
BECAUSE I DON'T WANT THE WIRES. AND I GET FIVE DAYS OF  
BATTERY LIFE VERSUS MAYBE TWO DAYS WITH RECHARGEABLE

BATTERIES ON THE BODY WORN. SO IT'S PERSONAL PREFERENCE.

AND FOR KIDS, SOME LITTLE KIDS THIS THING IS TOO BIG FOR THEIR EAR. THEY MADE THIS SMALLER AND THEY CAN HAVE A BODY PACK FOR THE LITTLE KIDS.

AUDIENCE MEMBER>>: RELATED TO -- SOUND THAT YOU HEAR, I JUST HAD THE IMPLANT DONE A COUPLE MONTHS AGO, AND PRIOR TO THE IMPLANT I HAD VERY SEVERE TINNITUS, WHAT THAT IS IS EMERGENCY BROADCASTING SYSTEM SOUND IN MY HEAD. AFTER THE IMPLANT, THE TINNITUS IS DOWN AND HAD SUBSIDED SUBSTANTIALLY. RIGHT NOW I'VE HEARD THE TERM WHITE NOISE OR SOMETIMES PEOPLE CALL IT TINNITUS. APPARENTLY PEOPLE HAVE DIFFERENT TYPES. TINNITUS. YOU HEAR MUSIC, I HEAR LOW WIND SOUND NOW.

>>: I HEAR MUSIC AND DEB AT THE CENTER TOLD ME GAVE ME AN ARTICLE. MUSICAL EAR SYNDROME AND THAT I GUESS IT'S SUPPOSED TO BE QUITE COMMON. I THOUGHT WHEN I GOT HOOKED UP IT WOULD GO AWAY BUT IT DIDN'T, I STILL HEAR MUSIC MORNING AND NIGHT. ALL DAY, ALL THE TIME. AND IT DOES SAY--

>>: MY SOUND HAS NOT GONE AWAY BUT IT'S A LOT BETTER THAN BEFORE. I THINK I PREFER MUSICAL THAN THE LOW WIND SOUND.

>>: MUSICAL IS NICE MUSIC, VERY NICE MUSIC.

>>: (KATHY) RIGHT. I'M GLAD IT'S NICE MUSIC. YOU HAVE ANOTHER QUESTION?

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AUDIENCE MEMBER>>: I HAVE COCHLEAR IMPLANT NOW. GOT THAT DONE IN IOWA. I LIVE IN MADISON. IT'S A THREE HOUR DRIVE FOR ME. IT'S BEEN OKAY. I WOULD LIKE TO MOVE -- THE REALITY IS AUDIOLOGISTS ARE VERY DIFFERENT IN TERMS OF HOW SKILLFUL THEY ARE IN TERMS OF MAPPING. THAT IS A CONCERN TO ME. ONE REASON WHY I HAVE NOT LEFT IOWA. WHAT KIND OF -- I AM WANTING TO MAKE CHANGES IN TERMS OF WHERE I GO. I'M INTERESTED IN WHAT KIND OF SUPPORT WOULD COCHLEAR GIVE IN TERMS OF HELPING WITH MAPPING IF I RUN INTO DIFFICULTY WITH A LOCAL AUDIOLOGIST.

>>: (KATHY) COCHLEAR CAN NEVER TELL YOU WHERE TO GO OR WHAT AUDIOLOGIST TO GO TO IN TERMS OF MAPPING. HOWEVER, YOU WANT TO REQUEST A COCHLEAR AUDIOLOGIST BE PRESENT AT

YOUR MAPPING SESSION, YOU CAN DO THAT. SO WE HAVE  
AUDIOLOGISTS, WE HAVE ABOUT 40 ACROSS THE COUNTRY AND THEY  
COVER CERTAIN TERRITORIES AND THEY GO -- THEIR JOB IS TO GO  
TO THE CENTERS AND WHEN YOU HAVE PROGRAMMING ISSUES OR  
SOMEBODY NEEDS SOME HELP, THEY SUPPORT THE AUDIOLOGIST AND  
GIVE THEM TIPS AND PROGRAMMING TIPS AND SAY WHY DON'T YOU  
TRY THIS. THEY LISTEN TO WHAT ISSUES YOU MIGHT HAVE AND  
MAKE SUGGESTIONS TO THE AUDIOLOGIST. WE PROVIDE THEM  
TRAINING ON A REGULAR BASIS ON UPDATES AND MAPPING.

AUDIENCE MEMBER>>: I ACTUALLY HAD EXPERIENCE WITH ONE  
OF THE AUDIOLOGIST DOING THE MAPPING FOR ME. I -- ONE CASE  
DEAL. THAT'S NOT SOMETHING THEY DO ON A REGULAR BASIS  
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THEN.

>>: (KATHY) THEY DO NOT EVERY TIME YOU GO FOR  
MAPPING, NO. THEY WILL PROVIDE SUPPORT TO YOUR CENTER.

AUDIENCE MEMBER>>: AT MY ORIENTATION OR HOOKING UP,  
WE DID HAVE SOMEBODY FROM COCHLEAR HELPED THE AUDIOLOGIST.  
I GUESS HER NAME WAS LAURA.

>>: (KATHY) LAURA PRICE.

>>: WE DID TO HELP THE FIRST TIME.

>>: (KATHY) WE'RE DOING A LOT OF SUPPORT RIGHT NOW  
ESPECIALLY WITH THE NEW FREEDOM. THEY WILL COME IN AND  
SUPPORT FOR THAT. IF YOU HAVE AN ISSUE, YOU CAN CERTAINLY  
CALL THEM. ASK YOUR AUDIOLOGIST TO CALL THEM.

AUDIENCE MEMBER>>: SEVERAL PEOPLE HAVE THE FREEDOM  
NOW BUT IT'S STILL IN THE RESEARCH STAGES; IS THAT CORRECT?

>>: (KATHY) WELL, IT'S APPROVED BY THE FDA. THE  
FREEDOM IMPLANT SYSTEM I TALKED ABOUT TODAY IS APPROVED BY  
THE FDA TODAY. THE ONE I HAVE IN MY LEFT EAR IS IN MY  
RESEARCH STAGE BECAUSE IT WORKS WITH MY OLD IMPLANT. THIS  
SIDE, IT'S A GO. WHAT'S YOUR NAME?

>>: SCOTT.

>>: (KATHY) WHAT SCOTT HAS AND MARIAN, WHAT THEY HAVE  
IS --

>>: IS THE NEW.

>>: (KATHY) -- THE APPROVED. YOU CAN GET IT. IF YOU  
DECIDE TO GET ANOTHER IMPLANT YOU COULD GET THE FREEDOM

TODAY. IF YOU WANTED TO GET A SPEECH PROCESSOR FOR THE IMPLANT YOU ALREADY HAVE, NOT YET. NOT UNTIL THE FDA APPROVES IT.

>>: ALL RIGHT, NOW I UNDERSTAND THAT AND I KNOW THAT YOU SAID EARLIER ON WHEN YOU FIRST STARTED THE SPEECH YOU DON'T KNOW EXACTLY WHEN THAT'S GOING TO HAPPEN.

>>: (KATHY) RIGHT.

>>: BUT USUALLY COCHLEAR HAS KIND OF AN IDEA.

>>: (KATHY) WELL, THAT'S THE IDEA I HAD WAS SPRING AND YOU KNOW HOW COCHLEAR GOES, I COULD SAY SPRING AND IT COULD BE FALL OR TWO SPRINGS FROM NOW. IT ALL DEPENDS ON HOW THE RESEARCH GOES AND THE QUALITY BECAUSE WE WILL NOT RELEASE SOMETHING UNLESS WE'RE SURE IT'S GOING TO WORK. BECAUSE I DON'T WANT YOU TO GET SOMETHING YOU DON'T LIKE IT BECAUSE IT'S NOT WORKING GOOD. IT'S BETTER TO TAKE OUR TIME THAN GIVE YOU SOMETHING THAT'S NOT GOOD.

THANK YOU GUYS FOR EVERYTHING.

(APPLAUSE).

>>: (CAROL) WOULD YOU LIKE TO EXPLAIN SOME OF THE MATERIALS THAT WE HAVE OVER THERE?

>>: (KATHY) SURE.

>>: (CAROL) YOU COULD ACTUALLY BE OVER THERE.

>>: (KATHY) I CAN SEE THEM FROM HERE. THE MATERIALS WE HAVE OVER HERE, WE HAVE -- THIS IS A CANDIDATE BROCHURE FOR CHILDREN SO IF YOU WERE INTERESTED IN HAVING A

BROCHURE, YOU WOULD WANT THE ONES WITH THE KIDS ON IT. THERE ARE BROCHURES ABOUT THE FREEDOM FOR ADULTS. THIS TALKS ABOUT THE BEAM, THE ADRO AND WHISPER. YOU CAN READ ABOUT IT. FEEL FREE TO TAKE ONE OF THOSE.

WE ALSO HAVE LIKE FOR YOU, THIS IS HOW DO YOU KNOW IF YOU MIGHT BE A CANDIDATE FOR A COCHLEAR IMPLANT AND HOW THE COCHLEAR IMPLANTS WORKS. ANYBODY CAN TAKE THESE AS WELL. FOR THE KIDS, THERE'S I DON'T KNOW IF YOU KNOW ABOUT THE SCHOOL RESOURCE GUIDE.

>>: UH-HUH.

>>: (KATHY) DO YOU KNOW ABOUT PROJECT HOPE?

>>: YES.

>>: (KATHY) GREAT. YOU'RE VERY WELL INFORMED. WE ALSO HAVE A CD ROM. IT'S CALLED SOUND AND BEYOND. IT'S REALLY GOOD FOR NEW IMPLANT USERS BECAUSE IT HELPS YOU DO THERAPY. IT HAS ENVIRONMENTAL SOUNDS, IT HAS -- YOU CAN USE IT INTERACTIVELY. IT HAS TESTS ON IT. IF YOU WANT TO LEARN THE DIFFERENCE BETWEEN MALE AND FEMALE VOICES, YOU CAN DO THAT. IF YOU WANT TO PRACTICE SENTENCES AND HEARING THEM, YOU CAN PRACTICE WITH THAT. IT HAS DIFFERENT VOWELS AND CONSONANTS THAT YOU CAN PRACTICE, AHA, ABA, BECAUSE SOME SOUNDS SOUND THE SAME AND ARE HARD TO DETECT LIKE "M" AND "N" WHICH I STILL STRUGGLE WITH. HELP YOURSELF TO ANYTHING. YOU CAN'T TAKE THE CD OR THE BOOKS BUT YOU CAN TAKE ANYTHING THAT'S LIKE THESE. I'M HERE FOR QUESTIONS AS

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WELL, TOO.

>>: (CAROL) THANK YOU, KATHY. I JUST WANTED TO FOLLOW UP WITH A COUPLE OF ITEMS. IN THE FLIER -- I'M GOING TO REPEAT BECAUSE WE HAVE HAD SOME PEOPLE COME IN SINCE I MENTIONED IT AT THE START OF THE MEETING. I GOOFED WHEN I SENT THE MEETING ANNOUNCEMENT OUT FOR AUGUST. I SAID THE DATE WAS THE 16. I WAS LOOKING AT THE WRONG CALENDAR, I WAS LOOKING AT THE WRONG CALENDAR MONTH, I SHOULD SAY. THE ACTUAL DATE IS AUGUST 20. THE PROGRAM TOPIC SHOULD BE QUITE INTERESTING. WE WILL HAVE A PANEL OF IMPLANT USERS DISCUSSING HOW RELATIONSHIPS HAVE CHANGED SINCE THE IMPLANT HAS ENTERED INTO THEIR LIVES.

IT WAS ACTUALLY RICK AND HIS WIFE WERE HERE WHEN THAT TOPIC CAME UP. I WILL BE INVITING RICK AND HIS WIFE TO PARTICIPATE IN THAT IF HE WOULD BE WILLING TO. I THINK IT'S GOING TO BE A LIVELY MEETING, FUN, IN FINDING OUT WHAT OTHERS HAVE EXPERIENCED AND FINDING OUT MAYBE YOU'RE NOT SO DIFFERENT AFTER ALL; THAT SOMETIMES WE THINK WE'RE SO DIFFERENT IN OUR PERSONAL LIVES BECAUSE OF OUR HEARING LOSS BUT ACTUALLY WE EXPERIENCE A LOT OF THE SAME FRUSTRATIONS ACROSS THE BOARD.

AND THEN I WOULD BE HAPPY IF SOME OF YOU COULD OR WOULD BE IN CONTACT WITH ME BETWEEN MEETINGS AND GIVE ME

SOME IDEAS FOR TOPICS THAT YOU WOULD LIKE TO SEE COVERED.

WE, THE IMPLANT CHAPTER, ARE INVITED TO THE CENTER'S PICNIC

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WHICH IS THE 26TH OF JUNE. IT'S THEIR WAY OF THANKING US FOR BEING PART OF THEIR, THE CENTER'S, WORK.

IN SEPTEMBER, I DON'T HAVE THE EXACT DATE, THERE IS GOING TO BE -- KATHY WOULD KNOW MORE ABOUT IT. THERE'S GOING TO BE A ONE DAY WORKSHOP FOR COCHLEAR IMPLANT USERS THAT THE CENTER IS SPONSORING. WHEN I SEND THE INFORMATION OUT ABOUT THE AUGUST MEETING, I WILL INCLUDE THE SEPTEMBER WORKSHOP INFORMATION AS WELL. IT PROMISES TO BE REALLY GOOD. KATHY IS PART OF THE PLANNING TEAM ALONG WITH THE CENTER STAFF AND PHYSICIAN GROUPS IN THE AREA. IT SHOULD BE A VERY, VERY GOOD TIME FOR PEOPLE TO COME.

WE HAVE ABOUT A HALF HOUR HERE. KATHY IS GOING TO BE HERE UNTIL 11 SO IF ANY OF YOU HAVE QUESTIONS, FEEL FREE TO TALK WITH HER. I DID PUT OUT MAGNET CARDS YOU CAN PUT UP ON YOUR REFRIGERATOR. THEY'RE OVER THERE WITH THE MATERIALS. DOES ANYBODY HAVE ANYTHING THEY WANT TO SHARE WITH THE GROUP?

WITH THAT, I THANK YOU ALL FOR TAKING TIME OUT OF THIS BEAUTIFUL DAY AND I HOPE TO SEE YOU AT OUR NEXT MEETING.

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