

# HOLOGIC®

## SECURXCHANGE (R510) END OF SERVICE NOTICE

January 19, 2018

Dear Hologic Customer,

Thank you for your continued business. We are writing today regarding a product you have purchased from Hologic. Specifically, the R510 Dell® Server hardware, referred to here as the “component,” that was sold as part of the SecurXchange® branded routers, archives and disaster recovery systems from 2009 through April, 2016. This component has been declared End of Service Life (EOSL) by Dell due to the scarcity of PC replacement parts.

Our records indicate that your facility has purchased a SecurXchange system with this hardware component. After extensively searching and negotiating for an alternative, it is necessary for us to declare the R510 Dell Server component of SecurXchange as End of Service Life, effective immediately. Our goal is to ensure that there is no impact to the integrity of your patient health data, as well as to maintain uninterrupted access to the prefetching functionality and storage of mammography images on the SecurXchange server. Toward this end, we are introducing a new commercial program that will allow you to immediately update your End of Service component(s) deployed in your institution today.

For systems currently covered by a service agreement and impacted by the EOSL announcement, Hologic cannot continue to service your SecurXChange server. To protect your data, a new component will need to be installed, and data residing on the device will need to be migrated to the new server. Hologic will credit your account with the amount already pre-paid up to the date of this letter and migrate your existing data to the new server.

In summary, the new commercial program provides reassurance that your SecurXchange device will be maintained and updated with the latest software version, while giving you 24x7x365 access to remote service, onsite preventive maintenance and guaranteed hardware replacement with data migration every five years. We will continue to provide phone support for your current SecurXchange system; however, we cannot physically repair the affected components after January 31, 2018.

We apologize for any inconvenience and are committed to finding a suitable solution for any issues resulting from this notification. For questions, please contact Customer Support at 1.877.371.4372, or call your local Hologic Account Manager, and we will connect you with your Technical Sales Specialist.

Sincerely,



Robert Desrochers  
Vice President, Field Service