

Dear Valued Hologic Customer,

Thank you for your continued dedication and partnership in delivering quality care to patients. At Hologic, our goal is to find every opportunity to deliver innovative women's health solutions and high-quality service to our customers.

Unifi™ Connect is Hologic's proprietary support platform designed to help resolve issues remotely, to maximize uptime.

Unifi Connect is the only remote connectivity service authorized and validated to work safely with Hologic systems. This platform has been validated to ensure seamless integration with our systems, and to enhance safety and performance.

Third party remote software has not been validated on Hologic systems, and as a result, poses various risks when downloaded. Such risks include the loss of data, damage to your system(s), or errors in Hologic equipment operation. In addition, if your Hologic system is still under warranty, adding any third-party software will void the warranty. Please be mindful of any unauthorized and unvalidated software that is added to your system(s) and consult your compliance, legal, and/or IT departments about potential data concerns. The smooth operation of your Hologic equipment is a priority for us, and we are committed to ensuring you have everything you need to deliver the best care for your patients, uninterrupted.

In recent communications, we shared planned platform updates for the secure connection between our Customer Support Center and customer sites. This connection supports the identification of hardware and software problems and software upgrades, often without scheduling an on-site service call. In 2012, Hologic released the Hologic Connect platform. Over time, technology has changed, so we recently upgraded customers to our new solution, the Unifi™ Connect platform.

For most systems, this upgrade was implemented remotely, and did not cause any equipment downtime, although the Unifi Connect platform may have required changes to the firewall rules. **We attempted to upgrade your system remotely but were unsuccessful. Therefore, we would like to convert your systems while on-site at your next scheduled field visit.** It's important that we be permitted to install these updates. Otherwise, the Hologic Connect platform functionality will eventually stop functioning and Hologic may not be able to meet the response times specified under the Maintenance & Repair Service Agreement.

For the Hologic Service team to provide the optimal remote service for your devices, it's important to follow these steps:

1. Please provide Hologic Technical Support with access to the devices they specify during the scheduled field visit.
2. You may also need to adjust your security rules if outbound traffic is not already permitted (e.g., Unifi Connect platform servers on Port 443 AND Port 22 for UPDATED SecureLink URLs). Please provide your IT Administrator with this letter and the attached 'Hologic Unifi Connect Platform IT Information' document.

It is our goal to update as many devices as possible, but certain legacy models cannot be upgraded and will lose functionalities offered by the Hologic Connect platform. Our organization will provide the required details on devices at your facility that cannot be upgraded and provide a list of alternative solutions.

Thank you for your continued partnership. We are confident that the Unifi Connect platform upgrade will enable us to continue to provide you with market-leading customer service and after-sales support.

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Please contact Hologic Connect Support at HologicConnectSupport@hologic.com if you have any questions. Be sure to review the FAQ at [Hologic.com/connect-migration-FAQ](https://www.hologic.com/connect-migration-FAQ).

For customers who do not use the Hologic Connect platform, please disregard this message and feel free to reach out to your local Account Executive for more information visit <https://www.hologic.com/surecare-service/breast-skeletal-health>.

Sincerely,

Greg McCormick
Zone Director, BSH Field Service – Western Zone

Matthew Roy
Zone Director, BSH Field Service – Eastern Zone

Frequently Asked Questions

Why is Hologic making this change to my system(s)?

As technology changes, we work to ensure we continue to support our customers with exceptional customer service and support. Our goal is to, meet service response times and perform support services, including remote diagnosis and troubleshooting.

How will this impact the operation of my system(s)?

We have internally tested the Unifi Connect platform on Hologic products to ensure that this does not affect the system's intended performance.

Will this update cause any downtime to my system(s)? If so, how long?

For most systems, the installation can be performed remotely and will not cause any downtime. For systems that require on-site installation, we estimate 30-60 minutes downtime.

Will this update change any security assessments previously performed on Hologic products with Hologic Connect platform remote support?

No. One of the benefits of the Unifi Connect platform is improved cybersecurity hardening, authorization, and auditing tools, and ePHI protections. No previously completed vulnerability assessments need to be reassessed or updated.

Will I be charged for this update?

No, the Unifi™ Connect platform update will take place free of charge.

Is this update mandatory?

It is important that we are permitted to install these updates. If we cannot, the Hologic Connect platform will eventually stop functioning, and Hologic may not be able to meet the response times specified under the Maintenance & Repair Service Agreement.

What must I do to prepare for this change?

Please provide Hologic Technical Support with access to the devices they specify during the scheduled field visit.

You may also need to adjust your security rules if outbound traffic is not already permitted (e.g., Unifi Connect platform servers on Port 443 AND Port 22 for UPDATED SecureLink URLs). Please provide your IT Administrator with this letter and the attached 'Hologic Unifi Connect Platform IT Information' document.

When will the change occur?

A representative from Hologic will schedule a time to perform the upgrade on your devices. We will do our best to accommodate your preferences.

Where do I go for more information if I have questions?

Please contact Hologic Connect Support HologicConnectsupport@hologic.com or visit the FAQ at hologic.com/connect-migration-FAQ

List of Hologic Devices affected

- 3Dimensions™ Mammography System
- Selenia® Dimensions® Mammography System
- Selenia® Full-Field Digital Mammography System
- SecurView® Workstations
- Cenova™ Image Analytics Server
- Affirm® Prone Biopsy System
- Brevera® Breast Biopsy System
- Trident® HD Specimen Radiography System
- Aegis® MultiView™ Software
- RosettaDC™ Tomosynthesis data converter
- Horizon® DXA System
- Discovery® DXA System
- SecurXchange® Workflow Solutions
- Unifi™ Workspace
- Dicom 6000 software