

To main office of the distributor

Beste directie,

Ik stuurde zojuist onderstaand bericht met drie vragen aan Signia. Deels stuur ik u deze tekst ter informatie. Maar wat vraag 2 betreft zou ik het op prijs stellen om ook van jullie een antwoord te ontvangen, daar jullie als distributeur hierin ook een eigen verantwoordelijkheid hebben.

To: Signia Product Management

Concerns: Future support on Signia Premium Pure 312X 7x

Dear Signia product owner,

Advised by xxx in the Netherlands, my wife has started the trial period of a Signia Premium Pure 312X 7x.

A very professional device, indeed. But also one that will require a significant investment by us, as its end-users.

The fact that it is so beautifully integrated with common digital platforms, enhances the product. At the same time it creates concerns regarding the future support.

You will be well aware of the poor habits of the very same Silicon Valley companies that are your partners: designing technical obsolescence and forcing their customers to 'stay up to date' by all too frequent re-investments (e.g. today's Smart Phones are technically obsolete after 3 years, when their version of the Android software is no longer upgraded, which causes their interfacing functions to erode while newly detected security leaks will no longer be repaired).

Since through Sivantos, you are a committed member of the UN's Global Compact initiative, Signia will have adopted the Sustainable Development Goals in their policies. Indeed, the Sivantos website is explicitly committing to SDG12 'Sustainable Consumption and Production'.

So, as an input to the purchasing decision that we will make at the end of the trial period:

(1) Could you please let me know how you have implemented the aforementioned sustainability goals in the Signia Premium Pure 312X 7x, ensuring that this device will remain fully supported throughout a reasonable technical lifespan of at least ten to twelve years? (2) As well as ensuring that your distribution partners will be able to provide an equivalent level of continuity in their tuning of the device.

(3) Also, could you let me know what measures you have taken in the architecture of the Signia Pure system, to ensure long-term interoperability with the untrustworthy worlds of Microsoft (Windows), Apple and Google (Android)?

Thank you for replying,

Fred van Leeuwen

15 February 2020