



October 3, 2022

Dear Valued Partner,

Like many others across the industry, Johnson & Johnson Vision is currently experiencing supply challenges due to high global demand and continued skilled labor shortages, resulting in a delay in the production and delivery of some of our products. Our top priority remains ensuring our products are available for the 43 million people around the globe who rely on us.

We have spoken to many of you, and we know that these delays have not been easy on you, your staff, or the patients we serve. Our teams have been working tirelessly to minimize supply disruptions and provide the best possible customer service. We are actively implementing several action plans designed to improve supply and service levels, including:

- increasing staffing levels in the distribution center and contact center,
- improving the accuracy of order status information in our order center,
- developing internal systems and processes to improve accuracy of estimated delivery date for delayed items, and
- continuing to invest in our supply chain to accelerate output to meet increased demand.

While we continue to bring new innovations to market to better serve patients, we are in parallel making decisions to bolster service levels for our highest-demand products and balance our existing portfolio to prioritize the greatest patient needs. As a result, **we are discontinuing a subset of our parameter range for ACUVUE® OASYS for ASTIGMATISM (2-week)**. This change allows us to continue to serve the majority of patients who need toric correction, limiting only a small subset of our least-ordered parameters. We remain committed to the ACUVUE® OASYS reusable family of products, including ACUVUE® OASYS for ASTIGMATISM. This decision will enable us to improve production capacity amongst the highest demand parameters, while improving overall service levels.

- Effective immediately, diagnostic lenses for the impacted parameters will no longer be available. We will continue to honor revenue lens orders as supplies last. Effective January 2, 2023 these impacted parameters will no longer be available for purchase.

*See back page for additional details*

## **Discontinued ACUVUE® OASYS for ASTIGMATISM parameters:**

### **Plus powers (+0.25D to +6.0D)**

- All -2.25D and -2.75D cylinder
- Obliques in -0.75D, -1.25D and -1.75D cylinder

### **Low Minus powers (0 to -6.0D)**

- Obliques in -2.25D and -2.75D cylinder

### **High Minus powers (-6.5D to -9.0D)**

- Obliques and Against the Rule in -1.75D, -2.25D and -2.75D cylinder

## **Continued Available ACUVUE® OASYS for ASTIGMATISM parameters:**

(all of the parameters in the chart below will continue to be available)

<b>Power</b>	<b>Cylinder</b>	<b>Axis</b>
+0.25D to +6.00D (in 0.25D steps)	-0.75D, -1.25D, -1.75D	10°, 20°, 70°, 80°, 90°, 100°, 110°, 160°, 170°, 180°
0.00 to -6.00D (in 0.25D steps)	-0.75D, -1.25D, -1.75D	10° to 180° (10° increments)
	-2.25D, -2.75D	10°, 20°, 70°, 80°, 90°, 100°, 110°, 160°, 170°, 180°
-6.50D to -9.00D (in 0.50D steps)	-0.75D, -1.25D	10° to 180° (10° increments)
	-1.75D, -2.25D, -2.75D	10°, 20°, 160°, 170°, 180°

Additionally, **we are discontinuing production of our 1-DAY ACUVUE® TruEye® Brand.** We continue to offer other ACUVUE® products to meet your patients' needs, including our most recent innovation ACUVUE® OASYS MAX 1-Day. Our commercial and sales teams will work with you to provide guidance on suitable alternatives.

- Effective immediately, 1-DAY ACUVUE® TruEye® diagnostic lenses will no longer be available. We will continue to honor revenue lens orders as supplies last. Effective April 1, 2023, 1-DAY ACUVUE® TruEye® will no longer be available for purchase.

You can return any of the discontinued parameters of ACUVUE® OASYS for ASTIGMATISM and 1-DAY ACUVUE® TruEye® products on hand up to 6 months after this discontinuation date. Should you have questions regarding this notice or our return policy, please call our Customer Service Department at 1-800-874-5278, email us at [jjvc-us-cs@its.jnj.com](mailto:jjvc-us-cs@its.jnj.com), or speak with your local sales representative.

We are committed to keeping you informed about these ongoing challenges and what we are doing to return to normal service levels. As always, you can **Take Comfort in ACUVUE®** knowing we will continue to support you, your patients, and your practice. Thank you for your understanding, partnership, and continued support.

Regards,



Sherri Ferstler  
Vice President of Sales  
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