

End of Service Announcement

May 25, 2011

We are writing to inform you that very shortly, a specific set of Ingenico products will no longer be serviced by Ingenico. On **July 1st, 2011**, Ingenico will no longer service the following products:

- **Elite 510**
- **Elite 710**
- **Elite 712**

Ingenico will retire helpdesk and technical support, including circuit enhancements, hardware and software upgrades, by these dates.

No further scheduled maintenance releases or fixes will be provided for these devices.

We will continue to honor and support existing customer contracts and warranties until their expiration dates, giving customers enough time to plan and upgrade their existing POS install base.

Ingenico is retiring support for these devices as part of the Ingenico Product Lifecycle Policy which is in line with the Payment Card Industry PIN Encryption Device (PCI PED) requirements. Each of these devices are considered outdated and have already been officially withdrawn from marketing (i.e. end-of-lifed). We recommend that customers who are currently using these devices upgrade to the more secure new generation Ingenico Telium 2 Series devices, such as the iSC350 and iWL250 pictured below.



If you have any questions regarding this End of Support Announcement or would like to learn more about the new Telium 2 Series devices, please contact your Ingenico Sales Representative at info.us@ingenico.com.

Thank you for your business.

**Best Regards,
Ingenico Team**

More information on www.ingenico-us.com
Contact: info.us@ingenico.com
Twitter: twitter.com/ingenico



Elite 510



Elite 710



Elite 712