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End

Of

Life

iSC350

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● SEAMLESS PAYMENT

1_Announcement

The purpose of this notice is to advise you that Ingenico Group is announcing a withdrawal from marketing of the iSC350 signature capture smart terminal in the North American Region. This includes both USA and Canada.
The marketing withdrawal transition period is June, 2015 through December 31st, 2021. During the marketing withdrawal transition period, the product will continue to be supported in accordance with the terms and conditions of existing warranties and service contracts.

Ingenico Group is taking this action due to changing Payment Card Industry PIN Encryption Device requirements, shifting market demands and the release of our most recent products.

Significant milestone dates are listed below. All iSC350 models are covered by this notice.

2_Reasons

Payment devices (hardware) and POS applications (software) are evolving technologies. They follow a natural product life cycle that is determined by the Payment Card Industry Security Standards Council (PCI SSC) regulatory compliance requirements, market activity and market demand.

The iSC350 is PCI-PTS v2 certified, with an expiration date in April, 30th 2017. The retail market is eager to have the latest security certification available. Today that means providing devices certified to at least PCI-PTS v3 and preferably PCI-PTS v4, as is offered on the iSC Touch 480.

3_Key Dates

Key Milestones	Description	Date
Initial EOL Announcement	The date the announcement of the EOL a product is sent out to partners and customers. Starting from this date, no more references will be created and only current customers can request more units to fulfil their estate and procure spare devices.	July 7th 2015
2nd Customer Notification	The date the 2nd announcement of the EOL a product is sent out to partners and customers	September 16th 2015
LBO (Last Buy Order)	The last date to order the device though Ingenico. This is the final forecast	June 30th 2016
Last Shipping Date	The last possible ship date that can be requested.	December 31st 2016
Last Date of Support	The last date to receive full support of the product. All customers' specific warranties and service agreements purchased would be taken into account to determine the level of maintenance and support would be provided during the EOL period. No spare parts (apart of remaining stock) can be purchased after that date.	December 31st 2021

- Ingenico Group will provide repair service for the iSC350 through December 2021.

- Access to Ingenico Group's Help Desk will be available 24 hours a day, seven days a week through December 2021 for hardware and operating system software issues.

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- Ingenico Group will provide bug fixes, workarounds, or patches for critical bugs reported via the Help Desk through December 2021 for operating system and application software. Please note that in certain circumstances, it may be necessary to use a software upgrade release to correct a reported problem.

- For hardware or software that is not covered under a service contract, customers may add the iSC350 to a current contract or purchase a new contract until June 30th 2016. Renewal of a current service contract will not extend beyond December 2021.

- Service contracts that have not been renewed or have lapsed by June 30th 2016 are not renewable.

- Ingenico Group will provide repair service through December 2021. Repair services after December 2021 will be provided on a "best-efforts" basis. POS Technology is one of the fastest evolving technologies in the world. Constant changes and advancements will create situations where integral components may no longer be available.

4_Migration Options

Customers and business partners are encouraged to migrate to iSC Touch 480.

Ingenico Group provides the first PCI PTS v3 and v4 certified smart terminal. The iSC Touch 480 fits with any contactless / NFC integration by providing either an external, or an embedded antenna.

It comes with a wide 7'' screen enhancing consumer experience. For more detailed information about the iSC Touch 480,

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5_Additional Information

For additional information, please refer to your local Ingenico Group representative or to your reseller.

Ingenico Group is pleased with the customer response we have received regarding our next generation products. We are excited to continue to offer the best in class multilane retail solutions and service in the market today. We welcome the opportunity to meet with you as soon as possible to review the impact this notification has on your business and discuss alternative solutions we may provide.

If you should have questions about this notice or need assistance regarding the marketing withdrawal of the iSC 350 please contact your sales executive.

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