

End Of Life

RP350x



**IMS Product Management
Ingenico Group, US**

March 1, 2019

• Announcement

The purpose of this notice is to advise that Ingenico is announcing a withdrawal from marketing and sale of the RP350x.

Product Range	
RP350x	Audio Jack Chip and Signature mobile payment reader

Part Numbers
RP350X-0XPxxxxX RP350X-02PxxxxX RP350X-03PxxxxX

The relevant dates and RP350x support commitments are detailed below.

1_Rationale

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

In this specific case, the main drivers for announcing this EOL of RP350x are:

- Availability of more advanced product in terms of feature set and capabilities.
- Obsolescence of audio jack on many phone and tablets leading to reduced demand.

After the expiration date, Ingenico is unable to sell or ship any new products to customers. However, Ingenico may continue to provide SDK software updates as required.

2_Key Dates

Key Milestones	Description	Date
Initial EOL (End of Life) Announcement	The date the announcement of the EOL of a product is sent out to partners and customers.	July, 2018
EOL Date	The date the End of Life officially takes effect.	July, 2018
LBO (Last Buy Order)	The last date to order the device through Ingenico. This is the final forecast	December 30, 2018
Last Shipping Date	The last possible ship date that can be requested.	March 30, 2019
EOS (End of Support) Date	The last date to receive support for the device. All customers should refer to their specific warranties and service agreements to determine the level of maintenance and support they are entitled to receive during the EOL period.	March 31, 2021

- Any services after the March 31, 2021 date may be requested. Acceptance of said request will be based on the provided business case and parts availability. These services will be provided on a “best-efforts” basis based on existing stock or parts.

3_Migration Options

Customers and business partners are encouraged to migrate to Ingenico’s Moby/3000 or RP457c family, part of the RP/moby platform.