



HYPERCOM CORPORATION
8888 E. Raintree Drive, Ste 300
Scottsdale, Arizona 85260
TEL: 480 642 5000
FAX: 480 642 4655

July 15, 2011

Support Discontinuance Notice

SmartPayments® Savannah products (formerly TPI SmartPayments)

Dear Customers and Partners,

As a result of the most recent application security assessment of both SmartPayments Savannah Server and SmartPayments Savannah Client, and after being notified of a customer breach, Hypercom has found that these applications could be compromised due to identified critical vulnerabilities.

Hypercom has therefore decided to discontinue support for SmartPayments Savannah products and strongly encourages you to migrate to an alternate solution as soon as possible, particularly since these applications are no longer PA-DSS compliant. More specifically, Hypercom will,

- End of life the SmartPayments Savannah Server, SmartPayments Savannah Client, SmartPayments Savannah Client QuickBooks™ Plug-In and SmartPayments Savannah Client Retail Management System Plug-in effective July 15, 2011;
- Refund any purchase that took place on or after April 1, 2011;
- Refund annual support prorated from April 1, 2011; and
- Provide a list of alternative solutions providers.

Effective immediately, Hypercom will provide no SmartPayments software updates, including bug fixes or enhancements. Help Desk will remain available until December 31, 2011 solely to assist customers with uninstalling the application(s).

SmartPayments Savannah Server Enterprise customers who have a currently effective, executed Escrow agreement with Hypercom may be entitled to get a copy of the applicable source code upon written request.

Please contact your Hypercom sales executive or email sps@hypercom.com with questions. Hypercom stands ready to assist you in any way feasible to assist your transition. Thank you for your support.

Kind Regards,

Francine Dubois
VP of Marketing, Global Solutions
fdubois@hypercom.com