

ANNUAL SOFTWARE MAINTENANCE

PROVIDING CUSTOMERS WITH THE MOST SECURE AND UP-TO-DATE SOFTWARE
ENABLING YOU AND VERIFONE TO PROVIDE CONSISTENT SUPPORT
ON THE MOST CURRENT PLATFORMS

In keeping with the rising demands of PA DSS requirements and continuing to provide our customers with the most robust and secure software in the industry, VeriFone is releasing an Annual Software Maintenance plan for all sites running VeriFone software at their locations. ASM, Annual Software Maintenance, ensures that our customers have the most up-to-date PCI software, have access to the latest features and functionality available to them, all while affording them improved levels of customer support and service to help keep their sites up and running at the peak of performance. ASM supports current and one version back of the latest major release of software - enabling your team to focus on only current applications when supporting our mutual customers, and saving you valuable dollars in training and support for sites on old, non-compliant versions of software.

Structured similar to PSP Help Desk, ASM will be required on all new equipment orders received beginning on August 1st, 2010 and covers the initial year of service. Components that will require ASM include Ruby SuperSystems, Sapphire site controllers, Topaz XL, Secure PumpPAY devices, MX 800 series PIN Pads and certain models of Smart Fuel Controller. Effective November 1st, 2010, all sites running VeriFone software will be required to be enrolled in the ASM program.

For all new customer site installations, the VASC must create and build the site on the Premier Portal, including listing all component serial numbers, three business days prior to equipment installation so that all associated services can be validated. Although this has always been a VeriFone policy, failure to build the site in advance going forward may result in the VASC being assessed a \$250 Instant Enrollment fee along with associated Help Desk and ASM fees.

Beginning August 1st, 2010, **existing** sites can opt to purchase their ASM at the price of \$1,044, which includes PSP Help Desk coverage. To have existing PSP or On-site Maintenance contracts run concurrent with ASM contract dates please contacting us at j_conman@verifone.com. Pro-actively enrolling sites in ASM prior to the mandatory November 1st date will provide ASM coverage through 10/31/2011 - that's up to three months of additional ASM coverage at no charge.

For more information, please refer to the ASM FAQ posted to the Premier Portal, contact your VeriFone Representative or e-mail us at ASM@VeriFone.com