

Verifone Enhanced Zone Router (EZR) End of Service Life

Overview

The latest information can be found on Verifone's MNSP Program portal (<https://www.vfne.co/MNSP>).

As the date nears for compliance of outdoor EMV, we have made significant progress in making it simpler to implement EMV transactions at the dispenser with Verifone Commander, RubyCi, and Commander16 systems. Verifone announced a transition to its MNSP program at the Verifone Client Forum in May of 2018.

As communicated over the last 18 months, Verifone has been transitioning away from Zone Router and will allow customers to choose the networking platform that best meets their needs. This means that sites will require a site routing device certified under the Verifone Managed Network Service Provider (MNSP) program.

Verifone has ceased selling Verifone Zone Routers effective May 1, 2019. This notice announces the end of service life for any of these devices on April 17, 2021.

Key Points

- **Remote Services** (i.e. Verifone Remote Software Delivery and VHQ) may not function after April 18, 2021 and **Remote Support** Options **Will Not** be available through the Verifone Help Desk via a Verifone Zone Router.
- **Help Desk** will continue to support sites up to the point that an agent would need to connect to the site for active support Contracts.
- Sites currently deployed with a Verifone Enhanced Zone Router (EZR) will need to migrate to a device provided by a certified MNSP prior to accepting outdoor EMV transactions. A list of certified devices can be found here: <https://www.vfne.co/MNSP>.
- Many of our Verifone Authorized Service Contractors can provide end-to-end site readiness services for outdoor EMV, including migration of site level routing.
- All Verifone MNSP partners will have support for outdoor EMV built into their solution.

Compliance Information

According to Visa, the U.S. outdoor EMV deadline for dispensers is currently set at April 17, 2021.

What do I need to do?

At your earliest convenience, contact MNSPs that are certified who can provide you with a compatible solution to replace the Verifone Zone Router. Navigate to <https://www.vfne.co/MNSP> to find MNSP Partners.

Questions?

Contact your Verifone Regional Service Manager or Account Manager for any additional help or email us at petro@verifone.com.