



## S18 Service and Support Planning

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With this bulletin, Fujitsu Transaction Solutions Inc. formally announces its plans for ongoing Support and Services for the S18 supermarket system.

Fujitsu is proud that our S18 system has been the longest-running supermarket system since the dawn of the electronic point-of-sale era. With its first versions available in the mid '70s, S18 users have enjoyed an unbroken 25-year history of enhancement and support — a record almost certainly unduplicated by any other electronic product of any kind — culminating in the Year 2000 compliant version that enables continued operation today.

The plan for support and services is as follows:

1. Customization and enhancement services for S18 have been formally withdrawn as of the original issue of this Bulletin dated June 5, 2000.
2. Fujitsu Transaction Solutions intends to retain skills, personnel and parts inventory to provide S18 hardware break/fix support through March 31, 2003.
  - Note that parts and repair services are not available for all models of all products. Please contact your Fujitsu Managed Services representative with any questions you may have regarding spares and repairs for specific products.
3. Software maintenance and support will also continue through March 31, 2003.
  - Software maintenance and support services will continue to be limited to the level currently provided, e.g., critical incident assistance or providing advice for parameter settings, tax tables etc.
4. Fujitsu Transaction Solutions Inc. reserves the right to terminate hardware and/or software services and support for S18 systems at any time, or to extend such services after March 31, 2003 at its sole discretion.

*Tony*

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