

AMAZON TO END SUPPORT FOR OLDER KINDLES, PROMPTING USER OUTCRY

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TROUBLED CASE

APPLY

STOP

REMAIN

BE

MAKE

KEEP

BE

MEAN

Amazon _____ (tell) owners it **will soon** _____ supporting older Kindle models - a move which _____ (leave) some users outraged.

In emails from the tech giant, affected users were thanked for being a "longtime Kindle customer" but told devices released during or before 2012 would no longer receive updates from 20 May.

The move **will** _____ owners of older Kindles, including its earliest models such as the Kindle Touch and some Kindle Fire tablets, **will** _____ unable to download new e-books.

Amazon said it _____ (support) affected models for years and their active users _____ (offer) discounts to help "transition to newer devices", but some _____ (criticise) it for making up to two million devices "obsolete".

I have a Kindle Touch that I _____ (have) since 2013, it works great, I bought a book on it a few months ago, and suddenly it's obsolete," one X user wrote in a post tagging Amazon.

Another frustrated user described the Kindle as "probably one of the most low-tech devices ever made" and queried why Amazon was discontinuing its support for it.

"A Kindle is a text device! There is no need for updates."

Users **will still** _____ able to read e-books they _____ (already download), and their accounts and their Kindle Library **will** _____ accessible on its mobile and desktop app.

Amazon also warned performing a factory reset on affected Kindles **will** _____ them unusable.



E-WASTE CONCERNS

Tech industry analyst Paolo Pescatore said while Amazon's move may frustrate owners of models which still work, the decision was "_____ a security and support _____".

"The challenge is that these devices were built for a different _____ and are not equipped to run newer, more data-hungry services and _____," he told the BBC, adding "_____ hardware" can also pose problems.

But Pescatore said older _____ losing the ability to connect to newer products and services can also "turn a once seamless device into a far more _____ offline tool".

Ugo Vallauri, co-director of the Restart Project, which encourages repair of electronics, said manufacturers' promises of newer devices offering better performance, when _____ support for older products, has been seen before.

Vallauri added while the company has said the change would _____ affect 3% of current users, "this could amount to 2 million devices rendered obsolete according to some estimates, _____ generating over 624 tons of e-waste".