



memorandum

To Retailers and Marketers
From Americas Products
Date October 8, 2019
Re Chevron's Expanded Broadband Network Choice Program Update

Dear Retailers and Marketers:

Last year, Chevron announced its Expanded Broadband Network Choice Program, to give marketers and retailers different service choices with their Mako or Hughes network providers for their Point-of-Sale (POS) systems. ***As a reminder, Chevron has approved only Mako and Hughes as network providers.*** In order to process payment card transactions under your Retail Technology System (RTS) Agreement, your station's POS system must at all times comply with Chevron's requirements and PCI standards to ensure network security. We have the following updates announced by Verifone and Gilbarco related to those POS systems used with the Mako or Hughes network provider.

Program Updates:

- Mako and Hughes now have certified Managed Network Service Provider (MNSP) solutions available for Verifone and Gilbarco POS systems (see below for more information).
- Stations with Verifone POS systems must use an MNSP package from Mako or Hughes.
- Stations with Gilbarco POS systems can either use an MNSP package from Mako or Hughes; or can use an Acumera Secure Zone Router (SZR). If you choose the SZR option, please contact your Mako or Hughes provider for any additional equipment that may be required to meet Chevron network security requirements.

Mako or Hughes MNSP solutions provide one package of network equipment and internet access that offers a streamlined service to help meet station needs. Bundling hardware from one network supplier means retailers only need to make a single phone call to setup networks and to resolve problems. An MNSP can also help monitor network performance.

Please contact Mako or Hughes to discuss the best configuration for your station and POS system, including network connectivity, bandwidth, network devices, and cost. Chevron encourages retailers to review and upgrade network equipment while they upgrade POS software to enable EMV chip-card transaction acceptance at dispensers.

MNSP key benefits include:

- Provides a managed, end-to-end integrated network solution.
- Offers a turn-key network deployment, configuration and implementation.
- Reduces the number of equipment suppliers.
- Helps improve network reliability.
- Allows Mako or Hughes to monitor network performance.
- Strengthens station security and PCI compliance.
- Prepares the station for future requirements including outdoor EMV and mobile payment processing.

- Allows remote software distribution, high-speed help desk support and Gilbarco Insite360. For stations with Gilbarco POS systems, SZRs also offer these.

Other changes:

- Verifone announced that the Enhanced Zone Router (EZR) is at the end of life and support will end soon. Replace any EZR with an MNSP solution as soon as possible.
- Gilbarco announced that the Rv042 router is at the end of life and support will end soon. Contact Hughes or Mako for options to replace the Rv042 with an MNSP.
- Site surveys are not required for Mako or Hughes, but you should contact them well in advance of any planned change.
- For Mako pricing, please review the FAQs for adjustments in pricing and information on a special discount program.

For more information, please review the Mako and Hughes brochures and Frequently Asked Questions (FAQs) on Chevron Business Point; or contact your network provider at the number below.

- Hughes 1-888-408-7196
- Mako 1-800-851-4691 option 2