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**Can you tell me more about this program?**

Retail ICE is no longer being distributed and going forward CAM will not be supporting any version of ICE. As result, there will be (i) no future updates of the ICE software to meet changes in market and regulatory requirements, (ii) no ability for the ICE customers to access CAM's support group and address any POS software or database issues, and (iii) no support of any X-Charge-ICE interface. However, customers signing up to one of the three support plans summarized in the offering will receive a free upgrade to Retail STAR and data conversion, which will allow you to continue running a fully integrated, PCI-compliant solution between CAM POS and X-Charge. Please call CAM at 800-726-3282 for further details.

**Is there any way to stay with X-Charge and keep using my ICE software?**

All versions of ICE other than v8.5 have the ability to retain credit card data in the software application depending on how it's used which is not PCI compliant and may expose you to liability. For versions other than ICE v8.5, you will need to upgrade your ICE software to Retail STAR and subscribe to a Support Program to continue using X-Charge as a fully integrated PCI compliant solution with your CAM POS system. Technically, ICE v8.5 may be PCI Compliant as bundled with X-Charge, but will not be supported by CAM POS. For additional questions please contact CAM at 800-726-3282.

**How can I tell what version of ICE software I am running?**

In Office ICE> Click on Help in the upper left hand corner> Click on About – Version is listed, example – 8.5.86 SP1. As a practical guide, ICE v8.5 was released in August 2009. So, if your software was not installed or updated in the past 12 months, chances are that you are operating a version of ICE that may retain credit card data in the software application and will not be supported by CAM. For additional details contact CAM at 800-726-3282.

**If I run an old version, is there any way to remain PCI compliant w/o signing up for one of these programs?**

Not as an integrated solution with X-Charge. To remain PCI Compliant in a fully integrated solution with X-Charge, you must upgrade your pre-v8.5 ICE software to Retail STAR. Please contact CAM at 800-726-3282 with additional questions.

**I have v8.5 – which appears to be PCI compliant. What do I need to do? What happens if I do nothing?**

Retail ICE version 8.5 has been discontinued. As a result, there will be no further support of the ICE software, the ICE-XCharge interface, or future releases of X-Charge as used with ICE. In order to receive future releases or support assistance, you will need to upgrade to Retail STAR

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as well as subscribe to a Support Plan. For additional questions please contact CAM at 800-726-3282

**What if I don't use all of my minutes on the Bronze or Silver plan at the end of the subscription?**

All minutes not used at the end of the term expire. They do not roll over.

**I currently have an ICE Support Contract. Is that still valid?**

Yes. Your current Retail ICE Support Contract will remain in effect until the renewal date. At that time you must upgrade to Single User Retail STAR to receive any Support.

**I never call support. Why should I sign up for this?**

Generally, Insurance and Health Benefits are things we commonly sign up for and rarely use – it's better to have and seldom use than not have and need immediately. Plus you get the upgrades to keep you current with new features and benefits.

**What happens if I do not sign up for this new support program? Can I still use my current ICE software?**

As a Retailer it is your responsibility to follow what State and Federal laws mandate. CAM assumes no liability. Example – remaining PCI compliant. You can continue to use the software, but will not be able to get any further upgrades or Support. In addition, if using X-Charge on a version prior to 8.5, you will not be in compliance with PCI DSS standards and could face fines and lose the ability to process credit card transactions.

**Are there any new functions or features in Retail STAR that I do not have in ICE?**

Current PCI Compliancy, Multi-System, Multi-Store capability and i.STAR Webstore integration.

**What happens if I sign up for this and subsequently drop?**

You must remain current with your Subscription in order to be active in using the product and receiving Support. If you discontinue your Support Contract for any reason, you will lose the ability to use the software and access to any of the Value Added Services (if on the Gold Plan). If you stop paying your subscription fees before your anniversary date, you will have to pay any fees to become current before you can start using the software again.

**What happens if I exceed the max number of minutes of the bronze or silver plan?**

1. Upgrade to a higher plan with more minutes. 2. Pay for Support with a credit card at the prevailing rate.

**I am on the Bronze or Silver Plans. I have used all of my minutes. Do I still have to pay the monthly fee?**

Yes. The monthly subscription fee allows you to use the software. If you do not pay your monthly subscription fee for any reason, you will not be able to use the software. If you are behind on your fees, you have to become current before you can start using the software again.

**What happens if I pass on this and subsequently have a POS issue requiring support?** Before you will receive any assistance, you must be on one of the Support Plans.

**Can I upgrade or downgrade Support Plans at any time?**

You can upgrade at any time. You can only downgrade on your anniversary date.

**What does “PCI Compliant Ready” mean?**

It means that the POS Software you are using meets the requirements for use of integrated Credit Card processing outlined by the PCI Security Standards Council.