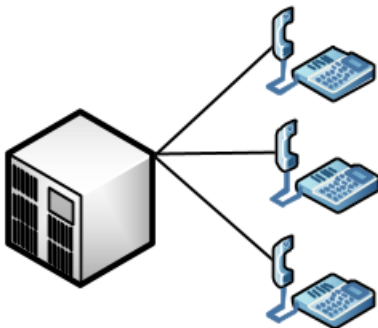


VoIP PRI/CAS Over Client's Internet

- This product complies with FCC Next Generation Network requirements.
- VoIP PRI/CAS replaces 100% copper connections (PRI and CAS circuits) with IP packet communication technology.
- VoIP PRI/CAS uses Voice over IP (VoIP) technology and POPP-provided Voice Gateway Equipment to deliver a PRI T1 to a client-owned phone system over the top of the client's internet connection. Each PRI T1 supports up to 23 channels / concurrent calls and the product can deliver up to two T1s.

Note: Channel Associated Signaling (CAS) T1s are also supported to phone systems that require this older technology. Each CAS T1 supports 24 channels / concurrent calls, and the product can deliver up to two T1s.

On-Site Telephone System



Monitoring Devices



- Security system
- Meters for gas, refrigeration, boiler, water, temperature, etc.

Office Devices



Clarifications

- **Requires a high-quality/reliable internet connection** with a minimum bandwidth of 1.5Mbps/1.5Mbps. Calls use a small portion of the internet connection bandwidth while the call is active (87kbps per call).
- **For Maximum Voice Quality - VoIP Management Device (VMD)**
A specially configured SonicWALL firewall allows us to give voice traffic a higher priority than data traffic for the highest possible voice quality. The VMD can *also* serve as the client's internet firewall or work in conjunction with a client's existing firewall. The VMD also allows for POPP to monitor and manage the service remotely which gives us additional troubleshooting capabilities and can often avoid a costly technician dispatch. For clients with dual internet connections, the VMD can provide automatic failover for voice traffic to virtually eliminate downtime.
- **Fire/Elevator Alarm Lines** - According to code, VoIP may only be used for Fire/Elevator lines if client has suitable battery backup or building generator systems in place to provide all voice and internet-related equipment with standby runtime of 8 hours (Fire Alarm Lines) or 4 hours (Elevator Lines) in the event of a local power outage. See [Alarm Lines Service Description](#).
- **Security/Burglar Alarm Lines** - VoIP may be used for security/burglar alarm lines with the client's understanding that the lines will not work in the event of a power or internet connection outage unless the client furnishes standby power systems and backup internet connection with automatic failover. See [Alarm Lines Service Description](#).
- **Emergency/911 Calls** – 911 calls will present either the main business phone number (PRI & CAS), or the DID (PRI only, depending on phone system configuration), plus business name and address to the emergency services operator. 911 will not work during a power outage without client-supplied battery backup and/or generator backup system.
- **Included Calling Features** - VoIP PRI/CAS has calling features provided by POPP's Microsoft Metaswitch. See <https://popp.com/voicefeatures>
- **Optional Add-on Services** – Fax-To-Email, Special/Anywhere Phone Numbers, Account Codes, and Single/Router Voicemail Boxes.
- **Complimentary Domestic Long Distance** - Defined as 1000 minutes, per channel, per month (pooled) for calls to the lower 48 contiguous United States. Usage in excess of this amount and all other long-distance calls shall be billed at POPP's published rates. See LDv10.
- **Faxing and Modem Use** – A dedicated line is recommended that is not also used for voice calls.
- **International Outbound Calls** - For security reasons, POPP recommends international call blocking or 3-digit verified account codes on international calls.
- **White Pages Directory Listings**, see [Directory Listings Policy](#).
- **Power Backup** – VoIP PRI/CAS will not function in the event of a power outage unless the POPP-provided Voice Gateway equipment and any other relevant phone/internet equipment on-site are connected to a client-supplied battery backup system and/or a generator backup system.