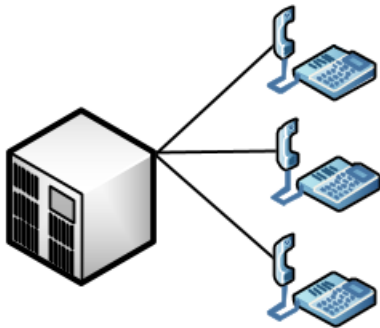


Benefits of Business VoIP Phone Lines Over Client's Internet

- Save money with the same features. Savings monthly over average Lumen land line aka POTS line are 40-70%
- Voice over IP (VoIP) Lines replace copper connections (aka land lines, POTS lines, Central Office Lines)
-

On-Site Telephone System



Monitoring Devices



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

Office Devices



Get a Quote 763-797-7900
Schedule an appointment with an Account Executive ([link](#))

Product Guide

- **Calling Plan with Unlimited Local Calling and Domestic Long Distance** - Defined as 1000 minutes, per line, 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.
- **Included Calling Features** - VoIP Lines have calling features including a telephone number, dial tone, call forwarding, and voicemail (**voicemail is an additional charge**). See <https://popp.com/voicefeatures>
- **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). VoIP Lines will not function during an internet outage.
- **Power Backup** – VoIP Lines will not function in the event of a power outage unless the POPP-provided VoIP 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.
- **VoIP Lines use POPP-provided VoIP Gateway equipment (aka Analog Telephone Adapter – ATA)** to convert IP to analog, enabling telephone number dial tone to on-premise phone systems and other analog devices (fax machines, postage machines, ATMs, door entry systems, HVAC monitoring systems, and more) so they can communicate over the Public Switched Telephone Network.
- **To add to VoIP quality, we offer a VoIP Management Device (VMD) firewall that enables VoIP quality management**
 A specially configured SonicWALL firewall allows POPP 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 Lines 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 Lines 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 the line phone number, 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.
- **Optional Add-on Services** – Fax-To-Email, Special/Anywhere Phone Numbers, Account Codes, and Single/Router Voicemail Boxes.
- **Faxing, Modem, or Device Use** – A dedicated fax/modem/device line is recommended that is not also used for voice calls.
- **International Outbound Calls** - For security reasons, international call blocking or 3-digit verified account codes are recommended
- **White Pages and Directory Listings**, see [Directory Listings Policy](#)

