



## Annual Notice to Clients

### Billing Policies and Procedures

Your POPP monthly invoice and reports not only gives you an inventory of your charges, payments and credits, but may also contain special messages, such as those regarding service or price changes. Please take the time to read the monthly messages and carefully review your invoice to make sure your billing information is correct.

We bill for services on a month-to-month basis. Charges for service begin the day service is installed. Because you are billed a month in advance, your first bill reflects charges from the date of installation to the end of that billing period, plus charges for the following month.

A \$2.00 Handling/Printing/Mailing Fee will be assessed each month for clients receiving paper invoices. Clients may opt to receive paperless billing to avoid the \$2.00 monthly charge. A \$5.00 per payment charge will be assessed when a client makes a credit card or debit payment via telephone or fax. The charge will be reflected on the next client invoice in Other Charges & Credits.

Client will be billed and is responsible for payment of applicable local, state, and federal taxes and surcharges assessed in the connection with the services used. Such taxes and surcharges may be separately stated on the applicable invoice. Certain non-profit organizations are exempt from some taxes. POPP requires a certificate of exemption.

Payment of fees and charges are due on or before the due date stated on your invoice. Payment must be received by POPP before the due date or client will be assessed a late payment fee of \$5.00 per month unless a lower fee is required by law. Required notice will be given for all rate increases.

If the company has been in business less than 18 months, is trying to re-establish credit, or in certain other situations, POPP may require a deposit of up to two months of usage (to be held until 12 consecutive months of prompt payment is received). The deposit amount would then be credited with interest at current rates.

If there are billing errors or other requests for credit, client must bring those to our attention in writing within thirty (30) days of the occurrence. When a client has been overbilled, POPP will credit the client back to the most recent invoice date. If a product or feature has been omitted from a client's invoice, the client may be back-billed to the date the product or feature was activated. If the activation date is more than two years prior to the current date, the client will be billed for a maximum of two years of service in accordance with the law.

### Customer Service Record (CSR)

Prior to becoming a local client, POPP requires written authorization from a company to obtain from CenturyLink/CLEC information and/or copies of all network services for the company with respect to telephone numbers. This authorization shall remain in effect for 15 days and in no way grants POPP the authority to make any changes to the company's telephone service. This information provided by CenturyLink/CLEC is limited to a descriptive inventory of the client's current local telephone service.

### Disconnection of Service

POPP reserves the right to interrupt or permanently cancel service to delinquent accounts and clients in violation of POPP terms and conditions. Prior to disconnecting service, POPP will notify client up to five (5) business days in advance via telephone, First Class Mail or e-mail communication. A client's service will be permanently shut off 45 days after the last unpaid invoice is mailed and no payments or payment arrangements have been made. Termination charges may apply, as stated in any separate term plan agreement and applicable POPP tariffs.

### Protecting Your Privacy

POPP protects the confidentiality of its clients consistent with applicable law, including the FCC requirements to retain call detail records: The FCC requires POPP to retain long distance call detail records for 18 months. POPP is not required to keep local call detail. Under the Federal Communications Act, POPP is prohibited from releasing client information to the police, government agencies, or anyone other than the client without a court order or subpoena. A copy of call detail will be provided

upon request at prevailing rates. Only written requests to obtain call detail records from the client will be fulfilled. No verbal requests will be fulfilled. Reports are sent by mail to the valid billing address listed on the account or may be e-mailed to the decision maker or authorized client contact. POPP may require verification regarding the identity or authority of the person making the request for information, such as a driver's license, etc.

For client's protection, information relating to the account will only be given to the decision maker and/or contact person named on file to authorize POPP services. It is the client's responsibility to notify POPP of changes to the authorized person on file.

### 911 Emergency Numbers

When POPP provides local telephone service, it is the responsibility of the client to inform POPP of any address change to keep the 911 database accurate. Client must also inform POPP when an IP telephone or telephone system (PBX) is moved to a new 911 address. 911 addresses will not be updated unless POPP is notified in writing of the change. Accurate addresses are crucial in emergency situations and it is imperative that the client informs POPP of any location and/or address information changes. 911 service will not work if your internal voice network goes down, if the connection to your local provider is down due to a cable cut or other network interruption, if your telephone loses power or dial tone, you have not provided POPP with your correct/updated 911 address, or if your local service has been suspended or disconnected.

### Blocking Options

0, 1+, 1010, 411, Call Trace, Continuous Redial, International, Last Call Return, Local. Please note: Collect calls cannot be made to POPP-hosted land lines, T-1s or DSL, and 900 numbers cannot be dialed from POPP-hosted land lines, T-1s or DSL.

### Concern and Complaint Resolution

At POPP, our focus is on client savings, service and security and our team works hard to provide quality products and services. However, if you are ever unhappy with your service please contact us immediately to resolve the situation. If Network client is not completely satisfied within 90 days of service, POPP will pay to restore client's original service, as well as match the local company's changeover fee with a donation to a nonprofit organization in client's community.

Customer Service, POPP Communications  
620 Mendelssohn Avenue North  
Golden Valley, MN 55427-4300  
Tel: 763-797-7900 or 1-800-234-7677  
E-mail: [billinginquiries@popp.com](mailto:billinginquiries@popp.com)

Complaints concerning POPP charges, practices, facilities, or services will be addressed and investigated promptly and thoroughly. POPP will keep records of each complaint noting the name and address of the person filing the complaint, the date and nature of the complaint, its disposition, and all other pertinent facts dealing with the complaint that will enable POPP to review and analyze its procedures and actions. If client is dissatisfied with the resolution of the complaint, client has the right to contact the Minnesota Public Utility Commission.

Consumer Affairs Office, Public Utilities Commission  
121 7th Place E., Suite 350  
St. Paul, MN 55101-2147  
Tel: 651-296-0406 or 1-800-657-3782  
E-mail: [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us)  
Website: [www.puc.state.mn.us](http://www.puc.state.mn.us)  
Complaints: [www.puc.state.mn.us/consumer/complain](http://www.puc.state.mn.us/consumer/complain)

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## MINNESOTA RELAY

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

To make a relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

### Types of Relay Services

#### Captioned Telephone Service (CTS)

CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications Assistant (CA) transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

#### Internet Protocol Captioned Telephone Service (IP CTS)

Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or select smartphones. Go to: [www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service](http://www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service).

#### Computer (ASCII): 1-800-627-3529

Computer users can access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

#### Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make and receive phone calls. Using a special text telephone, you type your conversation for the relay CA to read to the other person, and listen directly to the other person's response.

#### Hearing User: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

#### Internet Protocol (IP) Relay:

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or select smartphones. Go to: [www.sprintrelay.com](http://www.sprintrelay.com).

#### Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

#### Speech-to-Speech (STS): 1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

#### Text Telephone (TTY): 1-800-627-3529

This service allows a person who is deaf, deaf-blind, or speech disabled to use a TTY to communicate with the other person on the call.

#### Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the CA via an Internet-enabled device with a video camera. The CA relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party. Go to: [www.fcc.gov/consumers/guides/video-relay-services](http://www.fcc.gov/consumers/guides/video-relay-services).

#### Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone.

## Important Information

### Emergency Assistance

TTY callers should dial 9-1-1 directly in emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

### Billing Options for Long Distance Relay Calls

Direct, Collect, Pre-paid Calling Card, Carrier Calling Card, Third-party billing. Please note: Only certain voice products support receiving collect calls. Please contact your account advisor if you need this service.

### Filing a Complaint

E-mail your complaint to [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us) or call 1-800-657-3775. You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint. You may also file a complaint with the Federal Communications Commission: [www.fcc.gov/complaints](http://www.fcc.gov/complaints)  
1-888-225-5322 (voice)  
1-888-835-5322 (TTY)  
1-844-432-2275 (ASL via VP)

### For more information on Minnesota Relay Services

Call 1-800-657-3775 (voice/TTY) or go to the website at [www.mnrelay.org](http://www.mnrelay.org).

## TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.

For more information on the TED Program, call 1-800-657-3663 (voice) or ASL via VP: 1-866-635-0082 or go to the website at [mn.gov/dhs/ted-program/](http://mn.gov/dhs/ted-program/).