



## POPP Terms and Conditions Addendum – Teleworker Softphone Promotion

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### 1.0 INTRODUCTION

Please refer to POPP's General Terms and Conditions, as well as POPP's Internet Phone System Terms and Conditions – Both of which apply unless an item is more specifically addressed below.

### 2.0 TELEWORKER SOFTPHONE PRODUCT PROMOTION OVERVIEW

- 2.1 This service consists only of POPP furnishing a Direct Inward Dial (DID) number that the Client can forward their calls to along with use of the MaX UC (formerly known as Accession) application. This DID number can be assigned to a teleworker who can make use of POPP's MaX UC application to receive calls while working at home, as well as place outbound calls from the MaX UC app to present outbound calls with the Client's business telephone numbers.
- 2.2 POPP will not provide Automatic Call Distribution, Main Number Call Distribution, Hunt Groups, Auto Attendants, Physical/Hard Phones, or other PBX-type features on this product. Clients who need these features should consider POPP's full Internet Phone System product.
- 2.3 POPP is making this free service available through the duration of the Covid19 crisis as a gesture of good will to businesses struggling to find ways to equip their teleworkers with the tools serve their customers. POPP intends to make this a free service available until at least July 1, 2020, but will consider extending the free period based on the state of the Covid19 situation at that time.
- 2.4 This service is only available to businesses with a billing address located within the Twin Cities, Minnesota metro area and do not already subscribe to POPP's Internet Phone System product.

### 3.0 IMPLEMENTATION OF SERVICE

- 3.1 Due to expected high demand of a free service, POPP reserves the right walk away from a Client whose configuration is overly complex and/or not a good fit for the solution based on call flow, call volume, or for any other reason. If demand for the service exceeds installation capacity, network capacity, or for any reason – POPP reserves the right to limit/cap the number of new Clients who can come onto the service at any point.
- 3.2 Client is responsible to coordinate with their current voice services provider or phone system provider to implement the call forwarding necessary to make the service work.
- 3.3 Client is responsible for phone system vendor/provider charges (if any) to implement, troubleshoot, or to revert the service back to normal.
- 3.4 POPP is waiving all one-time installation fees for this service. POPP will assign a Project Manager who will work with the Client to get numbers assigned to each employee and answer general questions about the service.
- 3.5 Due to social distancing requirements, POPP will not dispatch technicians to implement or troubleshoot this service. The service is provided with remote implementation/troubleshooting only.

### 4.0 USING THE SERVICE

- 4.1 Call quality is subject to the internet connection quality/capacity that teleworkers have at their homes, which POPP cannot control or troubleshoot.
- 4.2 POPP will walk one user through the installation of the MaX UC app on their smartphone/computer. It is that user's responsibility to install (or walk through) the installation of the app on other users' devices. In the event that we run into compatibility issues with the installation of the MaX UC app on teleworker smartphones/computers – POPP will provide basic remote troubleshooting assistance only. We are unable to guarantee compatibility with all equipment.
- 4.3 Client is solely responsible to provide to POPP the 911 addresses for teleworkers at the time of install and throughout the term of service (if the addresses change) to ensure the addresses are loaded into the 911 database and 911 calls are routed properly.
- 4.4 This service does NOT include complimentary long distance. Local calling is limited to the Twin Cities, MN Rate Center. Client is responsible for any and all toll charges for domestic, extended domestic, and international calls made by its Users billed at POPP's standard rates (LD v10):
  - Long Distance – Continental State-to-State \$.029
  - Long Distance – In-State Minnesota \$.039

Calls are billed in 60/6 increments. Extended domestic (includes Alaska, American Samoa, Guam, Hawaii, Puerto Rico, US Virgin Islands) and International calls are billable at POPP's published rates.

- 4.5 Clients are responsible for applicable monthly, per-line taxes and surcharges. Clients with this service are required to enroll in paperless billing and must pay for any toll charges they incur.

## **5.0 REMOVAL/DISCONTINUATION OF SERVICE**

- 5.1 Clients may discontinue the service at any time, but are required to inform POPP by phone that they intend to do so (or have done so). Failure to inform POPP of intent to end service may result in charges if the service is still activated beyond the free use period.
- 5.2 Clients who choose to continue using the service at the end of the free use period shall be subject to fees in the amount of \$4.95/user/mo. until either the Client or POPP decides to discontinue the service entirely. Clients' use of this service is month-to-month. POPP intends to make the service available for no more than 90 days beyond the free use period.
- 5.3 POPP reserves the right to discontinue the service under normal circumstances at any time with 30 days' notice to Clients. POPP reserves the right to discontinue the service immediately in the case of Client abuse of the service or violation of our acceptable use policy.

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