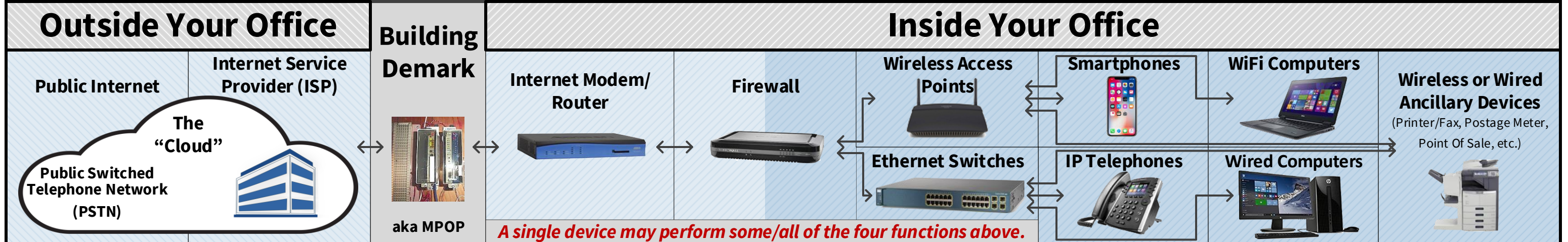


WAN

Wide Area Network - Internet & Voice

LAN

Local Area Network - Internet & Voice



What It Does:

<ul style="list-style-type: none"> Connects all internet and voice users around the world 	<ul style="list-style-type: none"> Supplies a WAN connection that enables access to the internet and telephones around the world 	<ul style="list-style-type: none"> Junction point for wiring to your office building 	<ul style="list-style-type: none"> Terminates your ISP's WAN internet connection at your location Allows data to be transmitted over the WAN connection 	<ul style="list-style-type: none"> Separates the WAN and LAN Assigns private IP addresses to LAN-connected devices Allows approved traffic in to your LAN devices 	<ul style="list-style-type: none"> Connects devices to the LAN and WAN WAPs connect WiFi-enabled devices Ethernet switches connect wired devices 	<ul style="list-style-type: none"> Make and receive telephone calls using VoIP technology over the LAN and WAN 	<ul style="list-style-type: none"> Send and receive data over the LAN and WAN, to and from LAN- and WAN-connected users and servers 	<ul style="list-style-type: none"> Send and receive documents, transactions, and other data across the LAN and WAN
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What We Do:

<ul style="list-style-type: none"> Provide connections to the public internet and to the Public Switched Telephone Network (PSTN) 	<ul style="list-style-type: none"> Recommend the best connection and bandwidth for the intended application 	<ul style="list-style-type: none"> Cross-connect POPP service coming into your office Charge for other cabling 	<ul style="list-style-type: none"> Leave other providers' devices as is 	<ul style="list-style-type: none"> Proactively monitor the WAN connections of Firewall/VMD Leave existing devices as is or charge for config/replacement 	<ul style="list-style-type: none"> Configure and install POPP-supplied devices Charge for config/replacement/high-level troubleshooting of existing devices 	<ul style="list-style-type: none"> Test in/outbound calling to extension, local, LD, and Int'l Charge for repair/replacement of purchased POPP IP phones 	<ul style="list-style-type: none"> Test internet connectivity Ask user to test email (send/receive) Update config in 1-2 devices if switching email to POPP 	<ul style="list-style-type: none"> Test faxing (send/receive) Ask user to test print/scan/other Leave device settings as is
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What We Don't Do:

<ul style="list-style-type: none"> We don't recommend more bandwidth than is needed for the intended business internet and voice functions 	<ul style="list-style-type: none"> We are not able to fix issues on other providers' connections 	<ul style="list-style-type: none"> We don't cross-connect/repair/replace other providers' connections 	<ul style="list-style-type: none"> We don't monitor or configure/replace non-POPP devices 	<ul style="list-style-type: none"> We don't charge for reconfiguration/replacement of leased POPP devices, except for travel charges We don't monitor non-POPP devices 	<ul style="list-style-type: none"> We don't monitor these devices, no matter who supplies them We don't provide in-depth troubleshooting of non-POPP supplied equipment 	<ul style="list-style-type: none"> We don't repair/replace smartphones We don't charge to repair/replace leased phones, except for tech dispatch (if requested) 	<ul style="list-style-type: none"> We don't repair/configure/replace computers We don't test/install/service applications not purchased from POPP 	<ul style="list-style-type: none"> We don't adjust device settings - client should engage the device's service company We don't repair/replace ancillary devices not serviced by POPP
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