

ZoomCalls Business VoIP Phone Service

The "No Tricks" Phone Company



Business Phone Lines

Hosted Cloud-Based Virtual Office PBX

Available to active Dolphin, Cricket, Koala, and Parrot dialer customers

Truly Unlimited **\$39** Per Line Per Month
Or pay \$390 in advance for a year and save \$78

Truly Unlimited Inbound & Outbound Calls to USA and Canada
No Per Minute Charges! No Startup Fees! No Hidden Fees! No Contract!

Compare to other companies! Most have many add-on costs and "excessive usage" limitations, even though they advertise low "unlimited" prices.

- Price include your choice of a LOCAL or TOLL FREE telephone number.
- All features are included at no extra cost.
- There is NO charge to "port over" your existing phone numbers from other companies.
- There are NO additional charges except for sales tax if you are located in Texas.

Requirements to use ZoomCalls:

1) Wired Internet Connection

At least 1 MB Download Speed per user
and Ping under 90 ms
Test your Internet: www.SpeedTest.net



2) IP Phone (if not using a ZoomCalls softphone)

Use your existing IP Phone or purchase one
of our recommended Grandstream phones for
\$99 + shipping (programmed for you before shipping.)



Web Site: www.ZoomCalls.com (Be sure to watch our Video)
Tel: 800-713-8353 or 972-713-6622 **E-mail:** sales@ZoomCalls.com

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FEATURES: All included at no extra cost!

- **Caller ID Number**
Display any legitimate Caller ID number when you call.
- **Voicemail**
Calls not answered go to voicemail and messages can be emailed to you instantly.
- **IVR – Auto Attendant**
Automatically answers phone calls with menu choices.
- **Hunt Groups**
Calls roll over to the next available line.
- **Follow-Me**
Calls ring one phone, but if no answer, it rings another phone number for that person.
- **Call Forward**
Forward to another extension or to any US or Canadian phone number.
- **Chat (Instant Messaging)**
Communicate internally among staff at any location.
- **Conference Calling**
Talk with multiple people simultaneously.
- **Call Waiting**
If another call comes in while you are on a call, you hear a beep notifying you of the other call.
- **Call Transfer**
Transfer a call to another number; may be either an Announced or a Blind transfer.
- **Transfer to Voicemail**
Send a call directly to a voicemail box.
- **Eavesdrop (Call Monitoring)**
Secretly listen to a call with the option to barge in on the call.
- **Intercom**
Place a call to an extension's speaker phone.
- **Paging**
Place a call to multiple extensions' speaker phones.
- **Call Return**
Call back the last incoming phone number.
- **Do Not Disturb**
Send calls directly to voicemail. The message can then be emailed to you.
- **Call Pickup**
Answer another person's extension.
- **Music On Hold**
Callers can hear either music or your ad when placed on hold.
- **Call Recording**
Conversations can be recorded and backed up.
- **Softphone**
Use ZoomCalls without a desk phone.

Need a dialer to call lists of phone numbers?

<http://www.DolphinDialer.com> or <http://www.ClickDialers.com> or <http://www.Cloud-Dialers.com>

Buyer/User Agreement: ZoomCalls Policies & Laws

Revised 05/14/14

By ordering and using ZoomCalls VoIP Phone Service (hereinafter referred to as “**ZoomCalls**”), you (hereinafter referred to as either “you”, or “your” or “Customer”) are agreeing to be bound by all of these “ZoomCalls Policies”.

ZoomCalls is owned and operated by Electronic Voice Services, Inc. (hereinafter referred to as “EVS”). There are two applications for using ZoomCalls: 1) ZoomCalls Business VoIP Phone Service for making manual inbound and outbound calls with a telephone or softphone (hereinafter referred to as “**ZoomCalls Business**”) and 2) ZoomCalls Dialer VoIP Phone Service for making only outbound calls (hereinafter referred to as “**ZoomCalls Dialer**”) for use with EVS’ dialing software products such as Dolphin Power Seller, Cricket Click Dialer, and Koala Cloud Call Center (hereinafter referred to as “**EVS’ Software Products**”).

- **RETURN POLICY for ZoomCalls Business and ZoomCalls Dialer:** There are NO REFUNDS for ZoomCalls after paying in advance for a month, a year, or any other period of time.
- **RETURN POLICY for Software Using ZoomCalls Dialer:** Purchasing a license for any of EVS’ Software Products, Buyer will have a maximum of 14 days to request a cancellation and refund of the software license. Within those first 14 days after purchase, Buyer may receive a full license refund, less 15% restocking fee. There will be no refunds if there are any changes in laws affecting the use of these products.
- **PAYMENT:** Customers may initially pay and renew their ZoomCalls with a Credit Card, PayPal, or Electronic Check by contacting a salesperson at EVS or by ordering on one of EVS’ websites. Customers acknowledge that they will be automatically charged in advance of using ZoomCalls on the first day of Customers’ monthly cycle. Customers may pay in advance monthly or annually.
- **CANCELLATION & SUSPENSION:** To cancel automatic monthly billing, Customers must notify EVS at least 3 days prior to their next billing cycle. To cancel, call 800-713-8353 or 972-713-6622 or email sales@evs7.com. Ask for a confirmation E-mail for your records to provide proof of your request. **Note:** During any paid monthly or annual billing cycle, ZoomCalls may NOT be paused, suspended, pro-rated, or refunded for vacations, illnesses, leave of absences, or for any other reasons. ZoomCalls can, however, be suspended at the end of any billing cycle and then restarted on a later date of Customer’s choosing.
- **CALLING:** ZoomCalls Business may be used to either make or receive calls in the USA and Canada while ZoomCalls Dialer may be used with EVS’ Software Products to make only outbound calls to the USA and Canada. Customers may be located virtually anywhere in the world when using ZoomCalls.
- **CALLER ID:** EVS’ Software Products Customers may display a 10 digit local or toll free USA or Canadian telephone number on the Caller ID of parties they are calling. (By law, a legitimate working telephone number must be displayed.)
- **PHONE NUMBER CHOICES & CALLER ID:** ZoomCalls Business Customers may choose to get a USA or Canadian local area code number and/or a toll free telephone number. Those numbers may be displayed on outbound calls on the Caller ID of parties they are calling.
- **EXISTING PHONE NUMBERS:** If a ZoomCalls Business Customer prefers to use one or more of his/her existing telephone numbers, EVS can order those phone numbers to be ported over from that customer’s former phone company. Porting phone numbers may take up to 30 days.
- **IP PHONES:** If Customer purchases IP Phones from EVS, EVS will program those phones prior to shipping to Customer. If Customer supplies his/her own IP Phones, EVS will supply Customer with the appropriate VoIP Login information, but Customer will be responsible for programming his/her own IP Phones.
- **911 EMERGENCY CALLS:** ZoomCalls cannot be relied upon for calling **911** in an emergency. Emergency operators will not automatically know your physical location to render assistance. ZoomCalls and EVS will in no way accept responsibility for failure of the service to contact **911** in cases of emergency.
- **OPERATOR ASSISTANCE:** ZoomCalls may NOT be used for operator (or directory) assistance.
- **FREE TRIAL:** Customers may try ZoomCalls for free before purchasing for a limited number of calls to ensure that it works properly in their environment.
- **AUTOMATED CALLING RESTRICTIONS:** ZoomCalls Business Customers may **NOT** make any type of **automated** calls. Violation of this policy may result in immediate termination with no refund. To make **automated** outbound calls, ZoomCalls Customers must use an EVS’ Software Product with ZoomCalls Dialer.
- **REFUSAL & TERMINATION:** ZoomCalls reserves the right to refuse service to anyone using ZoomCalls Business and/or EVS’ Software Products with ZoomCalls Outbound for unlawful, fraudulent,

or immoral purposes or for any other use that EVS deems unsuitable. ZoomCalls has the right to terminate anyone's service, without refund, if violating anything in these "ZoomCalls Policies".

- **INTERNET SERVICE REQUIREMENTS:** A high speed internet connection with adequate and consistent bandwidth is required to have high quality calls. To determine your internet bandwidth, you may quickly perform a test at this website: <http://www.speedtest.net> Click the "Begin Test" button. It first tests your "Ping", then your "Download Speed", and finally your "Upload Speed".

Minimum Requirements of Test:

Ping: Should be less than 90 ms

Download Speed: ZoomCalls Business Customers need at least 1 MB (megabyte) per line while ZoomCalls Dialer Customers need at least 1.5 MB (megabytes) per user.

Other Very Important Factors: Other simultaneous activities by you or other people (such as web browsing, audio and video file streaming, uploading and downloading files, watching YouTube, etc.) that are using the same internet service as ZoomCalls can greatly reduce the available bandwidth for your ZoomCalls. If your internet service provider shares the same service with other people or companies in your neighborhood, your service can be diminished at any time if any of those other people are using a large amount of the available bandwidth. We recommend getting higher bandwidth and/or using a Quality of Service (QOS) router if your bandwidth is inadequate for high quality sound. Wireless and satellite internet connections may or may not work well, depending on their signal strength. Wired connections are the best. We recommend using either AVG or Windows Security Essentials anti-virus software. Some anti-virus software (such as Norton, Kaspersky, Sophos, Avast, and McAfee) may block or degrade your VoIP service, but they can often be unblocked for the use of ZoomCalls. Please contact EVS for assistance.

- **COMPUTER REQUIREMENTS:** Customers using EVS' Software Products that use ZoomCalls Dialer must have an adequate computer. See those product web sites for their specific requirements. Customers are responsible for providing local computer networking and maintenance if needed.
- **SERVICE:** ZoomCalls strives to keep service to customers operational 100% of the time. ZoomCalls has multiple safeguards including numerous redundant servers; however, various factors can cause outages, interruptions, and degradation of VoIP service from time to time. Those factors (many are beyond ZoomCalls' control) can include, but are not limited to, acts of nature, equipment failure, power outages, human error, and internet failure or disruption. (Note: Land lines and cellular lines are also subject to acts of nature, human error, equipment failures, and power failures.) ZoomCalls does not warrant that its service will always function without failure, delay, interruption, error, or degradation of voice quality or loss of content, data, or information. Customer agrees that it accepts the service "as is". Regardless of the causes or damages or lost income or additional expenses incurred by any loss, interruption, or degradation of service, **Customer is NOT entitled to any refund or credit in the event of loss, interruption, or degradation of service. Customers' sole remedy is cancellation of future service.** In the event a court awards direct damages, despite the foregoing, such damages shall in no case exceed the amount of the last payment for any affected Customers' ZoomCalls accounts.
- **CHANGES:** ZoomCalls' prices and policies may change from time to time.
- **WARRANTY:** ZoomCalls and EVS make no warranty, express or implied, including but not limited to, any implied warranties of merchantability, fitness of the service for a particular purpose or any warranty that the service will meet Customers' requirements.
- **LEGAL RESPONSIBILITY:** Customers are responsible for determining in advance, from legal counsel, if their intended uses of ZoomCalls phone service and faxing and recording will be permissible and legally compliant with various governmental laws and regulations covering outbound calling, telemarketing, do not call lists, etc. Customers should note that laws and regulations can have stringent penalties for improper use. Customers that are subject to Do Not Call laws are responsible for properly "scrubbing" their telephone lists prior to calling. In addition, Customers should be aware that laws may change from time to time.
- **LIABILITY:** In no event will ZoomCalls, EVS, or it's officers, directors, employees, affiliates, contractors, agents, partners, or service providers be liable for any direct, incidental, indirect, special, punitive, exemplary, compensatory, or consequential damages, including but not limited to personal injury, wrongful death, property damage, loss of data, loss of revenue or profits, or damages rising out of or in connection with the use or inability to use the service, including inability to access emergency help. Customers are 100% liable for using ZoomCalls legally.

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