

Accessories, Software, and Internet/Phone Service Providers (continued)

Internet and Phone Service Providers

Hard-Wired Broadband Internet service via DSL, Cable, or Fiber Optic connection

Wi-Fi connections are NOT Supported

The use of wireless internet connections to access any Arise system at any time is prohibited, even if the connection is encrypted. Connectivity to the Arise® Platform through an unauthorized Proxy Service or unauthorized VPN Service is strictly prohibited. Additionally, Satellite, Microwave, and Cellular Hotspot Internet Services are not permitted. USB connected modems are not supported.

Arise and/or Client's VoIP System

Review the Opportunity Announcement to determine what is required to service individual programs. Client programs which require a hard-wired USB headset with phone quality audio do not require a dedicated phone to service.

Hard-Wired Telephone Service to the Router/Modem Device or Wall Outlet

Review the Opportunity Announcement first to determine if a hard-wired telephone service is needed for the program selected.

Cell phones CANNOT be used to service and should not be used for any purpose while servicing.

Review the Opportunity Announcement to determine what is required to service individual programs. Client programs which require a hard-wired telephone service are compatible with the following types of services: POTS (plain old telephone service), cable telephony, digital service, or VoIP through a physical hard phone, i.e. a tangible device that sits on your desktop. The service should be connected directly from the router/modem device or wall outlet to your telephone. Softphones (an application that is installed on your computer) are not permitted. The servicing telephone line should not interface at any point with the computer. All servicing telephone lines should not have voicemail, fax, or other features on the line (other than unlimited long distance, if necessary).*