

FAQs

# Dialpad for Good



## What is Dialpad for Good?

Dialpad for Good is a diversified support system for growing startup companies. We offer support to startup founders through product discounting, and client advocacy through marketing initiatives such as customer stories and social promotion. The Dialpad for Good ecosystem currently offers three programs for startup entrepreneurs: Dialpad for Startups, Tech for Black Founders (in support of the [#TechforBlackFounders](#) Initiative), and Diversity in Tech.

### Dialpad for Startups

Dialpad for Startups (DFS) is a program designed to help early stage companies grow with best-in-class business phone lines and video conferencing. It's ideal for supporting your company's main phone number, sales lines, customer service lines, and video calls/meetings.

Dialpad for Startups allows customers to provision up to ten (10) Dialpad Ai Voice (pro) licenses and Dialpad Ai Meetings (business) licenses at no charge for the duration of the customer's enrollment in the Program. In addition, customers will receive a 75% off discount on up to 30 additional new Ai Voice, Meetings, Sales, and Contact Center licenses during the first year of enrollment in the Program, provided that the customer's total license count does not exceed 50. Once a customer has been enrolled in the Program for a year (or once the customer's total license count exceeds 50, whichever comes first), customers will receive a discount of 50% off all existing and new licenses (in addition to any free licenses provisioned by a customer pursuant to the Program rules, which will remain free of charge). The discount will change again in subsequent years as the customer remains enrolled in the Program, depending on the customer's total license count. See table below for more details.

QUALIFYING TIER	DISCOUNT	TERM OF DISCOUNT	NOTES
<b>Free tier</b> 1-10 licenses**	Free	Lifetime	Customer will receive up to ten free licenses (no expiration), even if Customer adds additional licenses and falls into one of the two tiers.
	10 free Dialpad Ai Voice Pro licenses, plus 10 free Business tier Dialpad Ai Meetings licenses		
<b>First tier</b> 11-50 licenses	75%	1st Year with Program	75% off discount applies immediately upon entering the Program. Discounts under this tier are based on Customer's date of entry into the Dialpad for Good Program.
	50%	2nd Year with Program	
	25%	3rd Year with Program	
	10%	4th Year with Program (and every year thereafter)	
<b>Second tier</b> 51+ licenses	50%	1st Year Qualifying for 2nd Tier	Discounts under this tier are based on when Customer's license count exceeds 50, not based on Customer's date of entry into the Program. Discounts under the tier will continue to apply, even if Customer later removes licenses.
	25%	2nd Year Qualifying for 2nd Tier	
	10%	3rd Year Qualifying for 2nd Tier (and every year thereafter)	

*\*In addition to the 10 free licenses of Dialpad Ai Voice Pro, customers enrolled in the Dialpad for Good Program will be entitled to 10 Business tier Dialpad Ai Meetings licenses at no charge for the duration of their participation in the Program. Customer's free Dialpad Ai Voice Pro licenses along with Customer's free Business tier Dialpad Ai Meetings licenses will be counted toward Customer's total license count for purposes of determining Customer's qualifying tier above. Note: For companies sponsored through the Sacramento Kings x Dialpad partnership, ten (10) Dialpad Ai Voice Pro licenses and ten (10) Business tier Dialpad Ai Meetings licenses at no charge for three (3) years only.*

Startups that are active in the program can also benefit from marketing opportunities such as startup customer stories, newsletter features, and social media shares.

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## Tech for Black Founders

Dialpad is proud to support [#TechforBlackFounders](#): Participants in the Tech for Black Founders Program (TfBF) will receive the same discounts realized in the Dialpad for Startups Program.

Startups that are active in the program can also benefit from marketing opportunities such as startup customer stories, newsletter features, and social media shares.

## Diversity in Tech

The Diversity in Tech program supports Indigenous, non-Black Persons of Color, LGBTQIA+, and Female Founders. Black led startup Founders are encouraged to apply to the Tech for Black Founders Program, as part of the [#TechforBlackFounders](#) initiative. Startups must be based in the US/Canada, and can have a maximum of 25 employees. No Angel/VC investment required. Must be backed by a partner accelerator, and be a technology company.

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## What are the Program Requirements?

- Must be a startup company (new technology, or uses tech in a unique way to sell a product).
- Free tier only available to companies with up to 25 employees, larger startups can apply for other discounts.
- Affiliated with an incubator or accelerator on the application Program Partner List.
- Company has secured accredited Angel/VC investment. Companies in Tech for Black Founders or Diversity in Tech Program do not require investment.
- Public link to accelerator/incubator affiliation and accredited investment (Crunchbase or similar).
- Business is scalable, and will leverage the program through scale (i.e. expected users stated in application is past the 10 free lifetime seats).
- New companies only. Not available to current or recent customers. Not available through Dialpad Channel Partners.
- The company must be located in US, Canada, U.K., Australia, or New Zealand when applying to Dialpad for Startups. The Tech for Black Founders and Diversity in Tech Program is currently only offered in US/Canada.

Companies that do not currently meet these requirements should wait to apply, or our Free Trial and various pricing options may be a better fit.

## What does my startup get if approved to participate in one of the Dialpad for Good programs?

Every qualified Dialpad for Startups, TfBF, and DIT company receives 10 free, lifelong seats of Dialpad Ai Voice (Pro sku) and 10 free, lifelong seats of Dialpad Ai Meetings (business sku) to begin. From there, discounts are offered on additional licenses of Ai Voice, Meetings, Sell, and Contact Center.

## How does billing work after the initial 10 free seats of Ai Voice (Pro sku) and 10 free seats of Ai Meetings (business sku)?

Dialpad for Startups allows customers to provision up to ten (10) Ai Voice Pro and (10) Ai Meetings licenses at no charge for the duration of the customer's enrollment in the Program. In addition, customers will receive a 75% off discount on up to 30 additional new Dialpad Ai Voice, Meetings, Sales, and Contact Center licenses during the first year of enrollment in the Program, provided that the customer's total license count does not exceed 50.

Once a customer has been enrolled in the Program for a year (or once the customer's total license count exceeds 50, whichever comes first), customers will receive a discount of 50% off all existing and new licenses (in addition to any free licenses provisioned by a customer pursuant to the Program rules, which will remain free of charge). The discount will change again in subsequent years as the customer remains enrolled in the Program, depending on the customer's total license count.

## How does pricing work after 10 free licenses of Ai Voice and Meetings?

Dialpad for Startups allows customers to provision up to ten (10) Dialpad Ai Voice Pro licenses and Dialpad Ai Meetings licenses at no charge for the duration of the customer's enrollment in the Program. In addition, customers will receive a 75% off discount on up to 30 additional new Ai Voice Pro, Meetings, Sell, and Contact Center licenses during the first year of enrollment in the Program, provided that the customer's total license count does not exceed 50. Once a customer has been enrolled in the Program for a year (or once the customer's total license count exceeds 50, whichever comes first), customers will receive a discount of 50% off all existing and new licenses (in addition to any free licenses provisioned by a customer pursuant to the Program rules, which will remain free of charge). The discount will change again in subsequent years as the customer remains enrolled in the Program, depending on the customer's total license count.

To view the pricing table please review the "Program Terms" or view the "Program Requirements" document.

## What does my company get if approved to participate in one of the programs?

Every qualified applicant receives 10 free, lifelong seats of Dialpad Ai Voice (Pro sku) and Dialpad Ai Meetings (business sku). From there, discounts are offered on additional licenses of Ai Voice, Ai Meetings, Ai Sell, and Ai Contact Center.

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## Are there any fees associated with the Dialpad for Good programs?

Taxes and fees may apply. International calling, toll-free calling, and reserved DID monthly charges apply on all licenses associated with the program. Customers will be responsible for any such fees incurred on all licenses they provision.

All Dialpad license purchases on top of the first 10 free are chargeable including local numbers for departments, offices, call centers, and additional user licenses. Upgrading to Ai Contact Center and Ai Sales licenses would also be chargeable. All calling credits are chargeable as well as international service calling.

All reserved numbers must be managed by the admin as these incur a \$1 charge. If any local number is deleted it will go directly to the reserved pool.

## What size companies qualify?

Applicants to Dialpad for Startups that have up to 25 employees are eligible to apply to the free tier.

Companies are not required to have angel/VC investment, and should apply through selecting a Program Partner. All other terms follow the Dialpad for Startups Program.

## What if my company has more than 25 employees?

Startups with over 25 employees may receive other discounts outside of this program and are still encouraged to apply.



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## What if my company provisioned more than 50 licenses but needs to downsize to under 50 licenses—do we go back to 75% off?

Unfortunately, no. Once more than 50 licenses are provisioned, the most recent discount threshold remains until new thresholds are met. Discounts are never retracted.

## What if my startup immediately provisions more than 30 Dialpad Ai Voice, Meetings, Sales, and Contact Center licenses over the initial 10 free Ai Voice Pro and Ai Business licenses—do we still get 75% off the first 40 then 50% off the additional licenses after that?

Unfortunately, no. Upon exceeding 50 total Dialpad Ai Voice, Meetings, Sales, and/or Contact Center licenses, your startup will be in the 50% off discount threshold for one year before the discount is reduced to 25% off.

## What does my company get if approved to participate in one of the programs?

Every qualified Dialpad for Startups, TfBF, and DIT company receives 10 free, lifelong seats of Dialpad Ai Voice (Pro sku) and 10 free, lifelong seats of Dialpad Ai Meetings (business sku) to begin. From there, discounts are offered on additional licenses of Ai Voice, Meetings, Sell, and Contact Center.

Nonprofits will receive a discount on an annual plan, and do not follow the above discount structure.

## My startup applied to DFS but did not get approved. Why?

Some of the reasons why applicants do not qualify include but are not limited to: website is not working, not a startup company, having more than 25 employees, insufficient details provided in application, already a Dialpad or Ai Meetings paying customer, lack of accredited/ publicly verifiable angel or venture capital funding, or not affiliated with a Program Partner. It is likely one or more of these reasons apply to your startup. If Dialpad for Startups is not right for your company, Dialpad still can be. Sign up for a free trial today.

## What kind of partners qualify for Dialpad for Good?

We welcome VCs, accelerators, incubators, and any other entity that directly services, supports, or funds early-stage companies to apply to become a startups partner of Dialpad for Good.

If you're interested in partnering as a company through the Nonprofit stream, please reach out to [startups@dialpad.com](mailto:startups@dialpad.com).

## What does it mean to be a program partner?

Partners of Dialpad for Good are given official materials to distribute to their startups and are the first to know about special offers, events, and more.

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## Are there any terms associated with the Dialpad for Good Programs?

Companies must agree to the Program Terms outlined [here](#) before submitting an application.

## What if I've been approved for the Dialpad for Startups program, but missed the 48 hr account activation email link?

Send an email to [startups@dialpad.com](mailto:startups@dialpad.com) for review. If you've created a trial account, but were approved and did not follow the activation link, please reach out to [startups@dialpad.com](mailto:startups@dialpad.com).

## What if my company has an additional office location outside of our HQ, North America, UK, or ANZ?

The Dialpad for Startups program discounts only apply to office locations within North America, UK, and ANZ. Additional offices (of the same company name) must be located within North America, UK, or ANZ. International offices outside of these regions will be subject to regular fee's. Please note employee counts are calculated company wide, not per location. The 10 free Ai Voice and Meetings licenses promotion is eligible on one office location only.

## How do I add additional Ai Meetings licenses to my account?

Please follow [this](#) help article. If you're a customer in the UK or ANZ, please review [this](#) help article, and reach out to Support for assistance.