

The G2 Solution

G2 Solutions Dealer Support Corner
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INDUSTRY UPDATE . . .

Web Phone Woes - PC World, August 2006

Although millions of people are turning to Net Phones, many continue to incur huge headaches. VoIP usage, still primarily residential, has nearly doubled in the last year, but complaints have skyrocketed. The Better Business Bureau has logged 1,088 complaints against Vonage's 1.6 million customers compared to 1,039 complaints against Verizon's 48.8 million customers. Internet phone companies cannot find qualified customer service personnel fast enough. The result is often long wait times, occasional rudeness and condescension, and ultimately unsatisfactory results.

End users are still being bedeviled by configuring the original and replacement equipment. Voicemail has been notoriously difficult to configure properly. Sometimes the phones will display incorrect Caller ID information on the recipient's phone, so when the call is returned using Caller ID, he or she gets a wrong number. Further, 911 issues still exist. Some VoIP companies provide access to 911 emergency operators, but they don't transmit your address or phone number. As a result, you must take time to give the operator your address and phone number when you call 911 in an emergency.

Other common issues involve dropped phone calls, poor sound quality, and problems with transferring phone numbers from standard phones. Number portability has become a concern because it is out of the internet phone company's control. The traditional phone companies don't make it easy to transfer them. If the end user is not very careful, they can end up permanently losing a phone number that they've had for 30 years or more. If the consumer cancels their existing phone number before the VoIP provider completes the transfer, their old phone company may give the number to someone else.

Don't forget to scrutinize the fine print in the VoIP company's terms which may impose limitations that you'll never find in a landline phone contract, including low usage fees – surcharges that apply if you don't incur enough regular charges in a month – huge early termination fees – fees for having more outbound than inbound calls, or vice versa - and mandatory shipping costs for returning faulty equipment.

IMPORTANT INFORMATION

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G2 Corner...

Beware - Caller ID Spoofing Gains Popularity

Caller ID spoofing is a service that allows a caller to masquerade as someone else by falsifying the number that appears on the recipient's caller ID display. Caller ID spoofing can make a call appear to come from any phone number the caller wishes.

Several service providers offer caller ID spoofing. To set up a call, the customer opens a Web form and enters their phone number, the recipient's phone number, and the number chosen to appear on the recipient's caller display. The call is then patched through between the caller and recipient phones as stipulated. Other versions involve the caller dialing a number to access the service and then dialing the phone numbers. Collection agencies, law enforcement officials, and private investigators have used the practice, with varying degrees of legality. However, the advent of VoIP (voice over Internet Protocol) service makes it simple for the average person to falsify a calling number, and as Internet telephony has become more common, so has caller ID spoofing.

Frequently, caller ID spoofing is used for prank calls. For example, someone might call a friend and arrange for "The White House" to appear on the recipient's caller display. However, criminal uses of caller ID spoofing, such as identity theft, have also increased significantly.

LET'S TALK!

G2 Solutions works hard behind the scene to add and integrate additional services and providers aiming at becoming a true *Single Source for Telecommunications!*

To that end, we have developed two parallel tracks of services:

- A complete suite of services for which G2 Solutions provides the implementation, billing, and support. These services include:
 - Local – Business Lines, Centrex, PRI, Local T1 (SuperTrunk) and Integrated Voice & Data circuits.
 - Long Distance – Switched and Dedicated
 - Private Lines – P2P, FR, etc.
 - Data – Dedicated Internet Access (DIA)
- Since not all providers offers a wholesale program, G2 has established an agency relationships with ALL major and regional service providers where services can be placed to supplement and extend G2's coverage. These services include:
 - Local – lines, PRI, T1 (SuperTrunk) and Integrated Voice & Data circuits.
 - Private Lines – P2P, FR, etc.
 - Data – ADSL, SDSL, DIA.