



# Frequently Asked Questions

# TABLE OF CONTENTS

SECTION	PAGE
<b>GENERAL QUESTIONS</b> .....	<b>1</b>
<b>BILL PAYMENT</b> .....	<b>2</b>
<b>SURCHARGES &amp; TAXES</b> .....	<b>3</b>
<b>CHARGES &amp; FEES</b> .....	<b>4</b>
<b>CUSTOMER CENTER</b> .....	<b>5</b>

## **GENERAL QUESTIONS**

### **How do I sign up for on line bill viewing?**

On [www.g2sol.net](http://www.g2sol.net), click on customer login, sign up, and enter required information. You'll receive an email confirmation with your login information and your temporary password. Next time you log in as a customer, you'll be able to change your password.

### **I don't understand how to read my bill. Can you help me?**

We strive to make our bill as simple as possible to read. We have even developed a mock bill with detailed explanation. Please click on Company Info and select "How to read your G2 Bill – PDF".

### **Who do I contact with billing questions?**

If you have questions which require direct contact, try one of these options:  
Call -510.985.9600 and our support staff will be happy to assist. Or email [billing@g2sol.net](mailto:billing@g2sol.net) with as much detailed information as possible.

### **Does G2 provide updates and information on my bill?**

G2 uses the bill message on page 1 of your invoice to relay important and timely information. The bill message will appear under Important Messages located on the first page of your invoice, right under the return payment remittance.

### **What is a typical billing cycle?**

G2 billing is based on traffic from the first day to the last day of a calendar month. The bills are mailed within the first three days of the next month.

### **What services are billed in advance?**

MRC's (Monthly Recurring Charges) and applicable surcharges (e.g. EUCL, LNP, PICC, etc.) and NRC's (Non Recurring Charges) are billed in advance. Usage is billed in arrears.

## **BILL PAYMENT**

### **Where do I remit payment?**

If you choose to pay by mail, please use the address listed on your bill for remittance. For your convenience:

G2 Solutions  
P.O. Box 8602  
Emeryville, CA 94662-8602

### **Can I pay my G2 bills online?**

You can pay your G2 bill online with ease. Go to [www.g2sol.net](http://www.g2sol.net) > Customer Login > Login with your Username and Password > View Bills. If this is your first time, press Click to Register. You will need your Account Number (or phone number), Billing Zip Code and an Email Address. A Username and Password will immediately be sent to your email address.

### **When is my bill due?**

Bills are due on the 21<sup>st</sup> of the month.

## **SURCHARGES & TAXES**

### **What surcharges and taxes are included in my G2 bill?**

Depending on your Service Locations, any of the following may appear on your bill. Other taxes and surcharges may apply as well:

- ◆ Federal Excise Tax (FET) – a tax levied by the federal government for the use of certain telecommunications services some of which are local and long distance service.
- ◆ Universal Lifeline Telephone Service (ULTS) – a tax to subsidize service to qualified low income households.
- ◆ Federal and State Telecom Relay System (TRS) – a tax to provide service and equipment for the hearing impaired.
- ◆ Local Utility Users Tax – taxes to recover telephone company expenses associated with local and municipal taxes originating and terminating within the local or municipal area.
- ◆ Federal and State Universal Service Fund (USF) – a surcharge designed to provide telephone service to low income customers, rural areas, schools and libraries.
- ◆ Federal Subscriber Line Charge (EUCL) – a surcharge to recover costs associated with providing long distance carriers with access to the local phone network and charged by the provider of your local lines.
- ◆ Local Number Portability (LNP) – a surcharge to allow customers to retain their existing local phone numbers when changing local service providers.
- ◆ Long Distance Access Charge (PICC sometimes known as LDAC) - a surcharge to recover the cost of connecting a long distance carrier to the local carrier.
- ◆ State E911 Emergency System (E911) – a surcharge to fund the 911 Emergency System.

### **How are my taxes computed?**

Taxes are imposed at either a percentage-based rate or calculated on the number of access lines.

### **Why are G2 services taxed?**

G2 collects taxes which are mandated by Federal, State, Local and FCC regulations.

## CHARGES & FEES

### **What is included under the “other charges” heading on the invoice?**

The “Other Charges” heading includes ALL Non-Recurring Charges (NRCs) such as Service Installation fees, Service Order Change fee, Premise visits, etc.

### **What is an NRC?**

An NRC or Non-Recurring Charge is a one time charge, most often, but not always related to service installation.

### **Am I charged by G2 for switching over service?**

Typically, all new services have an associated NRC. Based on the term and volume of your agreement, some or all NRCs may be waived at G2’s discretion.

### **Why do I have prorated charges showing on my bill?**

Anytime you start a service with G2 in the middle of a billing cycle, the charge will be prorated accordingly.

### **How are late fees and finance charges applied and computed?**

Late fees and finance charges are applied when a payment is received after the due date. A late fee of \$10.00 will apply. In addition, finance charges are assessed at 1.5% of the outstanding balance from the invoice date.

### **Does G2 have any monthly minimum charges?**

G2 requires a minimum of \$25.00 in long distance usage per month.

### **What does “IntraLATA”, “Intrastate” and “Interstate” mean?**

‘LATA’ stands for Local Access and Transport Area. This is a geographical area established by the FCC. The entire country is broken down into LATAs:

- ◆ **Intralata calls** – These are calls which originate and terminate within your geographical area (LATA), but outside your local calling area.
- ◆ **Intrastate calls** – Calls which originate in one LATA and terminate in a different LATA within the same state.
- ◆ **Interstate calls** – Calls which originate in one LATA in one state and terminate in a different LATA in a different state.

## **CUSTOMER CENTER**

### **Why isn't a payment I sent in listed on my bill?**

If a recent payment does not appear on your current statement, the bill was printed and made available to you before we received your payment. You can call Customer Service at (510) 985-9600 to determine your current balance.

### **Can I download my call details?**

Yes. You can download call detail data into your own spreadsheet or database in order to perform accounting, analysis or management review. Simply follow the online instructions.

### **How would I know when a new bill is available on our website?**

Once you receive the invoice by mail, you can login to our website to view the entire bill. **If you prefer, an email can be sent alerting you to the fact that your new bill is posted to the website.**

### **Can I view past bills online?**

You have access to both your current month's bill and bills from previous months. The first online bill is the November 2006 bill.

### **Do I get a confirmation notice if I pay online?**

Yes. When you signed up for online payments, a confirmation email will be sent to the email address on record.

### **Can I set up an automatic deduction/autopayment option?**

Yes, Go to [www.g2sol.net](http://www.g2sol.net) > Customer Login > Login with your Username and Password and press Log In > View Bills. Under Account Profile, you can change your Auto Pay Status. Select Create a New Account. You may choose to Auto Pay using your checking account (ACH) or your Credit or Debit Card. Enter the appropriate data. G2 will automatically remit payment on your behalf each month for the full amount of the current charges due.