

# The G2 Solution

G2 Solutions Dealer Support Corner  
Tel: (510) 985-9600 Fax: (510) 985-0363

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## INDUSTRY UPDATE . . .

### VoIP on the Rise

SF Chronicle 3/13/06

VoIP subscribers tripled from 1.3M to 4.5M just last year. By 2009, 32 million IP residential phones are expected as residential landlines should fall from 114M to 88M. at&t is slowly moving their voice networks over to IP. They will need to upgrade their switches as well as upgrade their customers to broadband. However, they aren't in a hurry to incur the significant costs to do so.

Nevertheless, IP phones offer some features that landlines can't offer. You can choose your phone number which can be used from any broadband connection. You can check your emails and monitor call logs online as well as get free Caller ID. Soon, you can make IP calls from your cell phone. Businesses are starting to migrate to IP phones for the savings, flexibility and features. Companies can stay better connected with workers in remote areas through phone calls and instant messaging while transmitting data to them simultaneously. Some traditional customer service call centers now have their employees work from home while still giving them instant access to the customer information.

There are still quality issues and customer care concerns, though. Getting accurate, timely customer service is still a challenge. Power outages and connection problems can shut down service. Heavy downloading of files can affect the quality of service. In some cases, users must register their locations for 911 calls because IP phones are not tied to one location. Right now, IP phone companies don't have to pay some telco taxes, but that could change soon which might end the dirt-cheap phone service currently available. Also 'network neutrality' is a concern. at&t has announced that they may charge extra to move data faster than regular traffic. This two-tiered system might hinder IP phone service and also allow established companies to quash the competition.

There are also security concerns. It's just as easy to send a spam voice mail as it is to send a spam email. IP criminals might seek to harvest bank account passwords and other personal information. It could also lead to virus problems and potential eavesdropping, as well.

## IMPORTANT INFORMATION

**General Office**  
1475 Powell Street, Suite 202  
Emeryville, CA 94608  
(510) 895-9600 – Office  
(510) 985-0363 – Fax

**Pricing Request**  
Mannie – [MGalon@g2sol.net](mailto:MGalon@g2sol.net)  
(925) 708-8080 – Cell

**Customer Service**  
(800) 240-1800 – Support  
(800) 598-1900 – Support fax  
[Support@g2sol.net](mailto:Support@g2sol.net)  
Sally – [SRogers@g2sol.net](mailto:SRogers@g2sol.net)  
Craig – [CKaufman@g2sol.net](mailto:CKaufman@g2sol.net)  
**Commissions**  
Tom – [TGoren@g2sol.net](mailto:TGoren@g2sol.net)  
(510) 985-9699 - Direct

## G2 Corner...

### Your Single Source

**PRI, Local T1 (SuperTrunk) & Integrated Circuits (Voice & Data) are available from multiple providers.**

### Benefits from SBC Resale

Reselling SBC services bring with it numerous benefits to the customer and the dealer.

#### For the customer –

- Easy to read bill, services itemized by type and charge
- Services converted "AS IS" keeps ALL lines and features
- Lines secure against slamming
- Exceptional support 24x7; easy to place orders

#### For the Dealer –

- Earn commissions on existing and new services
- Save time by placing order quickly and simply
- Become a true single-point-of-contact for your customer thru G2
- Complete support from analysis to customer service

**Please Note – SBC DSL service can't be converted.**

### Conference Calling

G2 is please to announce a new Conference Service at very attractive pricing.

- ✓ Do it yourself dial in - \$0.06 per minute/connection
- ✓ Do it yourself Toll Free - \$0.10
- ✓ Unlimited flat rate -\$150.00/mth up to 10 connections

## 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.