

# The G2 Solution

G2 Solutions Dealer Support Corner  
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## INDUSTRY UPDATE . . .

How Private is Your Internet Information? – PC World 8/06

“You may be surprised to learn that Telecom privacy laws cover only voice, not data”, says Ari Schwartz, deputy director for the Center for Democracy and Technology. “We have all kinds of privacy laws that don’t make any sense. They’re based on how the information is being communicated rather than the type of information.” For example, records of your video rentals from Blockbuster are protected under the Video Protection Act of 1988 (remember Robert Bork?), but at&t’s videos-on-demand service over the internet are probably not.

at&t’s new privacy policy may give you a moment of pause. at&t’s new policy only applies to its Yahoo partnership and its video services.

However, it says “While your account information may be personal to you, these records constitute business records owned by at&t”. It asserts that the company owns the customer’s records –email addresses of the people you correspond with, records on the services you use, your online transactions, service charges, the equipment and software you’re using, social security number, credit card information including usernames and passwords. Most troubling is that it gives at&t enormous powers to use the information. It says at&t can use “your information” to “investigate, prevent, or take action regarding illegal activities.... or as otherwise required or permitted by law”. Some persons are concerned that “permitted by law” might be excessively broad language.

Cable internet’s privacy policies are much better. Comcast considers the personally identifiable information contained in our business records to be confidential. And can only disclose a customer’s personal information in certain cases – to conduct business related customer services if required by law or legal process.

Fortunately, privacy laws seem to be coming. Hillary Clinton has called for a privacy bill of rights, two congressmen have drafts of bills ready for submission, and the FCC is also reviewing the issue, but for now, if you want to keep your internet and video habits private, opt for cable.

## IMPORTANT INFORMATION

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## G2 Corner... **More VoIP problems**

VoIP problems continue to bedevil the industry. Millions of customers are tempted by inexpensive Net phone service, but they are paying the price of an industry trying to deal with the growing pains of hypergrowth.

Some of the most common complaints are dropped phone calls, poor sound quality, long wait times for customer service and technical problems getting the phones to work properly. Other snafus include having the wrong caller ID displayed on outgoing calls, voice mail that doesn’t work, and 911 service that may not respond quickly enough in an emergency because of the mobility of the VoIP phones.

The most annoying problem, however, is the potential loss of your valuable telephone number when trying to transfer it from the standard phone companies to the VoIP provider. Number portability is out of the VoIP provider’s control since they’re managed by the phone companies who don’t make it easy to transfer them.

**G2 would like to extend our best wishes  
for a healthy and happy Jewish New  
Year.**

## 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, MPLS, 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, MPLS, etc.
  - Data – ADSL, SDSL, DIA.