

ALERT COMMUNICATIONS INTERNATIONAL

Frequently Asked Questions about Switched Services

Q. Who is POWERNET GLOBAL?

A. Founded in 1992, PowerNet Global Communications pioneered simple, flat rate, long-distance services coupled with excellent customer support. Our rates are the same 24 hours per day, 7 days per week, anytime of the day with no hidden charges. Utilizing our vast network of independent sales agents, our company has grown to serve a nationwide customer base on both the retail and wholesale level. PowerNet Global offers a wide variety of solutions to better help you communicate. By offering calling cards, toll free service, and internet access PowerNet Global allows customers to stay in touch and have all of these vital services all on one bill.

Q. Are there any monthly fees, contracts, minimums or hidden charges?

A. We take pride in offering straightforward rate plans without hidden charges, contracts or minimums. The only billing fee we impose is a \$2.95 monthly fee on our 4.5 cpm rate program. Calls originating from payphones to toll free numbers are imposed an industry standard 35-cent payphone surcharge.

Q. Does POWERNET GLOBAL require Third Party Verification on my account?

A. All California Residential customers and all customers ordering over the Internet must be Third Party Verified. For California Residential customer's paper orders, a confirmation code must be noted on your order form so that we can process your account. Please contact your sales agent for further instructions. All customers ordering over the Internet will be contacted for Third Party Verification after they place their order online.

Q. After I sign up, do I need to contact my local phone company?

A. Yes, We recommend you contact your local phone company and remove any carrier PIC freeze / restriction from your phone lines. Important: Do NOT change your long distance carrier to Qwest or Global Crossing yourself.

Q. How long should it take for POWERNET GLOBAL service to be activated?

A. Please allow 7 to 10 business days for the switchover to take effect pending credit approval.

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Q. How will I know if I'm switched?

A. PowerNet Global will mail you a welcome letter stating your products and services. To verify long distance service has been activated, call 1-700-555-4141 toll free, and listen for "Qwest" (or Global Crossing) who is POWERNET GLOBAL's Network Provider.

Q. Does POWERNET GLOBAL cancel my service with my old long distance provider?

A. No, PowerNet Global does not cancel your old service provider. Once you have received your welcome letter and dialed the 1-700-555-4141 number to verify your service has been changed to Qwest or Global Crossing, please contact you're old carrier to cancel your account with them. This will avoid any further billing of monthly recurring charges.

Q. What other services does POWERNET GLOBAL provide?

A. You can order just one, or all of PowerNet Global's services at any time. All 1+ long distance customers are automatically registered to use the Powerdial service. You can choose standard long distance and/or local long distance service. You can order toll free service, calling cards, and our new Dial up Internet service is available for the low price of \$14.95 to all long distance customers.

Q. Do I have to dial a 10-10 # before I can save money with POWERNET GLOBAL?

A. No, it is not necessary that you dial a 10-10 # to save money with PowerNet Global! PowerNet Global offers low rates without any type of dial around required. PNG does have a "dial around service" called PowerDial.

Q. What is POWERDIAL and when do I use it?

A. PowerDial is PowerNet Global's version of a 10-10 dial around number, but it is a toll free access number instead. The number is 1-888-30-30-730. Some PNG customers may utilize this service to lower the rate of their in state or international calls. This money-saver is on every PNG account that has 1+ long distance service, free of charge.

Q. Does POWERNET GLOBAL offer calling cards?

A. Yes, Our Travel Cards are issued with an easy to remember PIN code and all calls will be included in your monthly bill. There are no per call surcharges for domestic and International calling. Calls originating from payphones are subject to a 35-cent surcharge. Travel cards are great to use while away on vacation to make necessary long distance calls and have them bill to your monthly long distance invoice with PNG.

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Q. Can the travel card and the toll free service be used from international locations to call back to the United States?

A. You may use it from Alaska, Hawaii, Canada, Puerto Rico, and the Virgin Islands at a different rate than usual. Unfortunately, PowerNet Global services may not be utilized from international locations at this time.

Q. Does POWERNET GLOBAL offer toll free service?

A. Yes, with PowerNet Global you may get a new toll free number OR a toll free number with pin that rings into your residence at very low rates with no monthly fees. Calls originating from payphones are subject to a 35-cent surcharge. Toll free service is convenient to give to your friends or family away from home so they may call you at no charge to them.

Q. I already have a toll free number with my current carrier, can I have it transferred to POWERNET GLOBAL?

A. Yes, you may have your toll free number with your current carrier ported over to PowerNet Global. You will have to fill out a letter of authorization in order for PNG to get your number released. For a copy of this form please see your sales agent or call the customer service department at 1-800-860-9495, option #1. To expedite the process, please include a current bill copy from your current carrier when sending back the authorization form.

Q. Does POWERNET GLOBAL offer Internet access?

A. Yes. PowerNet Global offers unlimited Internet access to our customers for a low \$14.95 monthly fee. This service includes five email addresses, ten Megs of web space, and free 24-hour technical support.

Q. What are the billing options?

A. POWERNET GLOBAL bills customers directly for service, which means our customers, will receive a separate statement each month for their service. You can either pay your bill by check or by Autopay (credit card draft). An online e-billing and payment option is available.

Q. What are POWERNET GLOBAL's billing increments?

A. The length of your calls are measured (and billed) in 6-second increments following an initial 18- second minimum.

Q. What are POWERNET GLOBAL's PICC and FUSF fees?

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A. The industry standard PICC fee is \$4.31 per line for Commercial business lines (the first commercial line and all residential lines are free of charge). The PICC fee for Centrex business lines is 48 cents. The FUSF (Universal Service Fund) is 9.9% and will be charged on all interstate and international calls.

Q. How much per month will I be charged in taxes?

A. Taxes are calculated as a percentage of usage and vary depending on the state that you live in.

Q. How much is directory assistance?

A. Directory Assistance is .89 cents per call when you dial 1-area code-555-1212, and this call will bill on your PowerNet Global bill.

Q. Who is the underlying carrier for POWERNET GLOBAL?

A. All customers are provisioned using an advanced nationwide network utilizing Qwest (or Global Crossing).

Q. Who do we contact for activation problems?

A. Please call PowerNet Global Customer Service, which is open 24 hours per day, 7 days per week by calling 1-800-860-9495 option # 1. Or, simply email us at: solutions@pngcom.com

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