

Metronet Long Distance Service Frequently Asked Questions

1. Will there be any changes to my phone service?

A: The only change you will notice is an improvement in the quality of your call and your customer support team. Metronet is dedicated to providing the "Best in Class" service on an unparalleled network.

2. Who makes my switch to Metronet Long Distance Service?

A: When possible, Metronet will provide your switch depending on your local telephone carrier. Occasionally the customer must call their local telephone carrier to make a switch to Metronet Long Distance. If you need to call your local carrier, simply tell them you want to switch your long distance service to "Qwest 0432". Qwest 0432 is the network we use to initiate your long distance call.

3. If I have Metronet Telecom as my long distance company, will this affect my ability to make local calls?

A: This change to Metronet Long Distance, will not affect your ability to make local calls. Your local telephone company will carry your local calls.

4. Will I be getting a separate bill for my long distance calls?

A: Yes, you will receive a separate bill for your long distance calls. The savings you will realize with Metronet Long Distance will out-weigh the cost of writing a check to us.

5. What are the billing increments for Domestic calls?

A: Domestic calls are billed in 6-second increments with a 30 second minimum.

6. What are the billing increments for international calls?

A: International calls are billed in 60-second increments with a 60 second minimum.

7. What fees will be included in my phone bill?

A: There's a USF (Universal Service Fund-Required by the FCC) charge of 9% to 15% of the total bill, a federal excise tax of 3% and a state tax that varies by state. USF stands for Universal Service Fund, and it's a federal government required fee. The USF is controlled by the FCC, and it's charged through all telecommunications companies in the U.S. – local and long distance carriers, wireless and paging services, and payphone operators.

8. Where do I call if I have a service issue?

A: Our customer service department can be reached toll free at 1-888-694-1101 during regular business hours.

9. How long will it take to switch my long distance service?

A: Please allow 2-4 business days. However, if there are PIC Blocks in place, change could take up to 30 days.

10. Does Metronet Long Distance credit switching fees?

A: Yes, Metronet will credit switching fees. Fax a copy of your local telephone bill containing the charges to Customer Service at 1-888-694-1120 for a credit. The credit will appear on you next Metronet bill.

11. Should I contact my previous carrier after I switch to Metronet Long Distance?

A: Yes. This will ensure that you will not get charged any monthly fees, taxes or tariffs from your previous carrier.

12. Can I pay my bill over the phone with a credit card?

A: Yes. We accept Visa, MasterCard, Discover and American Express.

13. How do I verify my Metronet Service?

A: Simply dial both phone numbers below from EACH phone line:

1 (your area code) 700-4141 for your local long distance
1-700-555-4141 for your regular long distance service

You should hear a recording that Qwest provides hour long distance service. That is the network which initiates your long distance call. If the recordings tell you otherwise, be sure to give us a call.

14. When is the bill due?

A: All bills are due in accordance with the terms detail on the invoice.

15. When will I receive my bill?

A: Your bill date will typically arrive within the first week of every month.

16. Are there any payment centers in my area?

A: All payments are accepted either via Credit Card or by mail to Metronet Telecom at 2182 N. Cedar St., Holt, Michigan 48842. This address is printed on your billing statement.

17. Does Metronet offer Toll Free Service?

A: Yes. Billing for toll free service is charged in 6-second increments with a 1-minute minimum.

18. What is the rate on my Toll Free number?

A: The Interstate and Intrastate inbound calling Toll Free rates are the very same as your current outbound service.

19. Is there a monthly access charge on my Toll Free Service

A: Yes, monthly access fee per Toll Free number ranges from \$5.00 to \$10.00 depending upon your monthly volume.

20. Is there a charge for Toll Free calls originating from a pay phone.

A: Yes, there is a \$0.55 charge for Toll Free calls originating from a pay phone.

21. What is the monthly charge for a Toll Free Number to be listed in the National Toll Free Directory?

A: Yes. There is a \$15.00 monthly charge per Toll Free number if you choose to have it listed in the National Toll Free Directory. There is also a one time set up fee of \$15.00 per Toll Free number.

22. How long will it take to switch an existing toll free number(s)?

A: Please allow 3-5 business days. However, the RESPORG process may take longer. To ensure quick RESPORG process, we require a copy of your previous toll free carrier invoice.

23. How long does it take to activate a new Toll Free number(s)?

A: Please allow 2-3 business days.

24. Does Metronet offer Travel/Calling Cards?

A: Yes.

25. Is there a surcharge on my Travel/Calling Card for calls placed from a payphone?

A: Yes, the surcharge is 55¢ for calls placed from a payphone.

26. Is there a monthly access charge for my Travel/Calling Card(s)?

A: No. Metronet Long Distance does not charge a monthly fee or set up fees for Travel/Calling Cards.

27. How do I receive my Travel/Calling Card(s)?

A: Travel/Calling Cards are available at your discretion with your Metronet Long Distance service. If you would like to order a Travel/Calling Card with your account, simply contact our customer service center at 1-888-694-1101. Your Calling Cards will arrive via us mail within 7 to 10 business days.

28. How are Personal Identification Numbers (PIN's) assigned to my Travel/Calling card(s)?

A: A Personal Identification Number (PIN) can be selected for each Travel/Calling Card upon completion of your Travel Card order.

29. How may I contact a representative of Metronet Long Distance?

A: You may visit our office at 2182 N. Cedar St., Holt, Michigan 48842 during regular business hours. Metronet staff may also be contacted during regular business hours.

Local Phone:	(517) 694-1101
Toll-Free Phone:	1-888-694-1101
Fax:	(517) 694-1120

Our regular business hours are from 8:00am to 5:00pm, Monday through Friday.

Metronet staff may also be reached via e-mail:

Sales & Referrals:	dchoma@metronet-tele.com
Accounting:	lesly@metronet-tele.com
Customer Service:	scott@metronet-tele.com