

Billing FAQs

BILLING FAQs

Q: *Can I get a postal invoice sent to me?*

A: *We can switch your invoice delivery to postal for a \$2 per month fee.*

Q: *If my account is suspended, is there a fee to reactivate?*

A: *There is a \$15 fee to reactivate a suspended account.*

Q: *Can I change the day of the month that my card on file is charged?*

A: *Our system is set to charge all automatic payments on the 1st day of each month and we are unable to change individual accounts to a different day.*

Q: *Why did I get a past due notice when my account is set to automatic payments with my card on file?*

A: *Your card on file could be expired or your bank has sent you a new card. You'll need to contact us at (541) 386-8300 to update the card on file.*

Q: *Can I update my card on file online?*

A: *Our system is not set up to update card information online at this time. You'll need to contact us at (541) 386-8300 to update your card.*

Taxes and Fees that may appear on my bill

A description of the taxes and fees that may appear on your bill are explained below. The fees that are applicable to you depends on the type of service(s) you have, and the location of the service. Any questions regarding your bill and/or taxes and fees can be directed to billing@gorge.net or by calling 1-888-508-2363.

State and Local taxes (Oregon and Washington)

State or Local 911 Fee

This fee is imposed by the state or local governments on voice services. This fee helps states and localities fund the 911 and E911 systems, along with other emergency services. The amount of this fee varies by state (and in some states the fee may vary by locality). In most states, the consumer owes this fee to the state or local government and Gorge Networks is required by law to collect and remit the fee to the government.

- Oregon Voice customers are assessed a state E911 fee of \$0.75 per voice equivalent line
- Washington VOIP customers are assessed fees totaling \$0.95 per line for state and county E911
- Washington POTS/PRI are assessed fees totaling \$1.26 per voice equivalent line which includes E911 (state and local), TRS, WTAP

Telephone Relay Service (TRS)

Telecommunications Relay Service ("TRS") is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. FCC rules provide that telecommunications providers must contribute to the TRS fund. Gorge Networks does not directly pass this cost through to the consumer although it is a component of the basis for the Regulatory Recovery Fee.

Washington Telephone Assistance Program (WTAP)

Washington Telephone assistance program provides aid for low income residents in Washington to pay for telephone service.

This fee is assessed to all Washington voice services and is required by law to collect and remit to the government.

State and Local Sales Tax

These taxes vary by state (and in some states may vary by locality). In most states that levy these taxes, the consumer owes these taxes state (and in some states the tax may vary by locality). Gorge Networks does not directly pass this cost through to the consumer although it is a component of the basis for the Regulatory Recovery Fee.

Oregon Universal Service Fund (OUSF)

Carriers that provide voice services are required by the Oregon Public Utilities Commission to collect this fee from its consumers and remit to the OUS Fund. The purpose of the Fund is to ensure that basic telephone service is available at reasonably comparable and affordable rates throughout the state of Oregon. The rate is currently set to 8.55% of all intrastate services and is adjusted periodically by the OPUC. Go here for detail: [to the state or local government](#) and Gorge Networks is required to collect and remit the taxes to the government.

State and local sales tax is not assessed on services provided in Oregon. Service provided to Washington are assessed State and Local sales tax on both broadband and voice services.

Statutory References: Revised Code of Washington (RCW) 82.04.290 and RCW 82.04.297.

State and Local Gross Receipts and Utility Taxes

These taxes are assessed on Gorge Networks by certain state and local government. These taxes vary by state.

<http://www.oregon.gov/puc/ousf/Pages/Consumer.aspx>

Federal and Other Tax Fees

Federal Excise Tax

This tax is imposed by the federal government on all qualifying telecommunications services according to Internal Revenue Code Section 4251. The consumer owes this tax to the government and Gorge Networks is required to collect and remit the tax to the government. The amount of the tax is 3% and is applied to qualifying services which is primarily voice services.

Regulatory Recovery Fee

The Regulatory Recovery fee is assessed on voice and internet services to recover costs related to telecommunications industry regulations and taxes. This fee appears on your bill as the "Regulatory Recovery Fee". Regulatory costs recovered by this fee include, but are not limited to, number pooling, local number portability, federal telecommunications relay services (for the hearing impaired), costs paid under tariffs authorized by federal and state regulators to local telephone companies for connecting our calls to their customers, federal regulatory fees, complying with state and federally mandated programs, and taxes assessed on facilities we use to provide services to customers. This is a monthly fee of \$1.79 per customer for any customer that has a voice or broadband service. This fee may change periodically. Gorge Networks is not required by law to charge this fee.

Federal Universal Service Fund (FUSF)

This fee is assessed by Gorge Networks on interstate and

international voice revenues to recover the costs of its contribution to a federal fund that ensures the availability of affordable communications services to low income and rural customers (as well as eligible schools, libraries and health care providers). The percentage rate charged is controlled by the FCC and is updated quarterly to reflect the demand on the fund. Go here for detail: <http://www.fcc.gov/guides/universal-service-support-mechanisms>

NANPA

The North American Numbering Plan (“NANP”) is the numbering plan for the Public Switched Telephone Network (“PSTN”) for the United States and its territories, Canada, and participating Caribbean countries. FCC rules require voice providers that utilize and assign telephone numbers to their customers contribute fees to NANP Administration to support this service. Gorge Networks does not directly pass this cost through to the consumer although it is a component of the basis for the Regulatory Recovery Fee.

Local Number Portability

LNP is the ability of a phone service customer in North America to retain their local phone number and access to advanced calling features when they switch their local phone service to another local service provider. The FCC requires telecommunication service providers that utilize this program to contribute fees it is assessed to support this program. Gorge Networks does not directly pass this cost through to the consumer although it is a component of the basis for the Regulatory Recovery Fee.

FCC Regulatory Fee

Pursuant to Section 9 of the Communications Act, all Interstate telecommunications service providers (“ITSPs”) must pay annual fees to the FCC. ITSPs include entities that identify themselves as local exchange carriers, interexchange carriers, resellers, interconnected VoIP Providers, payphone

service providers, prepaid calling card providers, and toll resellers. Gorge Networks as an ITSP is required by law to pay this fee. Gorge Networks does not directly pass this cost through to the consumer although it is a component of the basis for the Regulatory Recovery Fee.