Thank you for contacting Google Play Support. It sounds like you're having general connectivity issues. It's frustrating for us when users have problems with connectivity, because there is only so much we can do before you need to contact your service provider. However, I'd like you to try the following troubleshooting steps to resolve this quickly:

- Reboot your device
- Confirm that the app Google Authenticator is up to date - visit Google Play, then tap My Apps to see if you have an update available
- Sign in and out of Google Talk to restore connection to our servers:

1. Go to your device's app launcher, and press the Talk app
2. If you're already signed into Talk, press Menu, and then touch Sign out
3. Launch Talk again to sign in (if you are unable to sign in, please let me know)

- Clear the cache of the Google Play Store app (Settings > Applications > Manage applications > All > Play Store > Clear cache)
- If you're using WiFi, ensure firewalls are not blocking access to ports required for Google Play (TCP and UDP 5228)
- Confirm that there is strong connectivity on your device, and contact your mobile service provider if you aren't connected

If none of these steps resolve the issue, please let me know, and I will continue to investigate the problem - any other detail you can provide about the issue and how/when it occurs will be extremely helpful. I expect the steps above will solve the issue.

I'd like to let you know to expect a short anonymous survey about your support experience in the next few days; we keep trying to find ways to improve our customer support, and your feedback will definitely help. I hope you have a wonderful day.

Regards,

Kim
The Google Play Support Team