

FOR: 3PV - Third Party Verification, Inc.

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3PV[®] – Third Party Verification, Inc. Participates in National Forum on VoIP

Altamonte Springs, Florida, March 16, 2005 — David Axel, Regulatory Compliance Officer for 3PV[®] – Third Party Verification, presented a report on the use of Third Party Verification (TPV) for protecting consumers using Voice over Internet Protocol (VoIP) and other IP-enabled services at the annual Winter Committee Meeting of The National Association of Regulatory Utility Commissioners (NARUC), held February 13-16 in Washington, D.C.

The report, entitled “Industry Report on Consumer Protection and the States’ Role in VoIP Telecommunications,” was given at a joint session of the Telecommunications and Consumer Protection Committees on February 16.

In his presentation, Mr. Axel explained the need to provide the same consumer protections that are already in place with traditional telecommunications – such as third party verification – to IP-enabled service customers. The purpose of third party verification is to protect consumers from “slamming,” the unauthorized changing of a subscriber’s telecommunications service provider.

“The Yankee Group has forecast that 17.5 million U.S. households will have VoIP by year-end 2008,” said Mr. Axel. “From the consumers’ point of view, they won’t care whether their phone service provider is an RBOC, a CLEC, a utility or a broadband carrier. They will simply expect the same level of consumer protection they currently receive – and that includes third party verification.”

Mr. Axel also examined the role that states have traditionally played in providing consumer protection to telephony consumers as well as ensuring fair competition for new technologies.

“Historically, states have always assisted the federal government by offering help to slamming victims, a service which has incidentally saved the FCC time and money,” said Mr. Axel. “The states have enormous experience handling these kinds of consumer complaints and are closer to their citizens. Logically, they should continue to play this key role for the growing IP-enabled telephony marketplace.”

NARUC strongly supports continuing state involvement in providing VoIP consumer protection. “One thing is clear from the failure rates outlined in Mr. Axel’s report,” said Brad Ramsay, NARUC’s General Counsel. “The 50% failure rates on completed customer service transfers for VoIP-related services demonstrate that many customers simply do not understand what they’ve ordered. The statistics on TPV for switched services also demonstrate that when carriers follow the FCC and related state regulations, much of this confusion is eliminated. Someone needs to address related complaints. Section 258 of the Federal Telecommunications Law and the empirical data in Mr. Axel’s report suggest that the states are a critical element of any

enforcement regime. We appreciate the contributions that 3PV and Mr. Axel have made as industry experts in this area.”

Copies of the report can be downloaded from 3PV's web site at <http://www.3pv.com/news.asp>.

In addition to presenting at the NARUC conference, Mr. Axel also met with representatives of the FCC to discuss the issue of state involvement in consumer protection for VoIP customers.

About NARUC

NARUC is a non-profit organization. Its mission is to serve the public interest by improving the quality and effectiveness of public utility regulation. For more information contact NARUC at 202-898-2200, or visit them on the Internet at www.naruc.org.

About 3PV[®] – Third Party Verification, Inc.

3PV is the leader in speech enabled, live agent and online Third Party Verification (TPV) and call recording services. Our goal is to deliver exceptional value to our customers in three areas: price, compliance and service.

With industry-leading completion rates over 95%, all 3PV verification solutions meet or exceed FCC, FTC and state requirements for carrier, utility and commercial services. 3PV's state-of-the-art carrier-grade facility ensures service uptime, security and reliability. Visit www.3PV.com for more information.

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