

FOR: 3PV - Third Party Verification, Inc.

CONTACT: David Brinkman
220 E. Central Parkway
Suite 3000
Altamonte Springs, FL 32701
407-865-9966
dbrinkman@3pv.com

3PV – Third Party Verification, Inc. Achieves 98.3% Average Completion Rate for the Last 12 Months

Blend of 3PV's Martina Speech Enabled Verification Platform with 3PV's Agent-Assisted Services Delivers Industry-Leading Completion Rates

Altamonte Springs, Florida, February 9, 2004 — 3PV – Third Party Verification, the leader in speech enabled verification solutions, today announced that the company has delivered completion rates averaging 98.3% for the last twelve months to all customers deploying its Martina speech enabled verification technology in combination with 3PV's agent assisted verification solutions.

"3PV has delivered outstanding verification results for our company since 2002 – our average completion rate consistently exceeds 98%", said Joe Brandes, Chief Operating Officer, USTel. "Reducing the number of incomplete verifications has dramatically lowered the overall verification cost and we are extremely satisfied with the service and support we get from 3PV — everyday."

"We are thrilled that our year-end results confirmed nearly perfect completion rates since December 2002," said David Brinkman, 3PV's Chief Operating Officer. "Consistent, proven completion rates translate into tremendous value to our customers — the more calls completed successfully, the more revenue our customers can generate."

"When we founded 3PV in 1999, we knew that our speech enabled technology had the potential to revolutionize the verification business," Brinkman said. "As with any new technology, it has taken a lot of time and effort on our part to deliver on the potential. The fact that typical customers have realized these near perfect results month after month after month is proof the promise is real. We have demonstrated that 3PV offers the best value of any verification solution on the market today.

"Many verification providers focus on top line cost per call," added Brinkman. "We advise our customers to consider completion rates when evaluating the success of their verification solution. The real story is on the bottom line. Our customers can expect easy implementation, improved customer satisfaction because of successful verifications, billing only for completed transactions and lower costs because there is no rework for lost calls."

The Martina speech enabled verification platform uses intuitive scripting to meet all FCC and 50 state requirements. Martina verification services are available in two versions: Martina FastTrak TPV, a rapid deployment solution ideal for companies that do not require custom scripting and the highly flexible Martina TPV solution, able to meet the most complex contact center requirements. Both Martina TPV services include, at no additional charge, live agent reviews, billing only for completed transactions, real-time reporting, archiving and on-demand access for two years or more.

3PV – Third Party Verification, Inc.

Founded in 1999, 3PV provides innovative third party verification (TPV) solutions using natural language speech recognition verification. 3PV blends advanced automated services with traditional live agent functions, resulting in completion rates that average over 98%. The company offers a full range of verification solutions, including agent assisted, e-commerce, call recording, and voice print verification solutions.

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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