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3PV® Most Frequently Asked Questions

What exactly does 3PV® do?

We're an entrepreneurial technology company that specializes in complete verification solutions. Rather than provide standard verification, we look at a client's business model and modify our solutions to meet their needs. We have the ability to do it 25 different ways to fit a client's normal business practices. We adapt to them. We can generate verifications via emails, acknowledgements over the Web via hyperlinks, and we can take it to the next level with direct mail. We pride ourselves on being innovators; and there's an entrepreneurial spirit that's evident throughout the company, so we never look at anything and say it can't be done. With few exceptions, our people are developers with technical backgrounds; so, if we can't do it, it probably can't be done!

What types of businesses need third party verification?

The Federal Communications Commission (FCC) requires all communications carriers who provide local, local toll, or long-distance services to have independent third party verifications for customers who change their carriers for regulated services. All of our standard verification services meet or exceed FCC requirements. Many other businesses can take advantage of verification technology such as those in financial, utility, insurance, health care, transportation, security, biometrics, and education industries. Give us the situation, and we'll provide the solution.

How is your service different from that of your competitors?

Our verifications are fully automated using speech recognition technologies. Since our clients' customers don't have to key in their responses over the phone, there are fewer customer errors and less frustration for everyone. With completion rates higher than 95 percent, we help our customers maximize their revenue by ensuring that more calls are completed.

Why are your completion rates higher than those of any other providers?

We do have the highest verification completion rates in the industry, and there are several reasons for that achievement. Number one, we have the technology to work with a client's business model. We integrate right into whatever system our client's sales person is already using, so the verification process is seamless to our client and their customers. There are no complicated modifications to their current system. Number two, we have a unique safety net in place to retain customer verifications as much as possible. We have a live-agent opt-out for all IVR applications so that any customer having a problem is automatically defaulted to a live agent. This greatly reduces dropped and incomplete calls. Number three, we offer our clients an option of live-agent monitoring to confirm that a verification is successful; and, if it isn't for any reason, it automatically is routed to a call-back queue for immediate follow-up to

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redo that verification. Number four, in our optional auditing process, if we audit a call that fails, we have another pool of auditors who listen to those failed calls once again to see if there's any way to overturn the failure and capture the verification. Most of our competitors have only a single-audit process.

What safety net do you have to ensure there's no disruption in call processing?

The building in which we operate says a lot about how seriously we view the reliability of our process. It's a carrier-grade facility that can operate for seven to eight days without utility power, and it features a dual-entrant SONET ring that can run three phone carriers. If one goes down, we can simply route calls to the

other phone provider. We also have a redundant data center in Atlanta to which we can route calls, should we have a disruption we can't remedy in our Central Florida headquarters. In addition, we operate off-site back-ups of our data; and we use multiple servers so that every component has a duplicate of itself. That way, a piece of our system could go down, and the entire system would still keep running.

How long will you house call recordings for me?

We store all IVR and live-agent recordings for between two and three years, depending upon applicable regulations. One advantage we offer over our competitors is that our recordings are available for that entire time without any 3PV involvement. Clients can access them directly and download them at will, so they're readily retrievable while we're housing them. Our clients don't have to wait a day or two for us to retrieve them from an off-site storage facility.

How do I know my script is compliant with applicable regulations?

We are the compliant people! We know the regulations, and we can even share a copy of the relevant FCC and state codes with our clients if they wish. We were the first TPV provider and still the only one to employ a full-time regulatory compliance officer to ensure our processes and scripts are fully compliant. That individual personally knows the people who are creating and enforcing the codes and consults with them as needed whenever a question arises that we can't answer in-house. We also employ independent outside firms to provide validation and second opinions on regulatory and legal issues related to third party verification.

Once you build my script for IVR or live agent and we roll it out, then what?

For the first two weeks of implementation, our Customer Care Team analyzes every failed call to determine what went wrong. Based on their analysis, we determine if we need to modify the script or change the way our clients prepare customers for the verification process. We make whatever suggestions we think will help maximize completion rates. We do a lot of hand-holding with our client to ensure they're comfortable with the new process and relay any issues to us that need to be addressed and remedied. Thereafter, we continue our normal double-level auditing process to continue to tweak the process as needed to ensure the highest completion rates possible. We know that higher completion rates translate to higher profits for our clients.

How will I see details of my verifications?

We offer very detailed real-time Web reporting that includes six standard reports with any application at no extra charge. These reports show the calls completed, pending and failed as well as the reasons for the failed calls. Clients access their reports via a secure, password-protected Web site; and we can control access to various reports for different client representatives as needed. For instance, we can arrange for call center managers to view only their agents' calls. We also can pretty much provide any type of customized reporting that clients need, and we are constantly tweaking our standard reports in response to client input so that we maximize their functionality and usefulness in managing the process.

We're currently working with our CRM sales force. Can you help us integrate the TPV with that?

Yes. We have the technical expertise to implement any level of integration a client wants. We basically mimic whatever system the client is using, unless it's proprietary. All of our equipment is located in our secured network operations center. Our services interface with a central point of contact for the voiceprint via a secure and encrypted data line. There is no need for us to enter a client's network or go beyond their firewall. We follow Microsoft and .net standards, and we can handle pretty much any type of set-up for importing and exporting a client's data. We can email it in an Excel spreadsheet or in real-time XML via the Web or in comma delineated files on an FTP site. You name it, we can accommodate it. We also can modify our reports to fit whatever format clients need. We can even make them look just like their reports. In essence, we go out of our way to make changes on our end so that our clients don't have to do so on their end.

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