



FOR IMMEDIATE RELEASE

ILD Teleservices Online Self Help Solution Give Control to Consumers

Ponte Vedra Beach, FL July 3, 2009 – ILD Teleservices, as the industry leading Local Exchange Carrier (“LEC”) clearinghouse and as part of its comprehensive effort to inform and assist consumers with the Bill to Phone alternative payment method, has launched the Self Help Center on its website at <http://www.ildteleservices.com/self-help-center.html>.

The development of ILD’s online customer service tool is the first of its kind in the industry. Unlike other transaction processors, where inquiries are handled only in writing or by phone, requiring the agent to manually service the consumer, ILD’s seamless backend mechanism enables the consumer to take charge of its service experience directly from ILD’s website.

ILD renders over 120 million billing transactions annually and current statistics indicate its inquiry rate is the lowest in the industry. Consequently, a small percentage of consumers billed by ILD Teleservices have questions about their phone bill and ILD’s Self Help Center, in conjunction with its United States-based bilingual call center, is available to resolve transaction issues fast and effectively. ILD Teleservices Self Help Center provides a path for consumers and businesses with billing concerns to initiate inquiries and resolve transaction issues directly from their desktop.

Several key paths of inquiry are provided for customers with billing questions:

- **Submitting an inquiry about a charge** – If a customer hasn’t received a product or service billed to their phone, or they don’t recognize a charge, they can fill out a simple form at either <http://www.ildteleservices.com/dispute-charge.html> or <http://www.ildteleservices.com/unknown-charge.html>, and ILD will provide them with more information about the merchant in question, as well as steps it will take to resolve a dispute.
- **Checking the status of a credit request** – To find out whether a credit has been applied to their account, customers can submit a simple form at <http://www.ildteleservices.com/check-status.html> -- the status of the credit will be reported back in an email.
- **Cancelling a service** – By submitting the phone number that has been charged for the product or service, as well as the date and amount of the charge on a simple form at <http://www.ildteleservices.com/cancel-service.html>, a customer can easily cancel a service. Once ILD receives this information, the merchant will be contacted and the account with the merchant is immediately closed.

ILD recognizes that in an increasingly self reliant society, delivering tools to help consumers control their online experience is critical and consumers have and want more power than average processors can provide. ILD Teleservices new Self Help solution enables consumers to connect with their merchant, submit an inquiry about a charge, check the status of a credit, cancel service and even dispute a charge and process credit, then instantly report back to the consumer with email confirmation.

“ILD believes these simple options will help consumers more quickly resolve issues to their satisfaction, and will help assist and inform consumers on the process of Bill to Phone payments,” says [Dennis Stoutenburgh, President and COO](#) of ILDConsumers can learn more about ILD Teleservices and the advantages of alternative payment options at <http://www.ildteleservices.com>.

About ILD Teleservices

ILD Teleservices is a leader in the alternative payment processing industry, providing a convenient, simple and secure Bill to Phone payment alternative that allows consumers to purchase products and services online or over the phone by directly charging their phone bill, without disclosing personal financial data to each business. The rapidly growing ILD Teleservices network enables merchants to attract a new market of customers with an effortless payment experience that allows consumers to shop online without using a credit card. ILD Teleservices turnkey payment platform is tailored specifically for digital merchants and communications providers offering online content, long distance and collect calling, web hosting, Internet access, and other communications related services.

ILD Teleservices has partnered with more than 150 merchants to offer Bill to Phone payment services, a safe and convenient payment experience and its network includes more than 1,400 Local Exchange Carriers, including AT&T, Verizon, Qwest, Embarq and more. Millions of consumers and businesses rely on the safety and convenience of ILD Teleservices payment solutions when shopping online and over the phone.

Founded in 1996, ILD Teleservices is a division of ILD Telecommunications, Inc. headquartered in Ponte Vedra Beach, Florida with additional offices in San Antonio, Dallas, Fort Lauderdale and Atlanta. For more information, visit <http://www.ildteleservices.com>.