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## Press Release 7/28/2011

### Response to July 13, 2011 US Senate Cramming Report

MyServiceAndSupport Inc. ("MyServiceAndSupport") is a back office solutions provider offering its business clients product development, business formation services, customer service including regulatory response management, call centre services, and other business solutions. MyServiceAndSupport offers client companies support in the telecommunications and other industries. MyServiceAndSupport does not market directly to the consumer or offer services to consumers. MyServiceAndSupport has never directly billed any consumer. Therefore, MyServiceAndSupport does not and cannot engage in "cramming." As defined by the FCC, "Cramming is the practice of placing unauthorised, misleading or deceptive charges on your [Consumer] telephone bill".

As a business to business service provider, MyServiceAndSupport routinely evaluates its processes to assure that it offers the highest quality service to its client companies and their consumers. Since 2005, MyServiceAndSupport has worked to protect its business clients and their respective customers by utilizing a multi-layer approach in verifying customer information to ensure against unauthorized charges. MyServiceAndSupport verifies all new customers of a client company, including the consumer's name, street address, city, state and zip code, billing telephone number, email address, IP address and date of birth. An independent third-party verifies the accuracy of this data before an individual customer is billed. The accuracy of this information is also verified by the clearinghouse and local exchange carrier. In addition, letters or emails are sent to new consumers, prior to billing, confirming the individual consumer's registration and offering the consumer the right to cancel.

Nonetheless, if a consumer believes his or her telephone bill contains unauthorized charges by a client company serviced by MyServiceAndSupport, he or she should contact MyServiceAndSupport at [CustomerService@MyServiceAndSupport.com](mailto:CustomerService@MyServiceAndSupport.com) or 1-800-215-1961. The client company has authorized MyServiceAndSupport to handle all customer service inquiries including, but not limited to, cancelling the service.

MyServiceAndSupport has cooperated fully with the U.S. Senate Committee on Commerce, Science and Technology investigation of unauthorized third-party charges on consumers' landline telephone bills. MyServiceAndSupport does not agree with certain statements and inferences contained in the Committee's recent Report and continues to believe that it has complied with all applicable rules and regulations.

Thank you

Michael Morrison

President

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