**Debt Collector Email addresses**

**AFNI, Inc. = Email address**

404 Brock Drive

Bloomington, IL 61702 USA

Contact: Jeff Hobbs

Phone: 800-767-2363 ext 3691

Fax: 309-820-2632

Email: [jeffhobbs@afni.com](mailto:jeffhobbs@afni.com)

Website: [www.afni.com](http://www.afni.com)

Afni, Inc. is a premier provider of accounts receivable management and outsourced business solutions for the telecommunications industry. Afni specializes in recovery of first party outsourced and third party debt, management of purchased debt recovery, inbound/outbound call center services, and outsourced customer care solutions and customer life-cycle management. With headquarters in Bloomington, IL, Afni also has locations in Peoria, IL; Bowling Green, KY; Opelika, AL; St. Charles, MO and Tucson, AZ where over 4,200 employees serve a national and international client base.

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<http://www.trmanet.org/directories2.htm>

Directories

Information About Business Affiliates

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Allied International Credit Corp. (AIC)

100 East Shore Drive, 3rd Floor

Glen Allen, VA 23059 USA

Contact: Keith Jones, Business Development

Phone: 972-964-8696

Fax: 301-694-9171

Email: keith.jones@aiccorp.com

Website: http:www.aiccorp.com

Allied International is a premier supplier of Accounts Receivable Management services, Contact Management Solutions and Asset Purchasing programs to financial institutions, governments, communications companies, utilities, and health care providers. For over 50 years AIC has been a leader in technology innovations and quality – all centers are ISO 9001 certified.

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Bureau of Collection Recovery (BCR)

7575 Corporate Way

Eden Prairie, Minnesota 55344

Contact: Shauna Rice, VP Business Development

Phone: 612-715-1515

Fax: 866-364-9831

Email: srice@bureauofcollection.com

Website: www.bureauofcollection.com

BCR is a privately held corporation and has been servicing the collection industry for over 25 years. We are a premier provider of customer management solutions specializing in: early out, prime, and secondary collections, accounts receivable management, and customer retention services. BCR has a unique advantage, utilizing the patented superior dialing and technology of Universal Systems. Allowing us to penetrate portfolios with intensity, deliver to our agents ONLY right party contacts, and optimize net recoveries at every stage. We will dedicate a team to service specific projects, needs, and expectations. We are proud to have completed our first SAS 70 II audit. BCR is a proven leader in the Telecom servicing industry and is proud to be a Business Affiliate of TRMA

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CGI

11325 Random Hills Road

Fairfax, VA 22030 USA

Contact: Colleen Wood, Business Development Executive

Phone: 636-527-0420

Mobile: 314-369-5881

Fax: 636-527-0420

Email: colleen.wood@cgi.com

Website: http://www.cgi.com

CGI is a leading global information technology company with more than 30 years’ experience delivering solutions to blue chip businesses in telecommunications, financial services, manufacturing and retail. Our dedicated global credit practice offers deep expertise around the entire credit lifecycle-from decisioning to collections and recovery. CGI end-to-end solutions include:

Strata® Enterprise — helps organizations make profitable and efficient decisions utilizing CGI’s patented, customer-based decisioning platform

CGI Enterprise Originations® and ACAPS® Enterprise— provides a single view of a customer’s entire credit and loan history in real time

Identicate® — authentication software, helps organization automatically verify the identities of online customers

ACLS® Enterprise — comprehensive, real-time lending system to support processing for virtually any type of retail consumer loan

CACS® Enterprise — provides advanced workflow features necessary to maximize the effectiveness of collections and recovery treatments

Web Promises™ — enables organizations to put their collections activities on the web quickly and cost effectively

Collections Diagnostic — a focused, pragmatic assessment that will help organizations identify best practices and tactics to stem the increasing flow of their delinquent and non-performing accounts

CGI Enterprise Gateway™ — simplifies the process of creating and maintaining multiple interfaces to data sources such as credit bureaus, property-service vendors and internal databases Back

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Credit Protection Association

One Galleria Tower

13355 Noel Rd., 21st Floor

Dallas, TX 75240

Contact: Brad Gelsky

Phone: 800-800-6499 ext. 1364

Fax: 972-385-9601

Email: bgelsky@creditprotect.com

Website: www.creditprotect.com

Credit Protection Association offers a diverse suite of business solutions to help improve payment performance throughout the entire customer delinquency cycle. From pre-disconnect payment solicitation to post-write off collections, CPA's commitment to customer care has established it as an industry leader in collections and customer retention services for the cable, telecommunications, utilities, and retail markets.

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Decisioning Solutions, Inc.

2 Bloor Street East, Suite 2204

Toronto, Ontario M4W 1A8

Canada

Contact: Jon Corrigan

Phone: 416-840-1470 x229

Fax: 416-840-2433

Email: Joncorrigan@decisioningsolutions.com

Website: www.decisioningsolutions.com

Decisioning Solutions offers automated customer decisioning throughout the customer lifecycle. Core competencies are the robust, flexible suite of decision engines, uDecide™, uValue™, and uRecover™. These products offer unlimited user-flexibility, configurable implementations/changes with no internal IT involvement, and state-of-the-art testing methods, enabling your company to thoroughly enhance their innovative ideas before risking the integrity of their portfolio.

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Diversified Consultants, Inc.

10550 Deerwood Park Blvd, Suite 309

Jacksonville, FL 32256

Contact: Rick Zois, Director of Analytics

Phone: (904) 247-5500, x 1114

Toll Free Direct: (888) 416-3410

Fax: (904) 247-0660

Email: rick.zois@dcicollect.com

Website: www.dcicollect.com

A leading provider of Risk Management Services, DCI can attribute our tremendous success to our total focus on telecom clients. That focus and our determination, born of a solid business model coupled with the values of a family owned and operated establishment make us uniquely qualified to meet our clients needs. From Pre-Charge off to Third Party Collections, DCI has the tools, skilled associates and experience to meet your every Risk Management need.

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Enhanced Recovery Corporation

8014 Bayberry Road

Jacksonville, FL 32256 USA

Contact: Dennis Bender

Phone: 614-834-7207

Email: dbender@erccollections.com

Website: www.erccollections.com

Enhanced Recovery Corporation (ERC) is an accounts receivable management/collection agency that has emerged as a leader in the collection industry. Success in the collection industry requires vision, leadership and focus. We have used those qualities to separate from the competition.

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**EOS CCA**

700 Longwater Drive

Norwell, MA 02061

Contact: Candice O’Brien

Phone:781-753-4196

Email: candice.obrien@eos-cca.com

Website: www.eos-cca.com

EOS CCA is a single-source solution partner for responsive customer care and receivables management. We understand the challenges of managing your customer base, while effectively controlling your accounts receivables. EOS CCA crafts solutions that meet your needs and exceed your expectations.

We take the time to understand your unique needs and relative goals, allowing ourselves to customize short-term and long-term solutions. This approach to customization enables EOS CCA to provide services and solutions to all types communication companies, including landline and wireless carriers, competitive local exchange carriers (CLEC), cable companies, voice over Internet protocol (VoIP) providers, Internet services providers and satellite providers.

With advanced technology and modulated collection strategies, EOS CCA’s recovery teams manage over $7 billion in accounts annually. Founded in 1991 by Paul Leary, Sr., EOS CCA has grown from a one-person operation to one of the largest accounts receivables management firms in the nation. Through dynamic leadership and an unwavering commitment to service, EOS CCA continues its record of success for our clients. Over 1000 quality professionals currently work in EOS CCA’s coast to coast regional centers. EOS CCA maintains the necessary licensing to effect collections in all US states, and has never been denied a license or license renewal for any reason. Occupying a unique position of strength in the global debt management industry, EOS CCA continues to provide innovative customer care and receivables management solutions for clients who seek a true service partner.

EOS CCA Services:

EOS CCA’s Communications Division provides services in the following areas:

First-party customer care and early intervention.

First- and third-party pre-collect and early stage receivables management.

Third-party receivables management – primary, secondary, tertiary, and warehousing.

Portfolio purchases.

Analytics, score, and score migration services.

Financial and location attributes, triggers, and watch products and programs.

Other custom programs: Skip, legal, notification mailings, letter design and more.

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Equifax

1550 Peachtree Street

Atlanta GA 30309

Contact: Detra Pate, Vice President - Sales

Phone: [1] 706-595-6834

Fax: [1] 706-595-6861

Email: detra.pate@equifax.com

Website: http://www.equifax.com

Equifax delivers on a wide range of solutions critical to the financial success of telecommunication and pay tv companies. Solutions for consumer and commercial segments include risk management, decisioning systems, fraud prevention, collections, data integration and marketing. For the last 25 years Equifax has supported a dedicated team of telecommunications experts with deep domain expertise in the critical issues facing this industry. In fact, 3 out of the top 4 wireless carriers rely on Equifax for leading-edge application processing and data integration solutions.

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ER Solutions, Inc.

A Convergent Company

800 SW 39th Street

Renton, WA 98057

Contact: Mike Meyer, Sr. VP Sales

Phone: [1] 314-518-6453

Fax: (206) 340-4003

Email: mmeyer@ConvergentERS.com

Website: www.ConvergentERS.com

ER Solutions, Inc. (ERS), a Convergent Company, is among the oldest, largest and most technologically advanced ARM and CRM providers operating in the U.S. today. In addition to six call centers across the country and nearly 2,500 employees, ERS is SAS 70 compliant, PCI compliant and soon to be ISO 27001 certified. Our mission is to use our talent, techniques and technology to maximize the value of our client’s receivables through respect for the consumer, effective call center management, high ethical standards and strict adherence to all applicable laws, regulations and policies.

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Experian

7018 N. Hardesty Avenue

Kansas City, MO 64119

Contact: Kathy Miller, Industry Consultant

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Fax: 816-454-7185

Email: kathy.miller@experian.com

Website: http://www.experian.com

Experian is a recognized leader in total risk and marketing management solutions. Experian's Telecommunications, Energy and Cable (TEC) vertical market provides consultation to firms in these highly competitive, ever-changing industries, to add to the ultimate success of each corporation's profitability. The TEC group is comprised of individuals with knowledge and expertise from the telecommunications industry, as well as with rich backgrounds in both risk and marketing management. Experian's vision is to be the world's best provider of information solutions, enabling clients to target new customers, build successful customer relationships and manage financial risk...in essence, add total customer value.

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GC Services Limited Partnership

6330 Gulfton

Houston, TX 77081 USA

Contact: Lori Bennett, Director of Business Development

Phone: 832-722-1055

Fax: 713-776-6535

Email: lori.bennett@gcserv.com

Website: http://www.gcserv.com

Founded in Houston, Texas in 1957, GC Services is one of the leading business process outsourcing companies headquartered in the U.S., furnishing numerous contact center solutions to public and to private-sector organizations throughout the world. These solutions include accounts receivable management and collection services (first party and third party); customer care services; operator and directory assistance services; customer retention services; third party verification of sales; quality monitoring services; email, chat and more. We have nearly 10,000 employees in over 30+ contact centers today serving a multitude of industries. Please contact us for more information.

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I. C. System, Inc.

444 Highway 96 East

St. Paul, MN 55127 USA

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Phone: 651-481-6582

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Email: ddevere@icsystem.com

Website: http://www.icsystem.com