

## **TOUCHPOINT NETWORKS EDUCATES CUSTOMERS TO BE AWARE OF FRAUDULENT BILLS FROM TELECOMMUNICATIONS CARRIERS**

EUGENE, OR — January 31, 2014 — TouchPoint Networks, an industry leader in unified communications, announced today that the region’s businesses should be aware of fraudulent bills coming from companies posing as telecommunications carriers. Impersonators have been attempting to defraud organizations and TouchPoint Networks is determined to make sure its customers are aware of this threat. The Department of Consumer Protection has launched an investigation into a company calling itself “UST” or “US Telecom” who has been claiming that the aforementioned invoices were for preventive maintenance on existing telephone systems. As a result, TouchPoint Networks is warning all of its customers and the business community it serves.

Many organizations find themselves overworked, pressed for time and unable to catch every single detail. Unfortunately, this leaves room for scams like this to occur. The perpetrating company, “UST” had been posing as “USTelecom” in an effort to go unnoticed while collecting illegitimate revenues. The scheme exploited the commonplace nature of preventative maintenance invoices, which are regularly sent out by telecommunications carriers and broadband providers alike.

“The reason they were able to pull a stunt like this was because

they took advantage of the fact that CEOs and other executives simply have too many things that require their attention,” stated Gary Gonzalez, President of TouchPoint Networks. “This is exactly why we meet with our customers on a regular basis to review, analyze and consult on their telecommunications and Internet connectivity bills. While we can see things like this coming from a mile away, our customers are too busy growing their businesses.”

TouchPoint Networks has differentiated itself over the years by aligning its interests with its customers’ interests. For example, when TouchPoint Networks initially sits down with a prospective customer, it first conducts an in-depth analysis of the existing network infrastructure, unnecessary lines, unnecessary billing and then interviews top level executives to gain a global understanding of what management is looking to achieve through the adoption of technology. Other business communications companies are much more transactional in nature and lack a relationship-based approach, in which both companies look out for one another.

“We’ve always looked to partner with our customers, so we can be their trusted resource, not just their technology supplier,” commented Mr. Gonzalez. “Our goal is to share our expertise with

everyone in our business community, and over the years we’ve found that whether we do business with someone or we just help them understand their own business communications infrastructure better, people tend to enjoy our interactions. As experts, we consider it our duty to watch out for scams like this and to make sure our community is protected.”

### **ABOUT TouchPoint Networks**

Gary Gonzalez and his business partner’s Chuck Whiteley and Tamara Gonzalez, are owners of TouchPoint Networks, a member of the Technology Assurance Group (TAG). TouchPoint has built a team of professional voice and data specialists dedicated to the highest levels of customer support. TouchPoint’s pattern of steady growth reflects their commitment to keeping pace with the constantly evolving telecommunications technology arena, and the dramatic expansion of the Pacific Northwest’s business market. With offices located along the I-5 Corridor in Portland, Eugene, and Medford, TouchPoint Networks is uniquely positioned to respond quickly and effectively to a wide range of customer equipment and service requirements. For more information on TouchPoint Networks, please visit [www.asktouchpoint.com](http://www.asktouchpoint.com).