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**FOR IMMEDIATE RELEASE**

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**OSG BILLING SERVICES RECEIVES A NET PROMOTER SCORE  
800% HIGHER THAN THE AVERAGE COMPANY**

*~Premier Billing Company Conducts Net Promoter Survey and Receives Rave Reviews~*

**ENGLEWOOD, NJ – March 3, 2009** – OSG Billing Services, a leading billing and invoicing company, today announced that they have achieved a Net Promoter Score (NPS) of 72%.

The Net Promoter Score, or NPS®, is a customer loyalty metric co-founded by Frederick Reichheld, Bain & Company and Satmetrix, and was introduced in the 2003 Harvard Business Review article, *The One Number You Need to Grow*. It has since been embraced by leading companies worldwide as the standard for measuring and improving customer loyalty. According to NetPromoter.com, the Net Promoter Score is both a loyalty metric and a system for using customer feedback to fuel profitable business growth.

Companies with the most efficient growth engines operate at NPS efficiency ratings of 50 to 80%, but the average firm holds an NPS efficiency of only 5 to 10%. For example, Barnes & Noble® holds an NPS score of 74%, while Adobe Systems® ranks in at 46%. (NetPromoter.com)

“As a service-based company, OSG Billing Services takes a great amount of pride in receiving such an impressive score,” said Ron Whaley, vice president of sales and marketing of OSG Billing Services. “We are excited to have this metric to measure our customer satisfaction and look forward to continually striving forward.”

“While NPS is based on asking customers about recommending products or services, it is actually a comprehensive indicator of customer loyalty. NPS is a strong predictor of repurchase behavior and referrals through word of mouth,” said Dr. Laura Brooks, vice president of research and business consulting at Satmetrix. “It’s important that companies focus on the key drivers of loyalty to deepen customer relationships, grow revenue, and increase profits.”

**About OSG Billing Services**

OSG Billing Services provides fast, accurate, dependable invoice presentment and distribution services. As a trusted partner, we advise customers on direct billing strategies to improve the overall quality of the invoice and increase customer satisfaction. With a proven-process for invoice design, set-up and production, we can get invoices into the consumers hands quickly and error-free. We guarantee it.

The services we offer include: invoice consultation and design, error-free print and mail, targeted marketing programs, an automated document factory, online invoice management and electronic bill presentment and payment (EBPP). These capabilities have made OSG Billing Services an award-winning direct billing provider. Visit [www.osgbilling.com](http://www.osgbilling.com) or call 1-888 EASY BILL.

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