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Date: Thu, 29 May 2008 11:10:37 -0400

To:

From: "PublishAmerica Support" <Support@publishamerica.com>

Subject: Don Davidson: Fell for false statements on internet

Dear Don Davidson:

As for your contract, it will remain in effect then, as per your wish and our preference.

Separately, we will expect your prompt apology for making false statements about PublishAmerica. You accuse us on the basis of nothing but the flimsiest internet heresay. Fortunately, it is not difficult to refute, totally, everything that you say.

What you saw posted is simply, plainly, false. Please read the following information carefully, and we will be happy to answer any further questions that you may have:

As for the nonsense that you read on the internet, 100 complaints in eight years, with 2,000,000 happy customers and 30,000 happy authors is a stellar record. And, to make matters even better, according to the BBB, all have been resolved and our record is stellar.

The websites to which you refer have long ago lost credibility, and it would appear that they are rarely taken seriously. We've seen them mocked many times.

In fact, as we speak their ringleaders are being sued in New Jersey by a third party for libel and other objectionable behavior. Their attorney in that case, who also is a frequent poster on these websites, was suspended from the practice of law by the Illinois Attorney Registration and Disciplinary Commission because he defrauded an elderly lady. In the Commission's order, it said that he is "unfit to practice law", "poses a threat to the public and the integrity of the legal profession", and that he was "lying upon lying upon lying".

Fortunately, few people take them seriously, and we rarely hear their name mentioned from any of our roughly 26,000 happily contracted authors or from the almost 200,000 aspiring authors who have sought a PublishAmerica contract to date. Among these are thousands upon thousands of professionals, including lawyers, doctors, and professors, plus many previously published authors and celebrities.

PublishAmerica represents traditional publishing for thousands of authors, both new and old, and the end of the vanity publishing industry. Therefore, we are bound to make headlines, and to cause concern to those who profit from charging authors money.

As for the hoax, what you read is false. No, we did not publish it. There is little truth to the story that you read. The authors of that story know very well that it is almost completely fabricated. PublishAmerica initially accepted the manuscript based on a quick skim of the contents, and when we actually began reading the

manuscript we rejected it. We rejected it long before the hoaxers made their false claim.

Many businesses proudly boast that they have a 95% customer satisfaction ratio. Our ratio is far, far and away above 95%. We operate within only the highest ethical standards. See <http://www.publishamerica.com/testimonials> for more information.

There is no problem of any kind. What happened was that a small group of detractors contacted every "authority" that they could find, and each authority, without exception, found no problem with what PublishAmerica is doing. But this happened years ago. Partly as a result of the on-line efforts that you read, our popularity has risen so dramatically that each day over 100 new authors contact us, wanting to join PublishAmerica. Here is a brief overview of PublishAmerica:

- Each day, over 100 new authors request to become PublishAmerica authors
- Each year, over 25,000 new authors request to become PublishAmerica authors
- 2,000,000 million households served
- 30,000 proud authors on board
- Thousands of positive newspaper reviews, interviews, or feature stories
- Thousands of book signing events in bookstores across the nation
- Eight years in business
- Eight years of steady growth
- Better Business Bureau (BBB) "Reliability Program" status
- Eight years of doing what no other publisher has ever done before, much less for free: bringing a status of class to a previously ignored mass of aspiring authors.

Barnes and Noble alone orders 120 books from PublishAmerica each day. Thousands, each and every month, of PublishAmerica books are sold in bookstores across the nation. Bookstores buy books from us each and every day. The PublishAmerica message board is overflowing with testimonials from our authors about their books being stocked in bookstores. Hundreds of bookstores across the nation stock our books.

We have no outstanding complaints. We have an excellent record with the Better Business Bureau, with "Reliability Program" status, with a complaint rate of only .005 percent, out of more than two million customers served, with all complaints resolved.

We hope that this information is helpful, and that you will be very happy with our ever-growing family of authors. And again, if you have any further questions or concerns, please do not hesitate to let us know.

Thank You,  
PublishAmerica Author Support  
[support@publishamerica.com](mailto:support@publishamerica.com)

-----Original Message-----

From: DON DAVIDSON [mailto:

Sent: Wednesday, May 28, 2008 5:44 PM

To: Darcy @ PublishAmerica

Cc: Denise @ PublishAmerica; PublishAmerica Author Support Team