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BBB BUSINESS REVIEW

What is a BBB Business Review?

THIS BUSINESS IS NOT BBB ACCREDITED

Associated Publishers Network

(866) 437-7897

850 S Boulder Hwy Ste 355, Henderson, NV 89015-7564
Send email to Associated Publishers Network

F On a scale of **A+ to F**
Reason for Rating
BBB Ratings System Overview

BBB Business Reviews may not be reproduced for sales or promotional purposes.

BBB Accreditation

Associated Publishers Network is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that *lowered* Associated Publishers Network's rating include:

289 complaints filed against business
 BBB does not have a clear understanding of this business.
 Business has failed to resolve underlying cause(s) of a pattern of complaints.
 Failure to respond to one complaint filed against business.
 One complaint filed against business that was not resolved.
 BBB does not have sufficient information to determine size of business. BBB evaluation of business is based on rating formula's smallest size classification.
 BBB does not have sufficient information to determine how long this business has been operating.
 BBB does not have sufficient background information on this business. BBB made one or more requests for background information from the business. BBB has not received a response from this business and/or has not been able to verify information received from this business.

Customer Complaints Summary

[Read complaint details](#)

289 complaints closed with BBB in last 3 years | 154 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	79
Billing / Collection Issues	97
Delivery Issues	54
Problems with Product / Service	59
Guarantee / Warranty Issues	0
Total Closed Complaints	289

Additional Complaint Information

BBB has received a volume and pattern of complaints regarding billing and collection, delivery, refund or exchange, and sales practice issues.

According to consumer complaints, magazine subscription renewal notices are received from Associated Publishers Network (APN), also known as United Publisher's Clearing House, National Magazine Services, Orbital Publishing, and Publisher's Billing Exchange.

Complainants state they send in payment for renewal of their subscriptions to various magazines, such as Wall Street Journal, The Economist, New Yorker Magazine, and the Times, however, the magazines are not received.

When consumers contact the magazine companies, directly, to check on their subscription they are informed that payment was never received. Additionally, renewal payments to APN are higher than the original renewal fee from the magazine company.

Complainants indicate that phone calls and emails sent to APN are generally ignored.

Complainants also state that The Economist, New Yorker Magazine, the Times and Wall Street Journal all claim no affiliation with APN.

APN's typical response states, in part, "Magazine publishers have created the agency sale system for the sale of subscriptions. The publisher contracts with clearinghouses. Under these contracts, the clearinghouse is authorized to sell subscriptions. The clearing house then permits thousands of third parties, such as Associated Publishers Network, to sell subscriptions, which are then "cleared" through the clearinghouse. These third parties have no direct contract with the publisher and their identities are unknown to the publisher.

Offers are sent out periodically and are marketing pieces only. We merely send out offers as stated plainly on each offer and no one is obligated to respond."

Additional responses from APN usually state that it takes 6-12 weeks for delivery.

BBB has informed the company of the volume and pattern of complaints and asked that the company address the issue. To date the company has not responded nor have they addressed its pattern of complaints.

Customer Reviews Summary

[Read customer reviews](#)

4 Customer Reviews Customer Reviews on Associated Publishers Network

Customer Experience	Total Customer Reviews
Positive Experience	0
Neutral Experience	1
Negative Experience	3
Total Customer Reviews	4 Customer Reviews

Government Actions

BBB knows of no significant government actions involving Associated Publishers Network.

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning Associated Publishers Network's advertising at this time.

What is BBB Advertising Review?

Additional Information

BBB file opened: 03/06/2012

Contact Information

Principal: Ms. Michelle Miller (Manager)

Business Category

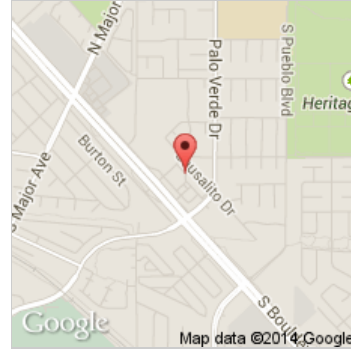
Publishers - Magazine

Alternate Business Names

APN, United Publisher's Clearing House, National Magazine Services, Orbital Publishing, Publishers Billing Exchange

Industry Tips

Vanity Pitches - Don.t Believe the Hype!



Customer Review Rating plus BBB Rating Summary

Associated Publishers Network has received 1.15 out of 5 stars based on 4 Customer Reviews and a BBB Rating of F.

BBB Customer Review Rating plus BBB Rating Overview

As a matter of policy, BBB does not endorse any product, service or business.

BBB Business Reviews are provided solely to assist you in exercising your own best judgment. Information in this BBB Business Review is believed reliable but not guaranteed as to accuracy.

BBB Business Reviews generally cover a three-year reporting period. BBB Business Reviews are subject to change at any time.

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