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210 N. Park Ave.
Winter Park, FL
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P.O. Drawer 200
Winter Park, FL
32790-0200

Tel: 407-740-8575
Fax: 407-740-0613
tmi@tminc.com

Docket Control Center
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007-2996

RE: DN T-04294A-04-0879914 - Payphone Application of Inmate Calling Solutions, LLC

Dear Sir/Madam:

Enclosed for filing are the original and thirteen (13) copies of the responses to staff's data requests issued in connection with the above-referenced application.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed stamped envelope provided for that purpose.

Any questions regarding this filing may be directed to my attention at (407) 740-3004 or via email at rnorton@tminc.com. Thank you for your assistance in this matter.

Sincerely,

Robin Norton, Consultant to
Inmate Calling Solutions, LLC

Enclosures

cc: Suzanne Haffner, ICS
cc: Goy Giminski, ICS
file: ICS - AZ - Inmate
tms: AZn400a

**RESPONSES TO STAFFS FIRST SET OF DATA REQUESTS FOR
INMATE CALLING SOLUTIONS, LLC
DOCKET NO. T-04294A-04-0879914**

1. Please provide a copy of your customer information placard for customer owned pay telephone ("COPT"). Enclosed is a copy of the regulations pertaining to the COPT placard. Make sure your placard has all the information requested in item numbers 5 and 6a through 6g.
2. Please use the above reference numbers and letters (5 and 6a through 6g) to label each regulatory item listed on your COPT placard. This will help ensure that each required item is listed on your COPT placard. In turn, this will help expedite processing your application to provide COPT service in Arizona.

Response: As stated in its application, Inmate Calling Solutions, LLC ("ICS") is a provider of inmate calling services, and seeks authority as such in Arizona. ICS does not offer public payphone service. The payphones used in an inmate environment are highly specialized for security and public safety reasons. Therefore, rules that cover information to be provided on placards at public payphones are not applicable in an inmate environment.

#5. Individual correctional facilities determine allowable time limits on all calls placed by inmates, generally around fifteen minutes.

#6. For security reasons, placards are not posted on telecommunications equipment that is used by inmates. This is because the plastic and metal with which placards are attached to the equipment are often used by inmates as weapons. Thus standard placards as required by the Commission's rules are prohibited by correctional authorities.

#6a. Inmates do not report equipment failures themselves nor may they call customer service employees of telecommunications carriers directly. The personnel of correctional facilities with whom ICS contracts are responsible for the handling equipment-related issues. Therefore, inmates do not have access to contact information for the COPT provider.

#6b. Rate quotes for collect calls are available upon request at the time the call is placed. Rate quotes are offered via an automated announcement provided to the called party during the call set-up process and prior to call acceptance. The called party may listen to the rates and opt to refuse the call without incurring any charges. For prepaid calls, rates are shown on the reverse side of prepaid cards; rate details are also provided to the inmates at the commissary point of purchase.

#6c. As explained in ICS' application and proposed tariff, calls placed by inmates are limited to collect or prepaid only. This is required by correctional facility personnel. Use of commercial calling cards is prohibited.

Respondent: Suzanne Haffner, Manager of Business Development

#6d. Dialing instructions are provided verbally via automated operator at the time the call is placed. Some specialized payphones are manufactured with dialing instructions built into the phone itself.

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(Continued)

#6e & f. Customer service contact information is provided on LEC bills for collect calls billed via the called party's local exchange carrier. For prepaid cards obtained by inmates, complaints and inquiries are handled via the correctional facility. Informational pamphlets are printed in English and Spanish and are provided to the facility for distribution to inmates and families. These pamphlets contain information about the calling process, billing and prepaid alternatives as well as telephone and internet customer service contact information for use by the billed party.

#6g. Calls placed from inmate payphones are carried by the inmate service provider that has contracted with the correctional facility. Access to other long distance carriers, live operators, 800 numbers, and directory assistance is blocked for security and public safety reasons.

Respondent: Suzanne Haffner, Manager of Business Development