



August 6, 2007

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Tel: 407-740-8575

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www.tminc.com

Ms. Patricia Van Gerpen
Executive Director
South Dakota Public Utilities Commission
Capitol Building, 1st Floor
500 East Capitol Avenue
Pierre, South Dakota 57501-5070

Re: Registration and Proposed Tariff – Inmate Calling Solutions, LLC

Dear Ms. Van Gerpen:

Enclosed are the original and ten (10) copies of the registration and proposed tariff of Inmate Calling Solutions, LLC d/b/a ICSolutions. A check in the amount of \$250.00 is attached for payment of the filing fee.

Please acknowledge receipt of this filing by returning, date-stamped, the extra copy of this cover letter in the stamped self-addressed envelope which is provided for that purpose.

Questions regarding this filing may be directed to me at (407) 740-3004. Thank you for your assistance in this matter.

Sincerely,

Robin Norton
Inmate Calling Solutions, LLC

RN/kl

Enclosures

cc: Suzanne Haffner, ICS
cc: Goy Giminski, ICS
file: ICS Inmate - SD
tms: SDn0700

BEFORE THE SOUTH DAKOTA PUBLIC SERVICE COMMISSION

REGISTRATION OF INMATE CALLING SOLUTIONS, LLC

Pursuant to Rule 20:10:24:02 of the Commission's Telecommunications Services Rules, Inmate Calling Solutions, LLC ("ICS") d/b/a ICSolutions submits the following registration information:

1. The name, address and telephone number of the Applicant:

Inmate Calling Solutions, LLC
5883 Rue Ferrari
San Jose, California 95138
Toll-Free: 888-506-8407
Fax: 408-362-2798
Toll-Free: 888-506-8407

2. The name under which the Applicant will provide these services if different than in subdivision (1) of this section:

ICSolutions

3. If the Applicant is a corporation:

(a) The state in which it is incorporated, the date of incorporation and a copy of its certificate of incorporation or, if it is an out-of-state corporation, a copy of its certificate of authority to transact business in South Dakota from the Secretary of State:

- (i) Applicant is a limited liability company, organized on August 13, 2002 under the laws of the State of California.
- (ii) A copy of the Applicant's certificate of authority to transact business in South Dakota from the Secretary of State is included as **Attachment I** to the application.

(b) The location of its principal office, if any, in this state and the name and address of its current registered agent:

- (i) Applicant has no principal office in South Dakota.
- (ii) The name and address of Applicant's current registered agent is:

National Registered Agents, Inc.
300 South Phillips Avenue, Suite 300
Sioux Falls, South Dakota 57102

3. If the Applicant is a corporation, (Cont'd.)

- (c) **The name and address of each corporation, association, partnership, cooperative, or individual holding a 20 percent or greater ownership or management interest in the Applicant corporation and the amount and character of the ownership or management interest:**

The Applicant is a limited liability company and 100 percent owned by The Billing Resource a privately held corporation.

4. **If the Applicant is a partnership, the name, title and business address of each partner, both general and limited:**

Not applicable.

5. **A specific description of the telecommunications services the Applicant intends to offer:**

The Company proposes to offer automated operator assisted calling services to inmates and other incarcerated persons in correctional facilities within the State of South Dakota. All network services are provided by Applicant's underlying carrier.

6. **A detailed statement of the means by which the Applicant will provide its services, including the type and quantity of equipment to be used in the operation, the capacity, and the expected used of the equipment.**

Inmate Calling Solutions, LLC ("ICS" or "Company) proposes to provide automated collect calling services to inmates of confinement institutions throughout the state of South Dakota. All services will be offered twenty-four (24) hours per day, seven (7) days a week. Detailed information regarding these services along with proposed rates and charges are provided in the Company's tariff included as Attachment III to this petition. ICS will provide correctional and confinement institutions with sophisticated premises equipment that permits inmates to make outgoing, collect-only calls without the assistance of a live operator. ICS' systems provide a number of controls and restrictions that serve to reduce or eliminate fraudulent use of telephone systems. These restrictions also provide the correctional institution with increased control over the use of the telecommunications services by inmates confined within. ICS' telephone instruments are placed in detention areas such as cell blocks or day rooms. Each instrument is connected to a central control unit which restricts and controls calls placed by inmates. ICS' system and services allow inmates to remain in contact with family, friends and other associates while still providing facility administrators with the necessary control over inmate communications. Automated collect-only calls may be placed by inmates within the confinement facility. These calls are

routed over the facilities of the local exchange carrier serving the confinement facility and ICS' underlying carrier. ICS' system is designed so that calls are completed only to those called parties who specifically accept the charges for a call. Equipment utilized by ICS requires a positive response from the called party before the connection is established and billing can begin. In addition to call processing, ICS' systems offer restrictive call blocking and screening. These features provide the correctional facility with the maximum degree of control over telecommunications services and help to minimize fraud. Call blocking prevents calls to directory assistance, "0-", 800 numbers, pay-per-call services, and emergency numbers (including 911) in order to reduce prank calls and fraudulent use of long distance services. Access to other interexchange carriers is also denied. Call screening serves to eliminate harassing or threatening calls to individuals such as judges, sheriffs, witnesses or jury members. These two features also allow the institution to enforce telephone curfews (without manual intervention) by pre-setting the hours during which the system will process calls from a given telephone instrument. ICS intends to resell the services of authorized carriers. ICS does not propose to own switching equipment or transmission facilities.

7. The geographic areas in which the services are, or will be, offered, including a map describing the service boundaries.

The Company intends to offer its services statewide in the State of South Dakota.

8. Current financial statements including a balance sheet, income statement, and cash flow statements; a copy of the Applicant's latest annual report; a copy of the Applicant's report to stockholders; and a copy of the Applicant's tariff with the terms and conditions of service.

- (a) In support of its financial ability to provide service, a copy of the Company's most recent financial statement is provided as Attachment II to this application. As a privately held company, Applicant does not issue an annual report to stockholders.
- (b) The Company is providing its proposed tariff, containing the terms and conditions of service, as Attachment III to this application.

9. The names, addresses, telephone number, fax number, Email address and toll free number of the Applicant's representatives to whom all inquiries must be made regarding complaints and regulatory matters and a description of how the Applicant handles customer billings and customer service matters.

- (a) For complaints and on-going regulatory issues:

For regulatory and complaint matters:

Brendan Philbin, Chief Operating Officer
Inmate Calling Solutions, LLC d/b/a ICSolutions

5883 Rue Ferrari

San Jose, California 95138-1857

Phone: (408) 362-4000

Fax: (408) 362-2798

Toll-Free: (888) 506-8407

E-Mail: bphilbin@inmatecallingsolutions.com

- (b) ICS does not bill directly for services. Call records are provided to ICS' billing agent who forwards them to the called parties' local exchange carriers for billing.

For billing inquiries, customers are initially directed to ICS' billing agent whose toll-free number is printed on each customer bill. The billing agent is authorized to investigate complaints and adjust customer bills within certain parameters set by ICS. Should an inquiry exceed the authority delegated by ICS, the customer is referred to ICS' in-house Customer Service Department for further assistance. Customers may reach the Company at the toll-free Customer Service number (800) 661-3845. In addition, Customers may contact the Company in writing at 5883 Rue Ferrari, San Jose, California 95138.

10. A list of states in which the Applicant is registered or certificated to provide telecommunications services, whether the Applicant has ever been denied registration or certification in any state and the reasons for any such denial, a statement as to whether or not the Applicant is in good standing with the appropriate regulatory agency in the states where it is registered or certified, and a detailed explanation of why the Applicant is not in good standing in a given state, if applicable.

- (a) ICS is currently certified, registered or otherwise authorized to provide service in AL, AZ, CA, CO, FL, GA, ID, IL, IN, IA, KS, KY, LA, MA, MD, MI, MN, MS, MO, MT, NV, NH, NM, NY, NC, ND, OH, OK, OR, PA, RI, TX, TN, UT, VA, VT, WA, WV, WI and WY, with a pending application in ME.
- (b) The Applicant has not been denied registration or certification in any state,

- (c) The Applicant is in good standing with the appropriate regulatory agency in all states where it is registered or certified.

11. A description of how the Applicant intends to market its services, its target market, whether the Applicant engages in any multilevel marketing, and copies of any Company brochures used to assist in the sale of services.

The Company intends to respond to Requests for Proposals issued by correctional facilities or their governing authorities. The applicant does not conduct any telemarketing activities or utilize telemarketers in any fashion.

12. Cost Support for rates shown in the Company's tariff for all noncompetitive or emerging competitive services.

All services offered by ICS are competitive.

13. Federal Tax Identification Number.

The Applicant's Federal Tax Identification number is 82-0559085.

14. The number and nature of complaints filed against the applicant with any state or federal regulatory commission regarding the unauthorized switching of a telecommunications provider and the act of charging customers for services that have not been ordered.

ICS has never received a complaint in any state or at federal regulatory commission for the unauthorized switching of a telecommunications provider and the act of charging customers for services that have not been ordered.

15. A written request for waiver of those rules the Applicant believes to be inapplicable.

In the interests of protecting the public at large, and to comply with the security and safety requirements of correctional facility personnel, inmate service providers:

- 1) do not post information on the phones accessible to inmates;
- 2) block access to the operator, directory assistance, 911 and to other interexchange carriers.

Therefore ICS requests a waiver of those portions of the Commission's Alternative Operator Service rules that require posting, access to 911 and that prohibit call blocking (20:10:24:05 (4), (6), & (7).

16. Other information requested by the commission needed to demonstrate that the Applicant has

sufficient technical and managerial capabilities to provide the interexchange services it intends to offer consistent with the requirements of this chapter and other applicable rules and laws.

Applicant possesses the technical and managerial ability to provide service within the State of South Dakota. As a reseller, the Applicant relies on the technical reputation and support of its underlying carriers. Additionally, Applicant's in-house management team is well-qualified to oversee the operations of a telecommunications carrier. Resumes of key personnel are included in Attachment V to the application.

By



Brendan Philbin, Chief Operating Officer
Inmate Calling Solutions, LLC d/b/a ICSolutions

Inmate Calling Solutions, LLC

d/b/a

ICSolutions

Attachment I

Certificate Of Authority To Transact Business In

South Dakota From Secretary Of State

State of South Dakota



OFFICE OF THE SECRETARY OF STATE

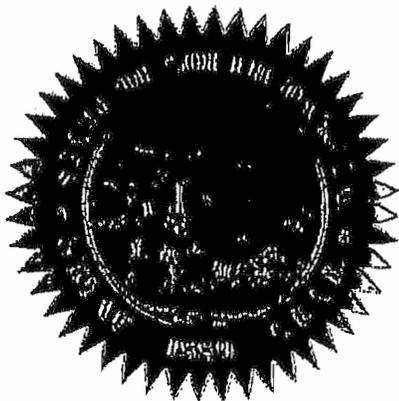
Certificate of Authority Limited Liability Company

ORGANIZATIONAL ID #: FL001790

I, **Chris Nelson**, Secretary of State of the State of South Dakota, hereby certify that duplicate of the Application for a Certificate of Authority of **INMATE CALLING SOLUTIONS, LLC (CA)** to transact business in this state duly signed and verified pursuant to the provisions of the South Dakota Limited Liability Company Act, have been received in this office and are found to conform to law.

ACCORDINGLY and by virtue of the authority vested in me by law, I hereby issue this Certificate of Authority and attach hereto a duplicate of the application for certificate of authority.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of South Dakota, at Pierre, the Capital, this November 13, 2003.



Chris Nelson

Chris Nelson
Secretary of State

A Trade, Assumed, or Fictitious Business Name

The described business hereby certifies that they will engage in, conduct, or operate a business for profit in the State of South Dakota under the trade, assumed, or fictitious name of:

ICSolutions**Conducting business in the following counties:****MINNEHAHA****Owner Name**

Inmate Calling Solutions, LLC

Residence Address5883 Rue Ferrari
San Jose California 95138**Post Office Address**

That the address where the main office of such business is to be maintained is:
5883 Rue Ferrari San Jose California 95138

Receipt Number: 14166**Registration Date: 5/16/2007****Filed By: Cheryl Conklin****Amount Paid: \$10.00**

Inmate Calling Solutions, LLC

d/b/a

ICSolutions

Attachment II

Financial Statements

The financial statements of Inmate Calling Solution, LLC ("ICS") are being filed under separate cover.

These documents demonstrate ICS's financial ability to provide the proposed services. ICS is a privately-held limited liability company and as such its financial statements are not public information, but rather confidential and proprietary information. These financial statements are therefore submitted under seal. ICS respectfully requests that this confidential information not be provided to any party other than members of staff who need to review the material for evaluation of applicant's fitness to provide service.

Inmate Calling Solutions, LLC

d/b/a

ICSolutions

Attachment III

Tariff

Inmate Calling Solutions, LLC d/b/a ICSolutions
5883 Rue Ferrari
San Jose, California 95138
Issued By: Brendan Philbin, Chief Operating Officer

South Dakota Tariff No. 1
Original Title Page

Posted:

SOUTH DAKOTA
INTEREXCHANGE TELECOMMUNICATIONS TARIFF
OF
INMATE CALLING SOLUTIONS, LLC
d/b/a
ICSolutions

This tariff contains the descriptions, regulations and rates applicable to the resale of interexchange telecommunications services provided by Public Communications Services, Inc. with its principal office located at 5883 Rue Ferrari, San Jose, California 95138 for services furnished within the State of South Dakota. A copy of this tariff may be inspected, during normal business hours, at the Company's principal place of business. Copies are available upon request.

Posted: _____

CHECK SHEET

Pages of this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the posted date above.

PAGE	REVISION		PAGE	REVISION	
1	Original	*	26	Original	*
2	Original	*			
3	Original	*			
4	Original	*			
5	Original	*			
6	Original	*			
7	Original	*			
8	Original	*			
9	Original	*			
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13	Original	*			
14	Original	*			
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17	Original	*			
18	Original	*			
19	Original	*			
20	Original	*			
21	Original	*			
22	Original	*			
23	Original	*			
24	Original	*			
25	Original	*			

* - indicates pages changed with this posting

Posted:

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Posted:

SYMBOLS

The following are the only symbols used for the purposes indicated below:

- C** - Changed regulation.
- D** - Delete or discontinue.
- I** - Increase in a rate.
- M** - Moved from another tariff location.
- N** - New
- R** - Reduction in a rate.
- T** - Change in text or regulation.

Posted:

TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.)

Inmate Calling Solutions, LLC d/b/a ICSolutions
5883 Rue Ferrari
San Jose, California 95138
Issued By: Brendan Philbin, Chief Operating Officer

South Dakota Tariff No. 1
Original Page 5

Posted:

APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the provision of intrastate resale common carrier communications and automated operator services by Inmate Calling Solutions, LLC d/b/a ICSolutions for use by inmates in correctional institutions within the State of South Dakota.

Posted:

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Subscriber's location to a ICS switching center or designated point of presence.

Automated Collect Call - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

Customer or End User - The person, firm, corporation or other entity which uses ICS' service and is responsible for payment of charges and compliance with the Company's tariff.

Company or Carrier - Inmate Calling Solutions, LLC d/b/a ICSolutions, unless otherwise clearly indicated by the context.

Commission - The Illinois Commerce Commission.

Correctional or Confinement Institutions - Used throughout this tariff to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

ICS - Used throughout this tariff to mean Inmate Calling Solutions, LLC d/b/a ICSolutions

Inmates - The jailed or confined population of correctional or confinement institutions.

LEC - Local Exchange Company.

Subscriber - The correctional institution which orders or uses ICS's service and is responsible for compliance with tariff regulations. The Subscriber enters into an agreement with the Company for the provision of collect-only automated operator assisted telecommunications services for use by inmates.

Posted:

SECTION 2.0 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The regulations, rules and conditions set forth in this tariff apply to the provision of intrastate telecommunications services by the Company subject to the jurisdiction of the Commission.

Service is offered to Customers to provide directory assistance and call completion originating and terminating within the State of South Dakota, using the Company's network configuration. The Company provides switched long distance network Services for voice grade services. All Services are provided subject to the terms and conditions set forth in this tariff.

The Company's Services are provided on a casual calling basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.

2.2 Use

Service provided under this tariff may be used for any lawful purpose for which the Service is technically suited.

2.3 Limitations of Service

2.3.1 Service is offered subject to the availability of the necessary facilities and subject to the provisions of this tariff.

2.3.2 Company may discontinue or limit Service when necessitated by conditions beyond its control, or when the Customer is using Service in violation of provisions of this tariff, or in violation of the law.

2.3.3 The Company may limit Service, or to impose requirements on Customers as required to meet changing regulatory rules and standards of the Commission.

Posted:

SECTION 2.0 - RULES AND REGULATIONS, (continued)

2.4 Assignment or Transfer

- 2.4.1** All Services and facilities provided under this tariff are directly or indirectly controlled by Company and the Customer may not transfer or assign the use of Service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the Service or facilities.
- 2.4.2** Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of Service.

2.5 Limitations of Liability

- 2.5.1** Except as stated in this section, the Company shall have no liability for damages of any kind arising out of or related to events, acts, rights or privileges contemplated in this tariff. This tariff does not limit the liability of the Company for willful misconduct.
- 2.5.2** The liability of the Company, if any, for damages resulting in whole or in part from or arising in connection with the furnishing of Service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects in transmission, or failures or defects in facilities furnished by the Company in the course of furnishing Service or arising out of any failure to furnish Service shall be determined in accordance with SDCL 49-13-1 and 49-13-1.1 and any other applicable law.
- 2.5.3** The Company shall not be liable for any failure of performance hereunder due to causes beyond its control, including but not limited to Acts of God, fires, flood or other catastrophes; atmospheric conditions or other phenomena of nature, such as radiation; any law, order, regulation, directive, action or request of the United States Government, or any other government, including state and local governments having jurisdiction over the Company or the Services provided hereunder; national emergencies; civil disorder, insurrections, riots, wars, acts of terrorism, strikes, lockouts, work stoppages, or other labor problems or regulations established or actions taken by any court or government agency having jurisdiction over the Company or the acts of any party not directly under the control of the Company.
- 2.5.4** The Company is not liable for any act, omission or negligence of any Local Exchange Carrier, Other Common Carrier, or other provider whose facilities are used concurrently in furnishing any portion of the Services received by Customer, or for the unavailability of or any delays in the furnishing of any Services or facilities that are provided by any Local Exchange Carrier, Other Common Carrier or provider.

Posted:

SECTION 2.0 - RULES AND REGULATIONS, (continued)

2.5 Limitations of Liabilities of Company, (continued)

- 2.5.5** The Company shall be indemnified and held harmless by the Customer or Authorized User from and against all loss, liability, damage, and expense, due to claims for libel, slander, or infringement of copyright or trademark in connection with any material transmitted by any person using the Company's Services and any other claim resulting from any act or omission of the Customer or Authorized User relating to the use of the Company's facilities.
- 2.5.6** The Company shall not be liable for any act or omission of any other entity furnishing to the Customer, facilities or equipment used with the Service provided hereunder; nor shall the Company be liable for any damages or losses due in whole or in part to the failure of Customer-provided service, equipment or facilities.
- 2.5.7** Under no circumstances whatever shall the Company, its affiliates or officers, directors, agents, or employees of the Company or its affiliates, be liable for indirect, incidental, special or consequential damages.
- 2.5.8** The Company's liability for damages arising out of any failure of Service shall not exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 2.5.9** The Company shall not be liable for the accuracy of any information provided to it by outside sources relating to directory assistance or other service offerings. The Company makes every effort to verify that all information that it provides to be current and accurate. The Company, however, has no control over the information that it receives from its various suppliers and makes no guarantee as such.

Posted:

SECTION 2.0 - RULES AND REGULATIONS, (continued)

2.6 Responsibilities of the Customer or Authorized User

- 2.6.1 The Customer is responsible for setting-up and maintaining the accuracy of account information, for complying with tariff regulations, and for ensuring that Authorized Users comply with tariff regulations. The Customer is also responsible for the payment of Services billed to the Customer's account.
- 2.6.2 The Customer is liable for replacement or repair of damage of Company's network, facilities and systems caused by negligence or willful act of the Customer, its Authorized Users, or others, or by improper use of Services provided to the Customer, Authorized Users, or others.
- 2.6.3 The Customer or Authorized User is responsible for providing Company with a valid method of billing for each call. The Company may validate the method of billing through available credit card, calling card, called number, third party telephone number, and room number verification procedures. Where a requested billing method cannot be validated, the user may be required to provide an acceptable alternate billing method or the Company may refuse to provide Service.
- 2.6.4 The Customer or Authorized User is responsible for all activity on its account and all charges incurred to its account by any User regardless of whether Customer has authorized such.

2.7 Billing and Payment for Service

2.7.1 Responsibility for Charges

The Customer is responsible for payment of all charges for Services rendered. In particular and without limitation to the foregoing, the Customer is responsible for any and all charges for Service incurred as the result of:

- (a) any delegation of authority resulting in the use of his or her communications equipment and/or network Services which result in the placement of calls via the Company;
- (b) any and all use of the Service arrangement provided by the Company, including calls which the Customer did not individually authorize;
- (c) any calls placed by or through the Customer's equipment via any remote access feature(s).

Posted:

SECTION 2.0 - RULES AND REGULATIONS, (continued)

2.7 Billing and Payment for Service, (continued)

2.7.2 Payment for Service

The Customer is responsible for payment of all charges for Services furnished to the Customer for transmission of calls via the Company. This includes payment for calls or Services originated at the Customer's number(s) or incurred at the specific request of the Customer. The Customer agrees to pay to the Company or its authorized agent any charges for Service incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network Services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all charges for Service incurred as a result of the use of the Service arrangement, including calls which the Customer did not individually authorize. Failure to receive a bill does not exempt a Customer from payment of any sum or sums due the Company.

All charges due by the Customer are payable to the Company or any agent duly authorized to receive such payments. The billing agent may be the Company, a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agent and subject to the rules of regulatory bodies having jurisdiction.

2.7.3 Billing Disputes

Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Customers may contact the South Dakota Public Utilities Commission if he or she is dissatisfied with the Company's response. The Commission can be reached at:

South Dakota Public Utilities Commission
Capitol Building, First Floor
500 East Capitol Ave.
Pierre, SD 57501-5070
(605) 773-3201
(800) 332-1782

Posted:

SECTION 2.0 - RULES AND REGULATIONS, (continued)

2.7 Billing and Payment for Service, (continued)

2.7.4 Backbilling and Overbilling

The Company reserves the right to bill and collect payment for any Services rendered in previous billing periods, in accordance with South Dakota Public Service Commission rules.

If a Customer remits payment for charges rendered by the Company or through its agent, and any charges are later found to be incorrect due to an error, the Company will refund the overcharge. Any refund will be accomplished by a credit on a subsequent bill for Service, or by check if the account is final.

2.7.5 Bill Due Date and Late Payment Fees

For bills issued by local exchange carriers, any applicable late payment fees will be assessed according to the terms and conditions of the billing entity.

2.7.6 Taxes and Fees

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are applied in addition to the rates and charges as set forth in this tariff. To the extent that a municipality, other political subdivision or local agency of government, or regulatory agency imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees may, insofar as practicable and allowed by law, be billed pro rata to Customers receiving Service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs.

Posted:

SECTION 2.0 - RULES AND REGULATIONS, (continued)

2.7 Billing and Payment for Service, (continued)

2.7.6 Taxes and Fees, (continued)

A. Public Pay Telephone Compensation Charge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), a per call charge may apply to interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's Services. This surcharge, which is in addition to standard tariffed usage charges and any applicable Service charges and surcharges associated with the Company's Service, applies for the use of the instrument used to access the Company's Service and is unrelated to the Service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any re-originated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Compensation Charge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Charge per call	\$0.55
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Posted:

SECTION 2.0 - RULES AND REGULATIONS, (continued)

2.7 Interconnection

The Company may interconnect its Services with those of any Other Common Carrier, Local Exchange Carrier, or alternate access provider of its election, and to utilize such services for the provision of Services offered herein. The Company shall not be liable for Service interruptions that are a result of failure of an interconnection.

2.8 Cancellation of Service by Customer

A Customer may cancel Service by not using the Company's Service. The Customer is responsible for all charges incurred while using the Service.

2.9 Refusal/Discontinuance of Service by Company

2.9.1 Discontinuance or Refusal of Service

- A.** The Company may discontinue or refuse access to its Service for any of the reasons stated below:
- 1.** For failure to pay a past due bill owed to the Company, including one for the same class of Service furnished to the applicant or Customer at the same or another location, or where the applicant or Customer voluntarily assumed, in writing, responsibility for the bills of another applicant or Customer.
 - 2.** For failure to make payment in accordance with the terms of a deferred payment arrangement;
 - 3.** When the Company has reason to believe that a Customer has used a device or scheme to obtain Service without payment;
 - 4.** For violation of or noncompliance with a Commission order;
 - 5.** In the event of prohibited, unlawful or improper use of the facilities or Service, or any other violation by the Customer of the rules and regulations governing the facilities and Service furnished;
 - 6.** In the event of unauthorized use, where the Customer fails to take reasonable steps to prevent the unauthorized use of the Service received from the Company;

Posted:

SECTION 2.0 - RULES AND REGULATIONS, (continued)

2.9 Refusal/Discontinuance of Service by Company, (continued)

2.9.1 Discontinuance or Refusal of Service, (continued)

A. (continued)

7. For violation of or noncompliance with any rules of the Company on file with the Commission;
8. For violation of or noncompliance with municipal ordinances and/or other laws pertaining to Service; or
9. The Customer's use of equipment adversely affects the Company's Service to others.
10. Any other reason that, in the opinion of the Company, will have an adverse effect on the Company, its Customers, or its operations.

B. In the event a Customer's access to Service is discontinued for non-payment or other reasons as stated above, the Customer shall be continue to remain responsible and liable for all unpaid charges due and owed to the Company.

C. Any person or entity that uses, appropriates or secures the use of Service from the Company, whether directly or indirectly, in any unlawful manner or through the providing of any misleading or false information to the Company and which uses, appropriation, or securing of Services is inconsistent with the stated uses, intents, and purposes of this tariff or any restrictions, conditions, and limitations stated herein, shall be liable for an amount equal to the accrued and unpaid charges and applicable interest and/or late payment charges that would have been applicable to the use of the Company's Service actually made by Customer.

Posted:

SECTION 2.0 - RULES AND REGULATIONS, (continued)

2.9 Refusal/Discontinuance of Service by Company, (continued)

2.9.2 Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or Service includes, but is not limited to:

1. The use of facilities or Service of the Company without payment of tariff charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. The use of the Service in such a manner such that it interferes with the service of other Customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a Customer's line, thereby interfering with the Customer's use of the Service; or
6. Permitting fraudulent use.

2.9.3 Discontinuance Procedures

If, in the judgment of the Company, any use of the facilities or Service by the Customer may adversely affect the Company's personnel, plant, property or service, the Company reserves the right to take immediate action, including termination of the Service and severing of the connection, without notice to the Customer when injury or damage or other adverse effect to Company personnel, plant, property or service is occurring, or is likely to occur.

2.10 Call Restrictions

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the institution.

Posted:

SECTION 3 - DESCRIPTION OF SERVICE

3.1 General

Service is offered to inmates of correctional or confinement facilities for outward-only calling. Collect calls may be billed to residential or business lines. Billing information will be validated.

3.2 Timing of Calls

3.2.1 Long distance usage charges are based on the actual usage of ICS's network. Timing of a call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received.

3.2.2 Chargeable time for a call ends upon disconnection by either party.

3.2.3 The minimum call duration and initial period for billing purposes is one minute.

3.2.4 Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to the next higher full minute.

3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. ICS will terminate a call if the called party does not accept responsibility for the charges. If a Customer believes he or she has been incorrectly billed for an incomplete call, the Company will, upon notification, investigate the circumstances of the call and issue a credit when appropriate.

3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept charges for the call (calls are terminated upon the Called Party's refusal to accept responsibility for charges.)

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.3 ICS Institutional Automated Collect Operator Service

ICS provides Institutional Automated Collect Operator Service to inmates of confinement facilities. Service may be limited by the administrators of the institutions as to availability, call duration or calling scope. Calls are billed to the Called Party. The Called Party must actively accept charges for the call. A per-call service charge applies to each call.

Institutional automated collect operator service allows inmates to make collect calls to terminating locations anywhere within in the state. An automated system prompts the caller and the called party through user - friendly instructions. The called party must accept responsibility for payment of the charges by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by ICS' system.

Use of the automated collect calling service is subject to the rules and regulations of the Commission and the institution's administrative restrictions.

3.3.1 Classes of Calls

Automated Collect Station Calls: are calls which are placed by an Inmate who dials all of the digits required to route the call and who follows the ICS system prompts, enabling the Called Party to accept the charges for the call. If the Called Party does not accept the call, the call is terminated and no billing applies.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 ICS Prepaid Institutional Calling Services

3.4.1 General

ICS Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Confinement Institutions. This service is designed to offer a calling alternative for the following circumstances:

- A) Called parties who utilize the services of local exchange carriers that do not offer third party billing of collect calls; and
- B) Called parties whose credit history is inadequate to receive collect calls; and
- C) Inmates who wish to utilize their commissary funds for call placement; and
- D) Called parties who wish to budget their monthly expense for collect calls.

Prepaid Institutional Calling Services are not subject to the Deposit and Advance Payment provisions found in Section 2.

Two options are available with Prepaid Institutional Calling Services. The first option, the Prepaid Debit Account, allows the inmate to set up his/her own prepaid account at the Confinement Institution; the second option, Prepaid Collect Service, allows the Called Party who receives collect calls from inmates to set up his/her own prepaid account.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 ICS Prepaid Institutional Calling Services, (Cont'd).

3.4.1 General, (Cont'd)

A. Option A: Prepaid Debit Account

With a Prepaid Debit Account, each inmate has the option to transfer funds from his/her commissary account to their telephone account. This is accomplished by facility personnel or through a direct interface between the commissary system and the inmate phone system. This account is associated with the inmate's Personal Identification Number (PIN.) When the inmate places a call, he/she has the option of calling collect or prepaid/debit. Once debit is selected, the inmate enters the PIN and called telephone number. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Debit Account is refundable upon request after release of the inmate from the Confinement Institution. The Available Usage Balance expires twelve months from the date the last call is made on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 ICS Prepaid Institutional Calling Services, (Cont'd).

3.4.1 General, (Cont'd)

B. Option B: Prepaid Collect Service

Prepaid Collect Service is available for those parties (Customers) who receive collect calls from inmates in Confinement Institutions. A prepaid account is set up by the Company for the Customer. Once an account is established, all collect calls from the facility to the telephone number associated with the prepaid collect account are automatically processed as prepaid collect. If the payment into the account is provided via the Customer's credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. Deposits to the account are paid to and handled by the Company via arrangement with a specified financial institution. The Company does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the account holder of the Available Usage Balance remaining in the Prepaid Account prior to acceptance of the call. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses. The account holder will also receive a reminder message when the account balance has one minute of usage remaining. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Account is refundable upon request by the called party. The Available Usage Balance expires twelve months from the date the last call is made on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

Prepaid Institutional Calling Services are available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

Posted:

SECTION 4 - RATES

4.1 General

Each Customer is charged individually for each call placed through the Company.

Customers are billed based on their use of Inmate Calling Solutions, LLC d/b/a ICSolutions long distance service. No fixed monthly recurring charges apply.

4.2 Time of Day Rate Periods

There is no variation in call rates based on time of day or day of week

Posted:

SECTION 4 - RATES

4.3 Miscellaneous Rates and Charges

4.3.1 Billing Cost Recovery Fee

In order to partially offset increased expenses associated with billing calls via local exchange carriers, a billing cost recovery fee will apply each billing period in which local or long distance collect calls are billed through a Customer's local exchange carrier. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no collect calls are billed via the Customer's local exchange carrier. This fee does not apply to prepaid services paid for by commercial credit card, check, money order or wire, or for services billed directly to the Customer by the Company.

Billing Cost Recovery Fee, per month where applicable, up to \$2.49

4.3.2 Voice Verification Service

Voice verification Service is an optional service that provides validation of the inmate's identity through voice verification technology for purposes of improved security and reduced potential of fraud and Customer harassment by inmates. This charge applies to automated calls placed by inmates of correctional facilities when such calls are provided through the Company's own processing equipment. Where Voice Verification Service is requested by correctional facilities, this charge applies in addition to all applicable institutional rates and charges as specified in this tariff.

A. Voice Verification Service Charge

Charge per call*, up to \$0.25

* where requested by correctional facility

Posted:

SECTION 4 - RATES, (CONT'D.)

4.4 ICS Institutional Collect-Only Service Rates

The following rates apply to outbound collect-only operator assisted calls placed by inmates in correctional institutions using the ICS network. The minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.4.1 Institutional Collect - Only Rates and Charges

A. Rate Plan A

A per call service charge applies to all completed calls.

1. Local

Per Minute Charge	\$0.00
Per Call Service Charge:	\$2.60

2. IntraLATA

Per Minute Charge	\$0.69
Per Call Service Charge:	\$3.75

3. InterLATA

Per Minute Charge	\$0.69
Per Call Service Charge:	\$3.95

Posted:

SECTION 4 - RATES, (CONT'D.)

4.5 ICS Prepaid Institutional Calling Services -

4.5.1 Prepaid Debit - Rates and Charges

A. Rate Plan A

A per call service charge applies to all completed calls.

1. Local

Per Minute Charge	\$0.00
Per Call Service Charge:	\$2.60

2. IntraLATA

Per Minute Charge	\$0.69
Per Call Service Charge:	\$3.75

3. InterLATA

Per Minute Charge	\$0.69
Per Call Service Charge:	\$3.95

Posted:

SECTION 4 - RATES, (CONT'D.)

4.5 ICS Prepaid Institutional Calling Services, (Cont'd.)

4.5.2 Prepaid Collect - Rates

A. Rate Plan A

A per call service charge applies to all completed calls.

1. Local

Per Minute Charge \$0.00

Per Call Service Charge: \$2.60

2. IntraLATA

Per Minute Charge \$0.69

Per Call Service Charge: \$3.75

3. InterLATA

Per Minute Charge \$0.69

Per Call Service Charge: \$3.95

Inmate Calling Solutions, LLC

d/b/a

ICSolutions

Attachment IV

Resumes Of Management Personnel

Ken Dawson
5883 Rue Ferrari San Jose, CA 95138
(408) 362-4177

SUMMARY

An executive management professional with 15 years of leadership experience in billing services for the telecommunications industry. Solid background in business systems and processes with extensive training and practical application of computer systems automation.

PROFESSIONAL EXPERIENCE

PRESIDENT, Integretel, Inc., San Jose, CA 1997 - present
Oversees all aspects of the business, which currently has 100 employees, \$80 million in assets and produces \$45 million in annual revenue. The company annually processes billing transactions valued at over \$500 million. Lead management buyout to reclaim shareholder control from private investor. Outsourced the company's call center function, cutting nearly 300 jobs and gaining control of the largest variable cost. Co-founded internet billing subsidiary, PaymentOne Corp., which produced \$4.5 million, \$13 million and \$25 million in its first 3 years of operation. Returned company to profitability after major industry downturn in 1999-2000 resulting from regulatory changes to combat "slamming" and "cramming". Also president of Inmate Calling Solutions, running the day to day operations of the subsidiary.

EXECUTIVE VICE PRESIDENT, Integretel Inc., San Jose, CA 1988 - 1997
Co-founded the company and lead development of all major systems and business processes. Developed unique settlement methodology to allow accurate accounting of client revenues through the local exchange carrier systems (a strategic advantage for many years) The Company was processing \$300 million in billings by its 5th year of operation. Sold systems technology to AT&T for \$13.8 million. Co-founded VRS Billing Systems division (1990) to focus on billing services for the 900 Pay-Per-Call industry.

MANAGEMENT CONSULTANT, Telesphere/Media4, Chicago, IL 1987 - 1997
Developed and implemented billing solutions to support the company's new product lines: Operator Services and 900 Calling. Product lines grew from zero to \$50 million in six months. Streamlined interdepartmental procedures and built management reporting systems; Project budget of \$2 million.

ADVISORY SERVICES CONSULTANT, Genstar Corporation., San Francisco, CA 1984 - 1987
Served as a business solutions advisor to senior management to provide analysis of problems, recommendations and oversee development and implementation of business systems. Applications included Order Entry, Billing, Sales Tracking, Management Reporting, Accounting, Financial and Office Automation.

SYSTEMS ANALYST, Genstar Computer Services, Calgary, Canada 1982 - 1984
Held various positions through the ranks of Programmer to Senior Analyst with an emphasis on business and account applications. Developed distributed processing application linking 30 cities throughout U.S. and Canada, which lead to a transfer to the San Francisco head office.

EDUCATION

Graduate, 1979, of the Southern Alberta Institute of Technology, Canada. Majored in business with emphasis in computer technology. Additional course study in Yourdon Structured Analysis, CARA Development Methodology, Kepner/Tregoe Problem Solving and Economics & Accounting from the University of Calgary.

Brendan Philbin
5883 Rue Ferrari San Jose, CA 95138
(408) 927-7316 Fax: (408) 362-2795
bphilbin@inmatecallingsolutions.com

SUMMARY

Results oriented executive with 14 years of leadership experience in the telecommunications industry delivering strategic vision, market and product strategy, technology innovation, program and project management. Proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services.

PROFESSIONAL EXPERIENCE

CHIEF OPERATING OFFICER: INMATE CALLING SOLUTIONS 2002 - Present
Responsible for the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of the service delivery including system integration, billing & collection, customer service, quality control and data processing. Also leading the design and deployment of next generation payment and bad debt management applications in support of the correctional market.

CHIEF OPERATING OFFICER: INTEGRETTEL BILLING SOLUTIONS 1996 - 2002
Responsible for all back-office functions of the company. This responsibility includes overseeing the billing & collection, client settlement, customer service, quality control and data processing functions. Also, designed and deployed a web-based reporting platform - NetImpact™ which streamlined the entire back-office function thereby resulting in significant overhead savings. Responsible for the implementation of the IP based infrastructure for Integretel's Internet billing subsidiary, PaymentOne Corporation.

VICE PRESIDENT OPERATIONS: VALUE ADDED COMMUNICATIONS 1989 - 1996
Operator services company servicing the hospitality and correctional markets. Responsible for system configuration, site installations, customer service, quality control and client settlement. Engineered the Agent Management System which automated the reconciliation and disbursement of commissions to agents and facilities. This system was also utilized to reconcile and report LEC and vendor collection activity. Responsible for the design and deployment of fraud control processes that can be found in the state wide correctional systems of New York, Minnesota, Colorado and several county inmate facilities across the country.

EDUCATION

Graduated with honors from Ballinacorney College in Southern Ireland. Prior to immigrating to the United States, acquired a broad knowledge base including sales, product development, accounting and management.

Phil Apanovitch
5883 Rue Ferrari San Jose, CA 95138
(860) 368-2456 Fax: (860) 368-2470
papanovitch@inmatecallingsolutions.com

SUMMARY

Top producing management executive with success exceeding sales and service objectives, managing P&L, and maintaining superior customer satisfaction. Demonstrated strengths in recruiting, directing, leading, negotiating, designing, training both customer service and technical support. Developed and managed alternate marketing channels, strategic partnerships with local and long distance telephone companies, business plans, new product development, business relationships, market analysis, and strategic planning. Utilizes leading edge CTI technology, and application solutions to expand sales in new markets and emerging industries.

PROFESSIONAL EXPERIENCE

VICE PRESIDENT, SALES & MARKETING, ICSolutions 2001 - present
Responsible for marketing, sales, and product development for inmate telephone companies and county/state correctional facilities, providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database security systems incorporating both traditional and alternative billing & payment services.

GENERAL MANAGER, Adelphia Business Solutions 1999 - 2001
Total P&L responsibility and direction of a team of forty CLEC professionals. Proficient in attainment of revenue and expense commitments involving: customer satisfaction; network design, construction and provisioning; long haul and switching central office equipment and service delivery; sales and marketing; customer care, billing and accounts receivable; human resource acquisition, motivation and retention; real estate procurement and building management.

VICE PRESIDENT, SALES & MARKETING Telequip Labs Inc., Glastonbury, CT 1996 - 1999
Marketed a call processing, call control LAN/WAN database security system to telephone companies and county/state correctional facilities that generated \$18 million in equipment/service contracts. (125% of sales quota 1st year)

MANAGING DIRECTOR, SALES, SBC / SNET America, Inc., North Haven, CT 1994 - 1996
Managed more than 100 alternate sales channel people and directed sales team throughout Connecticut to 60,000 general business accounts a LD telephone service, Centrex, ISDN, Frame Relay, that took 20% of AT&T market the first year. \$65 million/year (achieved 127% of sales quota)

VICE PRESIDENT, SALES & MARKETING, Value-Added Communications, Dallas, TX 1992 - 1994
Marketed to telephone companies and county-state correctional facilities a local and LD telephone service for inmates using Automatic call processing, call control, and LAN/WAN database security system that produced \$100 million in recurring revenue (achieved 238% of sales quota)

VICE PRESIDENT, SALES & MARKETING, Opus Telecom, Inc., Framingham, MA 1990 - 1992
Sold and marketed a call processing, call control LAN/WAN database security system to telephone companies and system integrators, resulting in the sale of GTE Federal Systems and Federal Bureau of Prisons \$50 million

VICE PRESIDENT, SALES & MARKETING - CO-FOUNDER, Director, Infoplus, Inc., Needham, MA 1984 - 1987
Marketed the first Audiotex phonebook, "The Talking Phonebook," to Yellow Page advertisers in New England and Arizona with a distribution of five million, resulting in sales of \$11 million in the first year and \$33 million in the second year. Successful quick ramp up of a 200 plus, multilevel sales, marketing, customer service organization.

VICE PRESIDENT, SALES & MARKETING, - CO-FOUNDER, Director, Universal Network Communications, Newton, MA 1982-1983
Developed a hospitality product for hotel guest long distance service in the Metro Boston and Rhode Island markets, which produced \$6 million per year in less than one year of sales = 85% hotel sales (42 hotels and over 200 business accounts). Responsible for installing a Northern Telecom 1000 port switch using a 600-pair cable across the street from a NYNEX class 5 CO.

NORTHEAST DIVISIONAL MANAGER, SPRINT, Hartford, CT & Boston, MA 1975 - 1982
Marketed and sold SPRINT voice and data product line in New England and New York State. Promoted three times, opened seven offices, ramped up from one to over 150 sales, customer service, and technical employees, top 10% in sales nationwide for seven years, number one in the country for seven years for outstanding customer care. Implemented the first advertising campaign, first alternate marketing channels, college students on campus and telecom interconnect companies, organized first telemarketing organization then helped implement SPRINT's 1st centralized telemarketing organization in Detroit staffing more than 400.

EDUCATION

B.S., MARKETING - Central Connecticut University, New Britain, CT

M. Suzanne Haffner

MANAGER OF BUSINESS DEVELOPMENT, Inmate Calling Solutions, LLC d/b/a ICSolutions, San Jose, CA

2004 - Present

Responsible for managing regulatory compliance, preparation of proposals for use in responding to formal and informal bid opportunities, financial analysis of new projects, and marketing to the corrections industry.

DIRECTOR MARKETING & SALES SUPPORT, Value-Added Communications, Inc., Plano, TX

2001-2003

Developed Marketing Plan for Sales of Call Processing Equipment to niche inmate market.

Led Product Team to create competitive Product Suite and Pricing resulting in 1500% recurring revenue growth over a two year period.

Established process and created tools for responding to public bid opportunities.

DIRECTOR MARKETING, Percheron Development Corp., Covington, TX

1998-2001

Provided marketing consulting services to various telecommunications industry clients until company was dissolved in 2001. Accepted full time employment with client (Value-Added Communications, Inc.) at that time.

DIRECTOR BUSINESS DEVELOPMENT, Telequip Labs, Inc., Richardson, TX

1995-1998

Directed advertising, marketing and public relations effort.

Developed sales collateral, promotional material, standardized public bid responses.

Maintained visibility to regulatory events impacting core business and guided company response/planning.

DIRECTOR MARKETING, Value-Added Communications, Inc., Plano, TX

1993-1995

Developed business plan, sales collateral and marketing materials for target Inmate Communications Market.

Developed competitive proposal documents for responses to public bid opportunities in target market resulting in 300% revenue growth in two year period.

DIRECTOR MARKETING, Technologies Management, Inc., Winter Park, FL

1989-1992

Provided consulting services to various telecommunications clients. Specialized in regulatory compliance, product planning and competitive analysis.

Edited Telecommunications Advisory Report, Florida Edition.

Managed tariff advisory service, resulting in a 600% increase in tariff subscription sales over a two year period.