

Data Request Responses  
Request #1  
Docket TC13-034

1. Please find attached confidential financials covering January-December 2012 as Exhibit A.
2. Consolidated will comply with South Dakota and FCC rules regarding service quality standards as required in 20:10:24:05 (2) and (11), and attests that it meets or exceeds the industry standards. Consolidated can submit the service quality standards upon request.
3. Consolidated requests a waiver of rules 20:10:20:05 (3), (5) and (6) which pertain to posting information on the phones, prohibition of call blocking and 911 calls. We respectfully request a waiver of 20:10:24:05(3) as signage is discouraged at inmate facilities. With regard to 24:10:24:05(5), Consolidated's telephone system offers restrictive call blocking and screening as is customary in confinement facilities. Call blocking prevents calls to directory assistance, "0-", 800 numbers, pay-per-call services, and emergency numbers (including 911) in order to prevent fraudulent use of long distance services. Access to other interexchange carriers is also denied. Please disregard our previous request for waivers of sections (4), (6) and (7) as they were in error.
4. Consolidated does not seek to waive 20:10:24:05(4) and meets this requirement as follows:
  1. The called party has the option to hear the AOS provider's name at any time during the call.
  2. The calling or called party may terminate the call at no charge before the call is connected;
  3. The called party is able to obtain the methods by which complaints can be resolved during the call;
  4. The called party may receive a rate quote upon request at any time at no charge.
5. Consolidated does not seek to waive 20:10:234:05(7) and meets this requirement as follows:
  1. The company has the ability to itemize, identify and rate calls from their origination to termination points. Calls may not be transferred to another carrier for call completion.
6. Consolidated meets the requirements of 20:10:24:05(8), (9) and (10) as follows:
  1. The company will not charge for incomplete calls.
  2. The company will bill only for its own services.
  3. The company will fully disclose its name, address and phone number on any bill which includes charges for services it has provided.
7. Consolidated has a call center that is open 24/7/365 where the families of inmates can call to set up pre-paid accounts. Also, the families may set up a pre-paid account on their website at [www.ctel.us](http://www.ctel.us). The family member must have sufficient credit history to open a credit account, otherwise a prepaid account is suggested. In addition, the Consolidated office staff can set up accounts during normal business hours M-F, 8:30 – 6:00 p.m. Consolidated gives a 3 minute free call to all unbillable numbers initially, then an IVR voice prompt initiates in the call to call the call center number. Also, paper or paperless calling cards may be purchased by the inmates at the confinement center commissary.
8. Consolidated meets the requirement of 20:10:24:02 (13) by a) allowing the prepaid customer or called party to hear a rate quote at the beginning of a call with no obligation to complete the call.

9. Due to the unique nature of confinement facilities and the public safety interests involved, the inmate is not allowed to receive sales information or make a selection of carriers. Please advise if we should ask for a waiver of these rules as they pertain to the inmates.
10. Consolidated makes every effort to assist inmates and their families in making calls. If a number is unbillable due to factors such as cellular phone, internet line, etc. a prepaid account or calling card must be used to handle payment for that call. A three (3) minute free call is available to all unbillable numbers initially, and an IVR voice prompt interrupts the call to give the toll free call center phone number which is (866) 430-0561.
11. Consolidated does consider a portion of its service to be interconnect VOIP. The call begins from the facility through the internet to the company's co-location in Dallas, where it is switched and converted to PSTN and sent out via voice to the end user. It is not 100% VOIP but primarily VOIP.
12. Please find attached a revised tariff correcting the textual changes as Exhibit B.