

BEFORE THE SOUTH DAKOTA PUBLIC SERVICE COMMISSION

**APPLICATION OF
CORRECT SOLUTIONS, LLC**

Pursuant to Rules 20:10:24:02 and 20:10:24:05 of the Commission's Telecommunications Services Rules, Correct Solutions, LLC ("Correct Solutions") submits the following application for long distance resale and alternative operator services authority:

1. The name, address and other contact information of the Applicant.

Correct Solutions, LLC
192 Bastille Lane, Suite 200
Ruston, LA 71270
Telephone: 318-232-1525
Toll-Free: 866-367-9228
Facsimile: 318-232-1501

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

The Applicant will provide services under the name shown in Question 1.

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) Correct Solutions, LLC is a Limited Liability Company organized under the laws of the State of Louisiana on February 13, 2012.

(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.

(iii) **Affiliated Companies**

Correct Solutions is under common ownership and management with LaSalle Corrections, LLC. LaSalle Corrections is an established developer and operator of correctional centers throughout the State of Louisiana and Texas. Since 1997 LaSalle has been providing corrections industry solutions to law enforcement agencies. LaSalle offers a range of facility solutions include design, construction, and operations management, along with inmate services that cover security, education, rehabilitation, and healthcare. The website of LaSalle Corrections is www.lasallecorrections.com. LaSalle Corrections is located at the same address as Correct Solutions in Ruston, Louisiana.

3. If the Applicant is a corporation (continued):

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

(i) Correct Solutions, LLC has no principal office in South Dakota.

(ii) The name and address of Applicant's current registered agent is:

National Registered Agents Inc.
319 S. Coteau Street
Pierre, SD 57501

(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, and the amount and character of the ownership or management interest.

Patrick H. Temple, 192 Bastille Lane, Suite 200 Ruston, LA 71270, USA, 25%

WMC Enterprises, LLC, 192 Bastille Lane, Suite 200 Ruston, LA 71270, USA, 50%

KPL, LLC, 192 Bastille Lane, Suite 200 Ruston, LA 71270, USA, 25%

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.

Correct Solutions proposes to offer automated operator-assisted collect and prepaid calling services to inmates and other incarcerated persons in confinement facilities within the State of South Dakota. All network services are provided by Applicant's underlying carrier. Service is provided twenty-four (24) hours per day, 7 days a week.

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.

Correct Solutions will provide correctional and confinement institutions with sophisticated premises equipment that permits inmates to make outgoing calls without the assistance of a live operator. Correct Solutions' systems provide a number of controls and restrictions that serve to reduce or eliminate fraudulent use of telephone systems available for use by inmates. These restrictions also provide the confinement institution with increased control over the use of the telecommunications services by inmates confined within. Correct Solutions' 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 monitors calls placed by inmates. Correct Solutions' 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 or prepaid 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 Correct Solutions' underlying carrier. Correct Solutions' system is designed so that calls are completed only to those called parties who specifically accept the charges for a call. Equipment utilized by Correct Solutions requires a positive response from the called party before the connection is established and billing can begin.

In addition to call processing, Correct Solutions' systems offer restrictive call blocking and screening. These features provide the confinement facility with the maximum degree of control over telecommunications services and help to minimize fraud and potential harassment by the inmate. 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 or illegal 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.

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

Correct Solutions intends to offer its services in correctional facilities located throughout 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.**

Financial information is provided as **Attachment II** 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.**

For questions concerning this application:

Robin Norton, Consultant to Correct Solutions, LLC
Technologies Management Inc.
2600 Maitland Center Parkway Suite 300
Maitland FL, 32751
Telephone: (407) 740-3004
Facsimile: (407) 740-0613
Email Address: Rnorton@tminc.com

For regulatory matters:

Ryan Horvath, Director of Legal Affairs & Risk Management
Correct Solutions, LLC
192 Bastille Lane, Suite 200
Ruston, LA 71270
Telephone: (318) 232-1500
Facsimile: (318) 232-1501
Email Address – regulatory matters: ryan@correctsolutionsgroup.com

For complaint matters:

Tina Hendricks, Director of Customer Service
Telephone: (318) 232-1525
Facsimile: (318) 232-1501
Email: tina@correctsolutionsgroup.com

9. (Cont'd.)

Correct Solutions does not bill directly for services. For collect calls all records are provided to Correct Solutions' billing agent who forwards them to the called parties' local exchange carriers for billing.

For billing inquiries, customers are initially directed to Correct Solutions' billing agent whose toll-free number is printed on each customer bill and is also available on the Company's website. The billing agent is authorized to investigate complaints and adjust customer bills within certain parameters set by Correct Solutions. Should an inquiry exceed the authority delegated by Correct Solutions, the customer is referred to Correct Solutions' Customer Service contractor for further assistance. Correct Solutions also plans to offer prepaid services.

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.**

- (i) Correct Solutions is currently certified, registered or otherwise authorized to provide service in AL, AR, CO, FL, GA, IA, KS, KY, LA, MO, NE and OK, with pending applications in MS, TN and WA. The company is Also authorized by the FCC to provide international and interstate services.
- (ii) The Applicant has not been denied registration or certification in any state, and is good standing with all regulatory agencies and state secretaries of state.

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 and confinement facilities or their governing authorities. The applicant does not conduct any telemarketing activities or utilize telemarketers in any fashion.

12. Federal Tax Identification Number and South Dakota Sales Tax Number.

The Applicant's Federal Tax Identification number: 45-4531954.

The Applicant's South Dakota Sales Tax Number: has been applied for and will be submitted upon receipt.

13. Information concerning how the Applicant will make available to any person information concerning the Applicant's current rates, terms and conditions for all of its telecommunications services and notification of any materially adverse changes.

As an operator service provider specializing in the institutional services market, Correct Solutions is subject to and will comply with South Dakota and FCC rules governing rate quotes and branding requirements for each call. Information on rates, terms and conditions of service are also provided at each facility.

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.

Applicant will provide institutional calling services only. Such services are not presubscribed to any end user. Correct Solutions services has never received a complaint of any kind.

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 facility personnel, institutional service providers:

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

Therefore, Correct Solutions 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 (3), (5), & (6)). Correct Solutions will comply with all FCC institutional service rules concerning branding, rate quotes, and not charging for unanswered calls. The Applicant does not bill directly for

its services. Collect calls are billed by the serving local exchange carrier of the customer; the required call detail is provided to the LEC for billing the end user, as described above. All LEC bills will identify Correct Solutions as the provider and will include the Company's toll free customer service number.

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.

Correct Solutions possesses the technical and managerial ability to provide service within the state. As a reseller, the Applicant relies on the technical reputation and support of its underlying carriers. Additionally, Correct Solutions in-house management team is well-qualified to oversee the operations of a telecommunications carrier. Resumes of key personnel are included in **Attachment III** to the application. In addition, a bond in the amount of \$25,000 as required for the provision of prepaid services is included as **Attachment IV**

Submitted by:

By: Patrick H. Temple
Patrick H. Temple, Managing Member
Correct Solutions, LLC