

Response of Correct Solutions, LLC

To Staff Information Request

DN TC-14-025

- 1-1) Provide confirmation that the Company will comply with the following rules and give details to each item: ARSD 20:10:24:02(2), 20:10:24:02(12), and 20:10:24:02(14).

ARSD 20:10:24:02(2) – A description of the legal and organizational structure of the applicant’s company.

**Response: Correct Solutions, LLC is a Limited Liability Company organized under the laws of the State of Louisiana on February 13, 2012. Correct Solutions is under common ownership and management with LaSalle Corrections, LLC, an established developer and operator of correctional centers throughout the State of Louisiana and Texas.**

20:10:24:02(12) – Information concerning the applicant’s policies relating to solicitation of new customers and a description of the efforts the applicant shall use to prevent the unauthorized switching of interexchange customers.

**Response: Correct Solutions, LLC plans to provide institutional calling services only. Such services are not presubscribed to any end user.**

20:10:24:02(14) – Information concerning how the applicant will notify a customer of any materially adverse change to any rate, term, or condition of any telecommunications service being provided to the customer. The notification must be made at least thirty days in advance of the change;

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

- 1-2) Pursuant to 20:10:24:02(9), provide, for the most recent 12 month period, the company’s income sheet and a cash flow statement.

**Response: A copy of the company’s most recent income statement is submitted under seal.**

- 1-3) Pursuant to 20:10:24:02(1), does the company have a web page URL?

**Response: [www.correctsolutionsgroup.com](http://www.correctsolutionsgroup.com)**

- 1-4) Does the company want a waiver of the first sentence, of the last paragraph in 20:10:24:05 if a waiver to ARSD 20:10:24:05(3) is granted?

**Response: Yes, Correct Solutions requests a waiver of this sentence.**

- 1-5) Please confirm that the company will comply with all sections of ARSD 20:10:24:05 that the company is not seeking a waiver for? Explain how the company will comply with these rules.

**Response: Correct Solutions complies with all FCC inmate rules concerning branding, rate quotes, and not charging for unanswered calls. Correct Solutions does not bill directly for its services. Collect calls are billed by the end users' local exchange carrier; the required call detail is provided to the LEC for billing the end user, as explained in the company's application. All LEC bills will identify Correct Solutions as the provider and will include the Company's toll free customer service number.**