

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT			1. Contract Number		Page of Pages		
					1 10		
2. Amendment/Modification Number		3. Effective Date		4. Requisition/Purchase Request No.		5. Solicitation Caption	
0003		March 27, 2007				Inmate Telephone Services	
6. Issued by:			Code	7. Administered by (If other than line 6)			
Office of Contracting and Procurement Group VII 441 4 th Street, NW, Suite 700S Washington, DC 20001				Office of Contracting and Procurement Group VII 441 4 th Street, NW, Suite 700S Washington, DC 20001			
8. Name and Address of Contractor (No. street, city, county, state and zip code)				X	9A. Amendment of Solicitation No.		
Prospective Bidders					DCFL-2007-R-7006		
					9B. Dated (See Item 11)		
					January 16, 2007		
					10A. Modification of Contract/Order No.		
					10B. Dated (See Item 13)		
Code				Facility			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning <u>7</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. Accounting and Appropriation Data (If Required)							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14							
A. This change order is issued pursuant to (Specify Authority): The changes set forth in Item 14 are made in the contract/order no. in item 10A.							
B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.							
C. This supplemental agreement is entered into pursuant to authority of:							
D. Other (Specify type of modification and authority)							
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>7</u> copies to the issuing office.							
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)							
Item No. 1: The closing date in Item 9 on page 1 of the solicitation is hereby extended to April 10, 2007. The time remains the same (2:00 p.m.).							
Item No. 2: Delete: B.3. PRICE SCHEDULE – REQUIREMENTS in its entirety Insert: Section B.3 as follows:							
B.3 PRICE SCHEDULE - REQUIREMENTS							
The Contractor's fixed unit price shall include all direct and indirect cost for the performance of services specified herein.							
Except as provided herein, all terms and conditions of the document is referenced in Item 9A or 10A remain unchanged and in full force and effect.							
15A. Name and Title of Signer (Type or print)				16A. Name of Contracting Officer			
				Shafiq R. Choudhary			
15B. Name of Contractor		15C. Date Signed		16B. District of Columbia		16C. Date Signed	
						3/27/2007	
(Signature of person authorized to sign)				(Signature of Contracting Officer)			

Response to the Questions from the Prospective Offertory's

- Q.1.** Will the deadline for the solicitation be extended?
A.1 See Amendment No. 1, 2 and 3.
- Q.2.** Can the base rates be provided as referred to in solicitation, i.e., D.C. Law 13-280?
A.2 See Amendment No. 3.
- Q.3.** It is understood that DOC currently has landlines. Can the landlines be switched out with VOIP lines?
A.3 Yes.
- Q.4.** Can historical volume information be provided for repair dispatches to DOC?
A.4. See Attachment A and B of Amendment No. 3.
- Q.5.** In order to meet the requirements of the RFP, can a local company that has all of the capabilities to provide the service for this contract purchase equipment and/or services from other companies that provide various components of inmate calling?
A.5 Yes, but not to exceed 40%.
- Q.6.** Our selection of inmate call processing equipment or services is further restricted by the requirement that the inmate calling system needs to have an Oracle data base. A company, that we have found, that meets all of the requirements of the bid and is willing to provide the inmate call processing equipment, is willing only to do so if the provision of services to a local company does not invalidate their own Prime bid. The only way a local company is going to be capable of bidding on this contract is to use existing inmate calling technology in concert with its own installation, call center, maintenance and network capabilities. Can a Prime bidder for RFP DCFL-2007-R-7006 also be a service provider to another Prime bidder provided it provides 49% percent or less of the services required for this solicitation?
A.6 Yes, the prime bidder may also be a sub bidder to another prime bidder, but shall not exceed 40%.
- Q.7.** Section C.3.1.3 refers to toll free calling. Toll free calls by their nature are used nation-wide. Please clarify the use of toll free calls that are limited to local numbers. Will DOC provide a listing of attorney's and/or bondsmen that need to be called by inmates?
A.7 Yes, DOC will provide a list of toll free numbers.
- Q.8.** What software and programming code is DOC currently using for its Jail Management System?
A.8 Offender Management System 6.1.1
- Q.9.** Please provide the historical information on increases and/or decreases in the number of telephones at the DOC.
A.9 There have been no changes in the number of inmate telephones in the last two years.
- Q.10** Can you please define what the District is looking for in relation to the request for information that is to be supplied for Tab 1, Item Number 7 – "Description of firm's approach/strategies regarding Utilization Management?"
A.10 Exactly what approach/strategy is used to ensure an adequate number of phones are available for inmate use.
- Q11.** Please provide a copy of the RFP that allowed DSI/ITI to provide the current Jail Management (JACCS).
A.11 This information can be provided only through The Freedom of Information Act (FOIA).
- Q.12** Please provide a copy of the RFP that allowed DSI/ITI to provide the current Inmate Telephone System.
A.12 This information can be provided only through The Freedom of Information Act (FOIA).
- Q.13** Please provide the current contract under which DSI/ITI is providing the Jail Management (JACCS)
A.13 This information can be provided only through The Freedom of Information Act (FOIA).
- Q.14** Please provide the current contract under which DSI/ITI is providing the Inmate Telephone system.
A.14 This information can be provided only through The Freedom of Information Act (FOIA).

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- Q.15** Who is the current Local Exchange Provider?
A.15 Verizon
- Q.16** What provisions has the DOC made to require the current JACCS make access available to the New Phone system provider?
A.16 DOC has a full-time DBA with unlimited access to all Inmate Management System tables.
- Q.17** Does the current JACCS provider allow open access interface with the Phone system?
A.17 Please Contact DSI for further information.
- Q.18** In requiring a specific type of database (such as Oracle) the DOC is preventing most inmate telephone system vendors from having an equal and fair opportunity to respond affirmatively. Because of the type of systems and data stored by Inmate Telephone System data, most vendors utilize other relational databases. Alternative databases have been factually proven to be just as reliable, if not more reliable, in storing, maintaining, and accessing call detail information. Would the DOC consider removing this requirement in order to provide an equal opportunity to all vendors?
A.18 DOC will consider any Dada Base solution proposed in the response to this solicitation.
- Q.19** Are any Public Pay Phones included in this contract?
A.19 No.
- Q.20** Please provide the current revenue generated by the inmate phone system broken down by call type; Local, IntraLata, InterLata, InterState, and International by month, for the past 12 months.
A.20 This information can be provided only through The Freedom of Information Act (FOIA).
- Q.21** Please provide the current revenue generated by the inmate phone system broken down by revenue type (Collect, Inmate Debit, Destination Prepaid and Prepaid Cards) for; Local, IntraLata, InterLata, InterState, International by month, for the past 12 months.
A.21 This information can be provided only through The Freedom of Information Act (FOIA).
- Q.22.** Please provide the Minutes and Messages for the inmate phone system broken down by call type; Local, IntraLata, InterLata, InterState, and International by month, for the past 12 months.
A.22 Please see the response to the Question No. 4
- Q.23** Please provide the Minutes and Messages for the inmate phone system broken down by Revenue type(Collect, Inmate Debit, Destination Prepaid and Prepaid Cards) for; Local, IntraLata, InterLata, InterState,and International, by month, for the past 12 months.
A.23 Please see the response to the Question No. 4
- Q.24** What are the current rates(Surcharge and per/minute) charged broken down by Revenue Type(Collect, Inmate Debit, Destination Prepaid and Prepaid Cards) and by Call type Local, IntraLata, InterLata, InterState and International.
A.24 This information can be provided only through The Freedom of Information Act (FOIA).
- Q.25** What Free calls are required besides local to Attorneys and Bail bondsmen?
A.25 Several hot line numbers
- Q.26.** What is the current commission paid to the DOC for the inmate phone system?
A.26 This information can be provided only through The Freedom of Information Act (FOIA).
- Q.27** What is the limitation currently placed on call length?
A.27 15 min.
- Q.28** What is the current PIN length?
A.28 6 Digits
- Q.29** Who is the DOC's current Commissary Provider?
A.29 DOC provided.

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- Q.30** What provisions has the DOC made to require the current Commissary Provider make access available to the New Phone system provider?
A.30 Current commissary is provided by DOC.
- Q.31** What Provisions has the DOC made requiring current JMS provider to interface with the New Phone system provider to allow for scheduling of sick call?
A.31 This interface must include data exchanges with the medical system Centricity.
- Q.32** The DOC is requesting that the recording system shall be network able in LAN and WAN environments. Does the DOC want the system to be connected to the current Jail LAN?
A.32 Yes.
- Q.33** Would the DOC allow vendors to offer alternative word spotting software? Due to the proprietary nature of inmate telephone systems, it is unlikely that vendors will be able to interface with this component of a competitors system. In requiring that responders interface with the VAC product, the DOC is not allowing for equal and fair opportunity among bidders.
A.33 Alternative.
- Q.34** What specific reports is the DOC requesting in Crystal Reports Professional?
A.34 DOC must have access to develop internally developed Crystal Reports.
- Q.35** Is a Bid Bond Required?
A.35 There is no Bid Bond for this procurement.
- Q.36** Is a Performance Bond Required?
A.36 There is no Performance Bond for this procurement.
- Q.37** The RFP states that the ADP is 2600. None of the statistics available for the DC Jail indicate a population this high. Is this the current ADP? How often does it reach this number?
A.37 The ADP was 2184 for the last four calendar years.
- Q.38** How does the current system connect to the Jail's LAN?
A.38 Telephone system servers are connected via a switch.
- Q.39** How many work stations are on the Jail's LAN access the phone system?
A.39 Approximately twelve.
- Q.40** How many Workstations on the Inmate Phone system LAN are required?
A.40 Interface requires with DCLAN.
- Q.41** Is portable remote access to the system for investigations required?
A.41 Not portable but remote access is required by Internal Affairs.
- Q.42** Do any other departments in the DC government require access to the system for investigation?
A.42 Other agencies are given CDs or DVDs.
- Q.43** How many TTY/TDD phones are required? Does the DOC wish this type of call recorded?
A.43 Each housing unit (18) require the TTY/TDD capability. Yes, these calls are recorded.
- Q.44** Is a PO.1 grade of service required?
A.44 the Government dose not understand this question.
- Q.45** How many portable cart type phones are required?
A.45 10.
- Q.46** How many months of call recordings are required to be stored on Line?
A.46 1.5 years.

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- Q.47** Does the DOC require that the system be able to be automatically turned on and off at preset times?
A.47 Yes.
- Q.48** Please explain the Commission Discount by years requested?
A.48 See Section B of the solicitation.
- Q.49** Due to the complexity of the RFP requirements and the interface requirements will the DOC extend the deadline until March 16, 2007?
A.49 RFP Submission date has been extended to March 19, 2007.
- Q.50** Do the EEO forms need to be filled completed and submitted with the bid, or provided to the county after contract award?
A.50 EEO forms are required with your response on March 19, 2007 to concenter your response for evaluation. If EEO forms are not included, your proposal may not be excepted.
- Q.51** On page 2 and throughout the RFP, the District states or implies that it intends to "purchase" the inmate telephone system. Is this accurate? Will the District consider a concession-type agreement in which our company furnishes the inmate telephone system and services for the duration of the contract at no cost to the District and pays the District a percent of total gross revenue charged for inmate calls?
A.51 District requires a concession-type agreement in which the vendor furnishes the inmate telephone system and services for the duration of the contract at no cost to the District without any percent of gross revenue.
- Q.52** If a concession-type agreement is allowed, should the vendor modify the wording, "% Discount" on the Base Period charts (RFP pages 2 & 3; charts: B.3.1 – B.3.5) to be "% Commission" instead?
A.52 No, see Section B of the solicitation. The Government is only interested in a rate discount.
- Q.53** Please provide technical Contacts for the JACCS, COTS, General Electric's Electronic Medical Record (EMR) Centricity and any other system that may need to interface with the Inmate Phone system.
A.53 Keith Godwin, 1923 Vermont Ave, NW, Washington, DC 20011, 202-671-2075
- Q.54** Some vendors add additional non-disclosed fees to both inmates and called parties. These vendors do not pay commission on these fees since they are not part of the collect, pre-paid or debit call costs. These fees include, but are not limited to, opening and closing fees for called parties to setup accounts, fees that appear on bills for use of certain phone features such as voice verification, security fees, processing recovery fees, additional charges for processing debit calls, transaction fees charge to inmates for entering commissary orders over the phone, and any other features or products offered to the facility. Different vendors refer to these fees with different terminologies but they all represent additional costs to the inmate or the called party over and above the surcharge and per minute rate. It appears that the DOC is attempting to minimize calling cost to both inmates and the public by setting the calling costs. With this in mind are vendors permitted to charge fees in addition to the standard surcharge, per minute charge and applicable state, local and federal taxes? If no, please detail the allowed charges that may be passed on to the inmate or called party, standard surcharge, basic charge for 15 min call, applicable taxes and tariffs.
A.54 All fees will be considered when calculating the total cost to the inmate or family.
- Q.55** Currently ITI provides the Washington DC Department of Corrections with a site administrator. Is this site administrator to be provided under this contract as well? Yes, a site administrator is required.
A.55 Yes, a site administrator is required.
- Q.56** Please provide the number of inmates that will be utilizing the sick call system concurrently. For a facility of this size we would expect twenty. Is this a correct assumption? Twenty to twenty-five would be appropriate.
A.56 Twenty to twenty-five is correct.
- Q.57** Is it the intent of the DOC to seek a true web based system in which every feature (100%) can be accessed over the internet using nothing more than a standard web browser and not systems that only may be web-enabled or even partially web-enabled? DOC is not seeking web based system.
A.57 A web based system is not required.

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Q.58 Is it the responsibility of the selected vendor to convert both data records and call recordings to the new system? The old data records and call recordings must be available for a period of one year after award of contract.

A.58 Old data and recordings must be made available for one and a half years after award of contract.

Q.59 Please provide the time frame that the district is looking for from time of award until the system is fully functional. Normally this time frame is 30-45 days. Forty-five (45) days.

A.59 Forty-five days.

Q.60 While the information in the RFP was helpful; we would like some additional detail In order to accurately evaluate the financial aspects of this opportunity. Please provide as much data as possible from the following chart:

Call Category	# of Calls Per Month	# of Minutes Per Month	Total Revenue Per Month
LOCAL			
INTRALATA			
INTERLATA			
INTERSTATE			
International (Debit)			
Total	0	0	0

A.60 Please see the response to the Question No. 4

Q.61 In addition, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following data.

Call Category	Surcharge or Connect Fee	First Minute	Add'l Minute
Local			
Intra LATA			
Inter LATA			
InterState			

A.61 Please see the response to the Question No. 4

Q.62 In order to ensure a level playing field for all bidders; please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

A.62 Functional and Operational equipment may requires capitol investment, incumbent has already did it.

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- Q.63** The RFP calls for an interface to the VAC Word Spotting software. Based on the discussion at the pre-bid conference, we understand that you want this feature, but it need not be VAC software that provides the functionality.
- A.63** Word spotting functionality must be provided.
- Q.64** In the past, DSI's unwillingness to offer an interface at a reasonable cost has created an impediment to the development of an interface between any vendor and the DSI Jail Management system. During the pre-bid it appeared possible for the DOC to provide a direct feed of the inmate data that would eliminate the need for a DSI interface. Please confirm that this is an option.
- A.64** Each vendor must provide all interfaces that will be needed to meet functional requirements.
- Q.65** During the pre-bid, the necessity to provide system data in a format compatible with Oracle was required. As this is a mandatory requirement, please provide a specification for the format desired, or additional data as to what type of data feed the present vendor is providing.
- A.65** The database of choice is Oracle. DOC will consider all bids regardless of database used.
- Q.66** There is a conflict in the number of copies of the proposal that you require. Would you like 1 original and 5 copies or 1 original and 6 copies?
- A.66** 1 Original and 7 copies.
- Q.67** Given the short time frame between the question deadline and the due date, we respectfully request an extension of at least 5 business days after the DOC provides responses to all vendor questions.
- A.67** RFP Submission date has been extended to March 19, 2007.
- Q.68** **C.3.1.2** The Contractor's system shall store all calls information and all parameter setups within an Oracle relational database.
- No major inmate phone provider we know of today except DSI-ITI utilizes Oracle databases. Any phone data the DC jail requires can be ported into any format needed.
- A.68** DOC will consider any Dada Base solution proposed in the response to this solicitation.
- Q.69** Our investigation into D.C. Law 13-280 has been unable to produce a definitive answer to the specific rates required in Section B3 to be used in the price schedule. We therefore request that the specific rates, to which a discount percentage will be applied, be provided to all potential respondents.
- A.69**
- Q.70** Please provide annual minutes and messages associated with local, intraLATA, interLATA and interstate collect calling.
- A.70** Please see the response to the Question No. 4
- Q.71** Please provide annual minutes and messages associated with any international calling separated by collect and debit calling.
- A.71** Please see the response to the Question No. 4
- Q.72** In reference to C.3.1.13.2 "The PIN numbers shall be automatically generated when a new inmate is booked into the Jail and Community Corrections System (JACCS) and transfer the Pin number to the Inmate telephone system without any user intervention."
- a. What type of interface is required to communicate with the Jail Management System; is it an open architecture or flat file transfer interface such as an FTP?
- b. Will the Jail Management System vendor provide all file and interface specifications to the selected contractor at no cost to the contractor, and if there is a cost for the interface, would you please provide an estimate of that cost?
- c. Will the Jail Management System vendor work with the selected contractor to test and deploy the interface at no cost to the contractor, and if there is a cost to test and deploy the interface, would you please provide an estimate of that cost?
- A.72** These agreements must be negotiated with DSI. DOC can provide access to data stored in the Jail Management System.

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- Q.73** In reference to C.3.1.13.13 “The Contractor shall provide a seamless interface between the phone system and JACCS so that the charges for the phone call are deducted directly from the inmate’s commissary account in real-time without any intervention from the user, vendor, or external programs.”
- a. Will the JACCS vendor provide all interface specifications and work closely with selected contractor to test and deploy commissary pre-paid calling interface without additional cost to selected contractor, and if there is a cost would you please provide that cost?
 - b. Will the JACCS vendor provide all rate tables, call rates on request during call attempt and call detail reports to selected contractor for information and auditing purposes?
- A.73** These must be negotiated with DSI.
- Q.74** In reference to C.3.1.13.35 “The Contractor’s system shall have the ability to interface with the Jail Management System to allow scheduling of sick call from the inmate telephones located in each housing unit.”
- a. Does the sick call system require analog or digital voice path connectivity between the sick call system and the inmate telephone system?
 - b. How many voice connections are required during peak time sick call activity?
- A.74** a. The bidder has to contract with General Electric (GE), DOC is using their software Centricity (Logician)
b. Please see the response to the Question No. 56
- Q.75** Please provide the time frame that the district is looking for from time of award until the system is fully functional. Normally this time frame is 30-45 days.
- A.75** 45 days

Inmate Telephone System

Frequently Asked Questions

Costs and Payments

NEW! Q: How much do phone calls cost?

A: The phone call rates, effective 3/30/2006, are shown in the table below:

	Pre-paid Collect Calls ¹	Debit Calls ¹
Local	\$1.23 for up to 15 minutes	\$1.13 for up to 15 minutes
IntraLATA	\$1.23 surcharge + \$0.14 per minute	\$1.16 surcharge + \$0.14 per minute
InterLATA	\$2.10 surcharge + \$0.39 per minute	\$1.86 surcharge + \$0.39 per minute
Out-of-State	\$2.45 surcharge + \$0.48 per minute	\$2.10 surcharge + \$0.48 per minute
Out of Country	\$3.15 surcharge + \$0.48 per minute	\$3.15 surcharge + \$0.48 per minute
International ²	(not permitted)	\$4.50 surcharge + \$0.67 per minute (minimum) \$8.00 surcharge + \$3.95 per minute (maximum)

- Notes: 1. The costs above do not include 6% State tax and 3% Federal tax
 2. The cost for an International Debit call depends on the country being called

NEW! Q: What is the total cost of a 15 minute call, including tax?

A: Based on the phone call costs above, the total cost of a 15 minute call, including tax, is shown below for each type of call:

	Pre-paid Collect Calls	Debit Calls
Local	\$1.34	\$1.23
IntraLATA	\$3.63	\$3.56
InterLATA	\$8.67	\$8.40
Out-of-State	\$10.52	\$10.14
Out of Country	\$11.28	\$11.28
International	(not permitted)	\$15.86 (minimum) \$73.31 (maximum)

NEW! Q: What is the difference between Local, IntraLATA, InterLATA, and Out-of State calls?

A: Local calls from the DC Jail generally are calls within the immediate DC Metro area (DC and parts of Virginia and Maryland). LATAs (local access and transport areas) are defined by the Federal Government, and do not necessarily match area code, county, or state boundaries. As the distance increases between the DC Jail and the destination phone number, the rates for IntraLATA, InterLATA or Out-of State regions apply. The best way to determine the cost of a specific phone call is for the inmate to select the appropriate menu choice for a rate quote when prompted by the Inmate Telephone System.

NEW! Q: What is the difference between an Out of Country call and an International call?

A: Out of Country calls are calls to Canada, Mexico, and US Territories. These calls use the conventional calling pattern (area code plus 7 digit number). International calls are calls to all other countries. These calls require a Country Code plus from 9 to 12 additional digits.

Inmate Telephone System Frequently Asked Questions

NEW! Q: Can Pre-paid Collect Calls be made to Out of Country or International phone numbers?

A: Yes for Out of Country, no for International.

NEW! Q: Can Debit Calls be made to Out of Country or International phone numbers?

A: Yes for both. Inmates can include Out of Country or International phone numbers on their Debit Call forms.

Q: How are phone calls paid for?

A: The method of payment is different for Pre-paid Collect calls and Debit calls.

- Pre-paid Collect calls are paid for by the person being called (see next question)
- Debit calls are paid for by an automatic withdrawal from the inmate's commissary account.

Q: When an inmate calls someone Pre-paid Collect, what does that person need to do for billing arrangements?

A: That person must make billing arrangements with Inmate Telephone Inc., P.O. Box 1827, Altoona, PA 16603-1827. The toll-free phone number is 888-949-3303.

Q: How much money must be in an inmate's commissary account in order for the inmate to make a Debit call?

A: At least \$10.00, or the estimated cost of a 15 minute call, whichever is greater.

Q: Can an inmate get a printout of their commissary account that shows charges for Debit calls?

A: Yes. The Case Manager can print out the commissary account transactions that show charges for Debit calls.

Phone Calls

Q: What is the maximum length of a phone call?

A: 15 minutes per call

Q: Is there a waiting period between phone calls?

A: No

Q: Can phone calls be made to cell phone numbers?

A: Yes for Debit calls, no for Pre-paid Collect calls.

Inmate Telephone System Frequently Asked Questions

Q: Is each inmate allowed a certain number of free collect calls?

A: No. It is the called party who is allowed to receive a few free collect calls before making billing arrangements with Inmate Telephone, Inc. (ITI), no matter which inmates make the collect calls. If the called party fails to make billing arrangements with ITI, or fails to keep sufficient funds on account with ITI, then further calls will be denied to the called party from any inmate, even calls from a new inmate.

Q: An inmate tried to make a Debit call but the system immediately disconnected the call. Why?

A: Several possible reasons:

- The phone number dialed was not on the inmate's list of Debit phone numbers
- The inmate does not have enough money in his/her commissary account
- The phone number dialed is blocked

Q: How many Debit phone numbers can an inmate have on his/her list?

A: Inmate can have a maximum of 10 phone numbers on his/her Debit phone number list.

Q: How often can an inmate change his/her list of Debit phone numbers?

A: The inmate must wait 30 days before submitting a new list of Debit phone numbers.

Q: What happens to the previous Debit phone numbers on an inmate's list when the inmate submits a new list?

A: The new list completely replaces the old list. The old list is deleted.

Q: An inmate is trying to call a phone number but it is blocked. How can a phone number be unblocked?

A: The owner of that phone number must call ITI at 888-949-3303 to unblock the number.

Miscellaneous

Q: The inmate selected the wrong language. Can this be changed?

A: Yes. The Case Manager should report the inmate's name and DCDC# to the OMITS Help Desk and specify the desired language.

Q: The inmate forgot his/her TID number. No other inmate knows this inmate's TID. What should be done?

A: The Case Manager should re-print the TID form, have the inmate sign the form, provide the TID to the inmate, and forward the form to OMITS/ADP.

Q: The inmate lost his/her TID number, and other inmates may know this inmate's TID. What should be done?

A: The Case Manager should report the inmate's name and DCDC# to the OMITS Help Desk and request that a new TID number be assigned.



**Inmate Telephone System
Call Counts
10/1/2005 to 9/30/2006**

2/7/2007

10:45:59 am

<u>BEGINDATETIME</u>	<u>Collect</u>	<u>Debit</u>	<u>Total</u>
October 2005	35,153	22,825	57,978
November 2005	36,549	24,001	60,550
December 2005	35,206	25,827	61,033
January 2006	38,449	27,304	65,753
February 2006	35,579	18,066	53,645
March 2006	39,701	25,038	64,739
April 2006	35,733	20,403	56,136
May 2006	33,535	21,904	55,439
June 2006	28,955	20,877	49,832
July 2006	33,580	22,873	56,453
August 2006	36,485	19,571	56,056
September 2006	26,299	14,359	40,658
	<u>415,224</u>	<u>263,048</u>	<u>678,272</u>