

DOIT MASTER AGREEMENT NUMBER:

B-03-013

DOIT APPROVAL DATE:

3/21/2007

VENDOR NAME: **MCI WORLDCOM Communications, Inc.**

FEIN: **47-0751768**

SERVICE/PRODUCT NAME: **Inmate Telephone & Monitoring System**

SERVICE/PRODUCT DESCRIPTION: MCI will provide the State of Connecticut Department of Corrections a fully integrated Inmate Telephone, Recording & Monitoring System with all institutions networked to a central database.

SERVICE LEVELS: MCI does not offer SLAs for Inmate Phone Service, however the following repair statistics apply.

Priority 1 Outage: Clearance Goal 4 Hours – Locations with more than 50% of circuits out of service.

Priority 2 Outage: Clearance Goal 8 Hours – Locations with less than 5 circuits or less than 50% of circuits out of service.

Priority 3 Outage: Clearance Goal 24 Hours – Locations with single trouble issues.

Customer inquiries relating to billing questions or for problems relating to removing a phone number from an Inmate's Call List can be directed to (888) 415-0377.

SERVICE AVAILABILITY/LIMITATIONS: The services associated with the MCI provided Inmate Telephone & Monitoring System are available to any Connecticut Department of Corrections institution that has installed the MCI Inmate Telephone & Monitoring system.

MASTER AGREEMENT NUMBER:	B-03-013	DOIT APPROVAL DATE:	3/21/2007
--------------------------	-----------------	---------------------	------------------

VENDOR NAME: MCI WORLDCOM Communications, Inc.	VENDOR FEIN: 47-0751768
---	--------------------------------

SERVICE NAME: Inmate Telephone and Monitoring System

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit				
Add	07/03/03	09/11/03	1		Collect Call Commission	ea				45%
Add	07/03/03	09/11/03	2		Local Collect Charge per Call	ea				\$2.00
					Local - Mileage Band and per Minute Rates:					
					<u>Day</u> <u>Evening</u> <u>Night</u>					
					<u>Mileage</u> <u>1st Min.</u> <u>Add'l Min.</u> <u>1st Min.</u> <u>Add'l Min.</u> <u>1st Min.</u> <u>Add'l Min.</u>					
					N/A \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00					
Add	07/03/03	09/11/03	3		IntraLata Collect Charge per Call	ea				\$1.75
					IntraLata - Mileage Band and per Minute Rates:					
					<u>Day</u> <u>Evening</u> <u>Night</u>					
					<u>Mileage</u> <u>1st Min.</u> <u>Add'l Min.</u> <u>1st Min.</u> <u>Add'l Min.</u> <u>1st Min.</u> <u>Add'l Min.</u>					
					1-10 \$0.1300 \$0.1300 \$0.1300 \$0.1300 \$0.1300 \$0.1300					
					11-16 \$0.1500 \$0.1500 \$0.1500 \$0.1500 \$0.1500 \$0.1500					
					17-22 \$0.1700 \$0.1700 \$0.1700 \$0.1700 \$0.1700 \$0.1700					
					23-30 \$0.2100 \$0.2100 \$0.2100 \$0.2100 \$0.2100 \$0.2100					
					31+ \$0.2400 \$0.2400 \$0.2400 \$0.2400 \$0.2400 \$0.2400					
Add	07/03/03	09/11/03	4		InterLata/IntraState Collect Charge per call	ea				\$1.75
					InterLata/IntraState - Mileage Band and per Minute Rates:					
					<u>Day</u> <u>Evening</u> <u>Night</u>					
					<u>Mileage</u> <u>1st Min.</u> <u>Add'l Min.</u> <u>1st Min.</u> <u>Add'l Min.</u> <u>1st Min.</u> <u>Add'l Min.</u>					
					1-10 \$0.1200 \$0.1200 \$0.0780 \$0.0780 \$0.0420 \$0.0420					
					11-16 \$0.1400 \$0.1400 \$0.0910 \$0.0910 \$0.0560 \$0.0560					
					17-22 \$0.1650 \$0.1650 \$0.1073 \$0.1073 \$0.0660 \$0.0660					
					23-30 \$0.2000 \$0.2000 \$0.1300 \$0.1300 \$0.0800 \$0.0800					
					31+ \$0.2300 \$0.2300 \$0.1495 \$0.1495 \$0.0920 \$0.0920					
Add	07/03/03	09/11/03	5		InterState Collect Charge per Call	ea				\$3.95
					InterState - Mileage Band and per Minute Rates:					
					<u>Day</u> <u>Evening</u> <u>Night</u>					
					<u>Mileage</u> <u>1st Min.</u> <u>Add'l Min.</u> <u>1st Min.</u> <u>Add'l Min.</u> <u>1st Min.</u> <u>Add'l Min.</u>					
					ALL \$0.89 \$0.89 \$0.89 \$0.89 \$0.89 \$0.89					
NOTE:	Day: Monday – Friday 8 am to 4:59 pm									
	Evening: Monday –Friday 5 pm to 10:59 pm; Saturday, Sunday and Holidays 8AM to 10:59PM									
	Night: Monday – Sunday 11 pm to 7:59 am									
NOTE: Grey highlighted items are no longer available. They have been either deleted, changed, and/or no longer apply.										